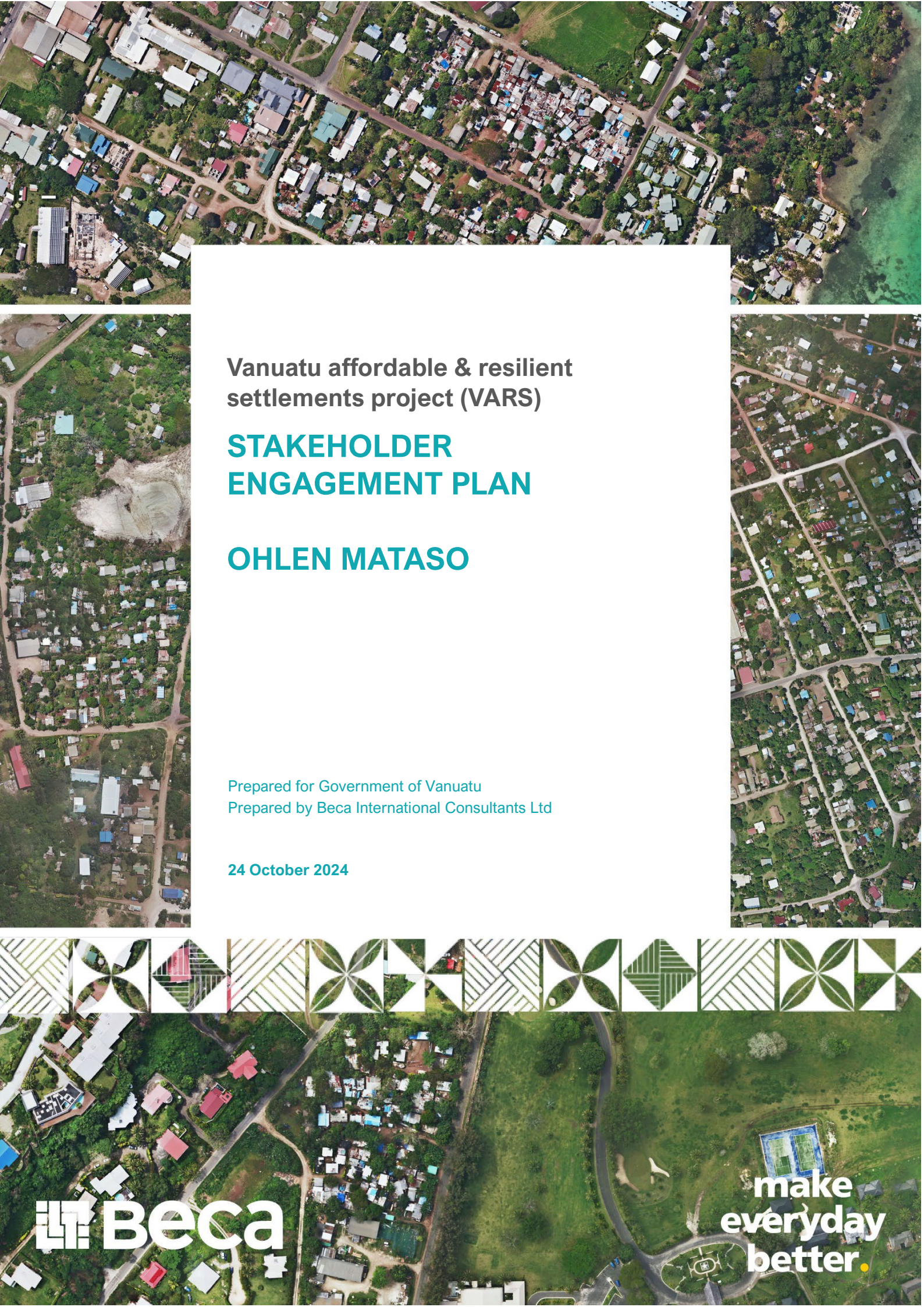




Vanuatu affordable & resilient  
settlements project (VARs)

## STAKEHOLDER ENGAGEMENT PLAN

OHLEN MATASO

Prepared for Government of Vanuatu  
Prepared by Beca International Consultants Ltd

24 October 2024

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Revision History

| Revision N° | Prepared By   | Description      | Date       |
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Document Acceptance

| Action              | Name                               | Signed                                                                               | Date                               |
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| on behalf of        | Beca International Consultants Ltd |                                                                                      |                                    |
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| World Bank Approval | Rachelle Marburg                   | Senior Social Development Specialist                                                 |                                    |

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## Executive Summary

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The Vanuatu Affordable and Resilient Settlements (VARS) project is being implemented by the Government of Vanuatu. The overall objective of Stakeholder Engagement in the VARS project is to provide a coordinated process in which public information disclosure and consultation of project activities are communicated transparently. Furthermore, this process adds value to making the relationship between project proponents, project implementers and beneficiaries meaningful.

Component 1 of the VARS project involves the design of a new high density residential and mixed-use subdivision on a 10ha greenfield site at Etas in Shefa Province.

Component 2 involves infrastructure upgrades to four existing, informal settlements in Port Vila: Tokyo, Seaside, Ohlen Mataso and parts of Anamburu.

This Stakeholder Engagement Plan (SEP) sets out a framework for how community and stakeholders will be communicated and engaged with to inform the design of infrastructure upgrades in **Ohlen Mataso** (Component 2). It is important that the designs are responsive to local context and the unique needs of the community, and effective engagement will allow for these community views to be captured. This SEP sets out the approach for engagement through to and including community endorsement of detailed designs. The plan outlines four key phases of engagement:

- Phase One: Project introduction
- Phase Two: Consultation and data collection
- Phase Three: Presenting draft designs to the community
- Phase Four: Presenting final designs to the community

Methods such as mapping and community meetings will be used to gather data on infrastructure needs, and to keep the community informed about project progress.

Phase Five: Construction and Supervision will be covered by a subsequent, updated SEP.

# 1 Introduction

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This Stakeholder Engagement Plan (SEP) is prepared as an integral part of the environmental and social risk management measures of the Vanuatu Affordable and Resilient Settlements (VARs) project. The SEP is required under the World Bank's Environmental and Social Framework (ESF), particularly Environmental and Social Standard 10 on Stakeholder Engagement and Information Disclosure (ESS10). The SEP sets out planned engagement activities to inform the VARs project, which is being implemented by the Government of Vanuatu. This SEP covers engagement in **Ohlen Mataso**, one of the communities involved in **Component 2** of the VARs project.

This engagement plan includes:

- An overview of the project and consultation undertaken to date
- Engagement purpose and objectives
- Identification of key project stakeholders
- Overview of engagement approach
- Confirmation of roles and responsibilities for team members
- Detailed engagement plan

This is a live document. It will be kept updated for the Construction and Supervision phase and as and when required throughout the project.

## 2 Project background

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### 2.1 Project overview

The VARs project has four components: Component 1: Affordable and Resilient New Settlement Development; Component 2: Affordable and Resilient Settlement Upgrading; Component 3: Strengthening Institutional Capacity for Implementation and Sustainability, and Component 4: Contingent Emergency Response.

The Project Development Objective (PDO) is to: (i) improve access to and resilience of infrastructure and services in selected new and existing settlements, and (ii) strengthen land planning and management for resilient human settlement.

**Component Two** of the VARs project consists of two subcomponents:

**Subcomponent 2.1:** Resilient Settlement Upgrading will finance: (i) site investigations, (ii) community-based and climate- / disaster risk-informed area planning, (iii) plot or block surveys, and (iv) design, construction and supervision of affordable basic infrastructure and climate adaptation / disaster risk reduction investments in the four participating settlements. Infrastructure upgrades will include upgrades to sanitation, lighting and waste disposal infrastructure as well as construction of community spaces or pocket parks where feasible.

**Subcomponent 2.2:** Sustainable Urban Drainage for settlements will finance sustainable and integrated (grey-green) urban drainage infrastructure that improves stormwater drainage on the periphery of the settlements.

The four existing settlements are:

- **Ohlen Mataso:** 2.3ha area, approximately 53 households
- **Seaside:** 4ha area, approximately 232 households comprising the Seaside Futuna, Seaside Tongoa, Seaside Pentecost, Seaside Tongariki and Seaside Paama communities

- **Tokyo:** 1.3ha area, approximately 58 households comprising Tokyo Buninga ,Tokyo Paama and Tokyo Pentecost communities
- **Anamburu:** a 15.2ha portion of the Anamburu area, approximately 390 households.

This SEP focuses specifically on the settlement of **Ohlen Mataso**.

## 2.2 Summary of community-level consultation undertaken to date

Engagement and information sharing for the VARS project has been ongoing for a number of years. The table below sets out, at a high level, the consultation activities that have been undertaken to date, both with the Ohlen Mataso community and Ohlen Mataso stakeholders.

| Date                  | Consultation activity                                                                                              | Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mid 2020 – early 2021 | Community needs and prioritisation mapping, information sharing.                                                   | <p>Series of community workshops to identify the key concerns and needs of target communities – to identify priorities for the VARS project.</p> <p>Focus groups and interviews with households in each community to understand social context of each community.</p> <p>Focus groups and meetings with chiefs, women’s groups, and youth to understand specific needs of each community and marginalised groups.</p> <p>Fliers distributed to communities to inform of the project.</p> |
| November 2023         | Community meetings to prepare for waste disposal subproject, with Chiefs and youth representatives at Ohlen Mataso | <p>PMU shared an overview of the project and the objective of the rubbish removal activity and socialized the Help Desk.</p> <p>Fliers distributed to communities to inform them of the rubbish removal activity and the Help Desk.</p>                                                                                                                                                                                                                                                  |
| January 2024          | Two meetings with MoLNR representatives                                                                            | Project update                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                       | Meeting with National Youth Authority                                                                              | To discuss youth engagement on VARS                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 22 May 2024           | Meeting with MoLNR                                                                                                 | Project update                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6 June 2024           | Meeting with Ohlen Mataso leaders                                                                                  | Project update                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Date                    | Consultation activity                                                         | Details                                                                                                                                                                           |
|-------------------------|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18 June 2024            | Meeting with Ohlen Mataso leaders, CLC women and youth representatives        | Project update                                                                                                                                                                    |
| 18 June 2024            | Meeting with all CLCs (Tokyo, Ohlen Mataso, Seaside)                          | Project update                                                                                                                                                                    |
| 27 July 2024            | Consultation with key leaders from the 4 existing settlements                 | Clarify communication channels, role of Beca, preparation for full CLC meeting later in the week.                                                                                 |
| 01 Aug 2024             | Consultation with CLCs at #1 Café to introduce BECA and update on the project | Project update                                                                                                                                                                    |
| August – September 2024 | Consultation with Ohlen Mataso community members including vulnerable groups  | National specialists talking to locals during community mapping walkovers to gather information on the condition of existing infrastructure and priorities for new infrastructure |
| 15 Oct 2024             | Consultation with Chiefs                                                      | PMU consultation with settlement leaders in preparation for FGDs                                                                                                                  |
| 17 Oct 2024             | Focus Group Discussions with male and female groups of community members      | PMU conducted FGDs to form a baseline for monitoring purposes                                                                                                                     |

This engagement plan builds on engagement undertaken to date, including interacting with community liaison committees (CLCs). CLCs have been established in each community and membership includes a Chief, women's representatives and youth representatives. The PMU and the Design Team engage regularly with the CLCs and often in preparation for wider community consultation. This engagement plan is designed to build on previous project messaging.

## 3 Engagement purpose

### 3.1 Engagement purpose and objectives

The overall purpose of stakeholder engagement in Component 2 of the VARS project is to keep community and stakeholders informed about the VARS project, to provide opportunities for community and stakeholder feedback to influence the design and to ensure that the project closely engages with affected parties and vulnerable groups, to identify impacts and ensure these parties are engaged in decision-making on mitigation and management measures.

Stakeholder engagement for Component 2 has the following key objectives:

- Providing the community and stakeholders with clear and transparent information about the project;
- Identifying households which may be affected by the proposed design and ensuring they are involved in decision making processes and that consent is fully informed and not coerced.
- Provide targeted engagement with vulnerable groups; women, elderly, persons with disability, landless tenants, to understand their concerns and any special needs.

- Obtaining community and stakeholder feedback to inform the positioning and design of infrastructure such as sanitary facilities, trash racks, lighting; community spaces; and making the community aware of processes, including the VARS help desk that they can use to raise any concerns, receive information and provide feedback throughout the project.

### 3.2 Engagement principles

Engagement principles for the VARS project are as follows:

- **Openness and life-cycle approach:** Public consultations for the project components will be arranged during the whole project life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation.
- **Informed participation and feedback:** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder's feedback, for analysing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the project components is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, elderly and those living with a disability.

## 4 Stakeholder analysis and target audiences

This section outlines the stakeholders and target audiences that will be engaged with.

### 4.1 Governance: national level

Elected members and government organisations will have a high level of interest and high level of influence over the project are kept informed through regular Project Steering Committee (PSC) Meeting.

The PSC is the key Government decision-making body for the project and includes representatives from:

- Ministry of Lands and Natural Resources (MoLNR)
- Ministry of Finance and Economic Management (MFEM)
- Ministry of Infrastructure and Public Utilities (MIPU)
- Ministry of Internal Affairs (MIA)
- Ministry of Climate Change Adaptation, Meteorology and Geohazard (MoCC)
- Shefa Provincial Government Council (SPGC)

PSC representatives are encouraged to provide project updates to Ministers on an as needed basis.

The project has also established a Technical Working Group with meetings every two weeks to inform key stakeholders and provide direction to the project. Stakeholders include:

- Port Vila City Council (PVCC) Shefa Provincial Government Council (SPGC)
- Department of Environment and Conservation (DEPC)
- Department of Urban Affairs and Planning (DUAP)
- Ministry of Lands and Natural Resources (MoLNR)

- Department of Finance, MFEM
- Malvatumauri Council of Chiefs

4.2 Governance: provincial / city level

At the city level, the Port Vila City Council (PVCC) will have a high level of interest and high level of influence over the proposed works within existing settlements and may have long-term operation and maintenance responsibilities for infrastructure within the road reserve. Shefa Provincial Government Council (SPGC) will need to be kept informed about the project.

PVCC is represented on the TWG and SPGC is represented on both the PSC and TWG. Both Councils will be kept informed through regular TWG and PSC meetings.

4.3 Communities

Members of the Ohlen Mataso community will be affected by the proposed works, which will provide new and upgraded infrastructure. Local community members are anticipated to have high interest in the project. Community members within the project scope of Ohlen Mataso are made up of title holders, homeowners and tenants (living in rental units) and landlords.

The community at Ohlen Mataso was established in 1990 when the government evicted the Mataso people from their settlement, on which Parliament House is now located. The community is predominantly Christian. At present, there are 54 households.

4.3.1 Community Liaison Committees (CLCs)

A CLC has been established in each of the Component 2 communities. These CLC comprise representatives from each local community, as well as chiefs and representatives from local governance groups, women’s groups and youth organisations.

Meetings with the Ohlen Mataso CLC will be held on a regular basis as needs arise during each of the project phases. These meetings will be designed to discuss and consult with the CLCs in a culturally appropriate manner. This may include separate meetings with vulnerable groups such as women, those living with a disability and others as required or considered necessary to ensure inclusion of these groups. Apart from obtaining confirmation on community priorities from the CLCs (after internal community discussions), the meetings will advise on project progress and any key project updates. Along with community leaders, CLCs will agree priority developments in each community.

CLC members will be requested to share project information and consult within their respective communities.

4.4 Stakeholders mapping and analysis

In addition to community members, stakeholders both within and outside of each community will have interests in, and potential influence over, the design features of the VARS project.

Potentially interested stakeholders are summarised in the table below.

| Stakeholder                                      | Role/Potential Role in the Project                                                  |
|--------------------------------------------------|-------------------------------------------------------------------------------------|
| Ministry of Lands and Natural Resources (MOLNR)  | Implementing agency, Chair of the PSC and Chair of the TWG. Project decision maker. |
| Ministry of Finance & Economic Management (MFEM) | Executing agency. Member of the PSC and TWG. Project decision maker.                |

| Stakeholder                                                                                                                              | Role/Potential Role in the Project                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ministry of Infrastructure and Public Utilities (MIPU), Ministry of Internal Affairs (MIA), Ministry of Climate Change Adaptation (MoCC) | Member of the PSC and TWG. Project decision maker.                                                                                                                                                                |
| Shefa Provincial Government Council (SPGC)                                                                                               | Key authority for Shefa Province. Project decision maker with roles on PSC & TWG                                                                                                                                  |
| Malvatumauri Council of Chiefs.                                                                                                          | Project decision maker on TWG. Key for information dissemination to existing settlements.                                                                                                                         |
| Port Vila City Council (PVCC)                                                                                                            | Key authority for Port Vila. Project decision maker on TWG. Key for information dissemination to constituents.                                                                                                    |
| Ohlen Mataso Custom Leaders (Chiefs)                                                                                                     | Member of CLC. Key for information dissemination to community members                                                                                                                                             |
| Ohlen Mataso Women's Leaders                                                                                                             | Member of CLC. Key for information dissemination to women and youth.                                                                                                                                              |
| Ohlen Mataso Youth                                                                                                                       | Member of CLC. Key for information dissemination to youth.                                                                                                                                                        |
| Ohlen Mataso Residents                                                                                                                   | Key for consultation on design. Tenants who are renting flats from land title holders in Ohlen Mataso are less likely to have been nominated to the CLCs but are key stakeholders to engagement and consultation. |
| Vulnerable Groups                                                                                                                        | May require special engagement efforts to ensure meaningful representation.                                                                                                                                       |
| Media Outlets & Social Media                                                                                                             | Media can have a very high positive or negative influence. Key stakeholders for regular information sharing.                                                                                                      |
| Non-Governmental Organisations                                                                                                           | PMU SDE will continue to share information through project update meetings                                                                                                                                        |
| Business Houses & Police                                                                                                                 | Any access restrictions will require consultation and consent from business houses and Municipal Police.                                                                                                          |

## 5 Communications and Engagement plan

### 5.1 Community Engagement approach

A staged approach to engagement is proposed, made up of three phases. These stages are outlined at a high level below. Appendix A includes a more detailed table of consultation activities for each community.

#### 5.1.1 Phase One: Project introduction

Phase One involved an inception visit to the four Component 2 communities, focused on introducing the project and making the communities aware of what to expect in future phases. This involved:

- Introducing the project and the core project team
- Outlining the project objectives to the chiefs of each community

- Outlining project objectives and next steps to the CLC for each community.

This phase commenced during the project Inception Visit in June 2024.

### 5.1.2 Phase Two: Consultation, data collation and geotechnical investigations

#### Consultation

A baseline mapping activity will be used to identify what infrastructure is currently located in each community, and where it is located. This will consist of two steps:

1. Baseline mapping to identify and map the location of existing community assets (including consultation with community members to confirm locations of existing assets and preferences for locations of proposed infrastructure)
2. Second round of mapping, specifically focused on confirming the exact numbers of sanitation facilities in each community through mapping and targeted consultations with community members. Feedback from community members is used to inform design.

This will inform the designs for each community, by identifying infrastructure needs including refurbishment or redevelopment of existing infrastructure and/ or potential locations where new infrastructure could be placed.

The baseline mapping has been piloted in four of the Component 2 sub-communities, including Ohlen Mataso. The purpose of the pilot was to collate data and test the mapping methodology before proceeding with other communities. This consisted of:

- National specialists walking through each community (accompanied by community leaders to assist in wayfinding and to answer any queries, plus ad hoc discussions with community members) and recording, on maps, the location and number of:
  - Community buildings
  - Community open spaces
  - Areas deemed as unsafe and in need of lighting
  - Community lighting
  - Existing sanitation facilities (type and condition)
  - Location for new toilets and showers
  - Significant trees
  - Laundry areas
  - Disability/access requirements
- National specialists talking to locals during community mapping walkovers to gather information on the condition of existing infrastructure and priorities for new infrastructure (e.g. identifying which infrastructure upgrades community members would most like to see). This involved engagement with community leaders as well as members available at that time, including women, people with disabilities, youth, and different household heads.

Following the pilot, additional steps will be completed:

- Engagement with women and people with disabilities is the key to understanding the sanitary and safety needs of the community as well as the use of community open spaces. Their commentary will be captured in the rapid community assessment and used to inform the design.
- National specialists scanning map data and sending to Beca project team.
- Beca project team creating maps to show the location of infrastructure within the community
- National specialists re-visiting each community to ground truth maps and confirm all infrastructure has been captured, in the correct location.

Consultation will be carried out in Bislama by the national consultation specialists, supported by the wider project team. Prior to consultation commencing, an on-island team member will meet with the CLCs well in advance for each community to advise them of upcoming consultation. Each CLC will then be tasked with disseminating this information to their respective communities. A VARS grievance mechanism, known as ‘Help Desk’ has already been established and the CLC will be reminded of the availability of this for any community members who have queries or concerns that they would like to raise. The Help Desk contact details and IEC materials are to be shared at all meetings and consultations.

Geotechnical investigations

While draft designs are being developed, survey and geotechnical investigations will need to take place in each community to understand ground conditions and determine how and where drainage and sanitation works will take place. Investigations will occur after the baseline mapping concludes. Preparation and approvals work will need to occur in parallel with the baseline mapping so that approvals are in place prior to works commencing.

Information will need to be disseminated to the community to make them aware of these works and what to expect while survey and geotechnical investigations are taking place. Engagement with the community will also be necessary to obtain permission from title holders to conduct investigations on their land title and advise of potential disruption and health and safety requirements. The CLC will be the primary mechanism through which information is disseminated.

Communications and engagement with regards to geotechnical investigations will occur in several stages:

| Stage                            | Actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| One: Preparation and approval    | <ul style="list-style-type: none"><li>• Map to be produced for consultation and obtaining approvals.</li><li>• Approach Community Liaison Committee (CLC) contact and individual affected households.</li><li>• Explain what is required and why it is needed.</li><li>• Obtain signed consent for each excavation.</li></ul>                                                                                                                                                                        |
| Two: Geotech Investigation Works | <ul style="list-style-type: none"><li>• Confirm details and timing with each community in advance (via national specialists).</li><li>• Keep in touch if schedule changes.</li><li>• Introduction to each community on arrival, explain schedule and what will be happening.</li><li>• Start with training workers and requirements/expectations.</li><li>• Record all names of workers, sign for training and PPE receipt. NB - No payment of contribution to CLC unless PPE is returned.</li></ul> |

5.1.3 Phase Three: Presenting draft designs to community

The purpose of Phase Three will be to present draft concepts as Resilient Settlement Area Plans to the community for community validation (or additional feedback which can be used to finalise the designs). This will be done through a three-step approach:

- In-person meeting with all CLCs for the Component 2 communities to provide a high-level overview of the designs for each community and explain the purpose and details (venues, dates) of the upcoming community meeting and focus groups. Once informed about the draft designs, CLC members will assist in disseminating information to the community and sharing information about the upcoming community

meeting. Posters and hand-outs will also be distributed at this time to raise awareness about the upcoming meeting..

- Community-wide meeting in Ohlen Mataso (in community meeting space). This will be an opportunity to present the draft designs to community members, explain the rationale for what infrastructure has been provided and what has not been provided, and gather feedback from the community on the designs through verbal feedback and placing stickers and comments on print-outs of the draft designs.
- Focus group discussions following the community-wide meeting. The community meeting attendees will be invited to join focus groups for elderly, women, youth and people with disabilities. The purpose of these focus groups will be to obtain feedback and further design consideration from each group, that will hopefully reflect the needs and aspirations for the specific community group.

Designs will be finalised following these meetings, and will take on board any feedback received.

Community and CLC meetings will be held in Bislama.

#### **5.1.4 Phase Four: Presenting final designs**

The purpose of Phase Four will be to share the final designs so that community members understand what is proposed and can see how their inputs have helped to shape the final design. This will occur through:

- Meetings with each CLC to present the final designs and share information with the CLC (such as how the community's feedback influenced the designs and outlining the next steps).
- Community-wide meeting (held in the community meeting space) run by national specialists, to share the final designs with the community and advise of next steps.
- Focus group discussions to obtain feedback on the final design to ensure community feedback has been addressed where possible and appropriate.

#### **5.1.5 Phase Five: Construction and Supervision**

This SEP will be updated at a later date with further information on communications and engagement strategies for the pre-construction and construction phase once the designs are finalised.

### **5.2 Engagement methods**

A range of engagement methods will be used to share information with the community and collate data to influence the design. Engagement methods are described below. Appendix A identifies when and where these methods will be used.

#### **5.2.1 Community engagement methods**

##### **Baseline mapping**

National specialists will complete a thorough walkover of each community to map the location of existing assets such as trash racks, lighting, play areas, communal spaces and sanitation blocks. This will confirm information provided by the Client directly or through Land Logic and other project consultants.

During walkovers, the project team will conduct ad-hoc conversations with members of the local community to confirm the location of existing assets, discuss the current state of infrastructure (e.g. what state are existing assets in, and how many people in the community do they currently service) and discuss which additional assets the community would like provided, including identification of lighting requirements for any areas deemed as unsafe. The team will record the exact number and location of sanitation facilities. The team

will also note existing structures or rubble heaps which can be demolished and removed to clear space for new infrastructure development.

The team will mark up the location of infrastructure and open spaces on maps, which will then be scanned and provided to the Beca project team. This information will be provided to the design team to confirm location of existing assets and to help determine the appropriate locations for future assets and infrastructure.

CLC meetings

The Ohlen Mataso community has an established CLC; this group will be met with semi-regularly throughout the VARs project.

Meetings with the CLC will serve several purposes:

- Disseminating information to community leaders and representatives
- Collating feedback on community priorities and needs
- Sharing information with the CLC, which CLC members will then disseminate more widely with their communities.

Community meetings

In addition to CLC meetings, community-wide meetings will be held in Phases Three, Four and Five.

In Phase Three, national specialists and the Beca project team will meet with the community (in the community meeting space) to share the draft designs and collate feedback on these. In Phase Four, national specialists will meet with the community again to share the final designs and advise of next steps.

The CLC will assist in advertising these meetings and confirming a suitable date and time. The meetings will be conducted in Bislama.

Focus Group Discussions

Following community meetings in Phase Three and Four, focus group discussions will be held with elderly, women, youth and people with a disability, to obtain their specific feedback on designs. This feedback will be considered by designers and disseminated back to these same groups during a second round of consultation.

5.2.2 Stakeholder and partner engagement methods

A number of methods will be used to share project information with the client and key stakeholders, as set out in the table below:

| Method       | Purpose                                                                            | Details                                                   | Target audience                            | Responsibility |
|--------------|------------------------------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------|----------------|
| PSC meetings | To ensure a fully informed decision-making process is implemented                  | Regular meetings (generally quarterly) throughout project | Government agencies, SPGC and Malvatumauri | PMU            |
| TWG meetings | To support information sharing to key agencies and support decision-making process | Regular meetings (every two weeks) throughout the project | Government agencies, SPGC & PVCC           | PMU            |

| Method                       | Purpose                                                                 | Details                                                          | Target audience                             | Responsibility |
|------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------|---------------------------------------------|----------------|
| Stakeholder Partner meetings | To update key stakeholders on project progress                          | Ad hoc meetings as when the opportunity arises                   | NGOs, National Youth Council, Media Outlets | PMU            |
| PMU meetings                 | To update the PMU on progress, challenges faced and proposed solutions. | Regular online meetings, emails, reports and in-person meetings. | MoLNR PMU                                   | Beca           |

### 5.2.3 Project process for queries and grievances

A VARS Project Grievance Mechanism (referred to publicly as the VARS Help Desk) has been established by the PMU and will be communicated and disclosed throughout the VARS project. The Help Desk has been introduced to each community through the CLCs already and CLCs will be reminded about this and will encouraged to disseminate information about the Help Desk and distribute brochures and Help Desk Complaint forms.

The VARS Project Grievance Mechanism will be referred to in public as the “Help Desk” and will seek to:

- a) respond to requests for information or requests for design change;
- b) resolve complaints; and
- c) address and resolve grievances in a timely, effective and efficient manner that satisfies all parties involved.

Requests for design change and requests for information are not classified as complaints, though they require follow-up and assurance of satisfaction from the affected party. The project recognizes that requests for design change can add value to the project, ensuring that the needs of stakeholders and affected parties are met. Changes to design can be made through consultation and negotiation and do not necessarily carry the negative connotation of a complaint.

A ‘complaint’ is categorized as an issue that raises negative concern, worry, or otherwise troubles the affected party or parties. A request for information, request for design change or a complaint which is not responded to in a timely or satisfactory manner may escalate into a ‘grievance’. Some issues may present immediately as a grievance. For example, the help desk assessment process may immediately assess issues relating to reports of sexual exploitation, assault or harassment (SEAH) as a grievance and may immediately enlist support from the Vanuatu Women’s Centre (VWC). Similarly, issues involving children will immediately be referred to the Family Protection Unit of the Vanuatu Police Force. The detailed Help Desk Process and Form are attached as Appendix B.

### 5.2.4 Translation

All consultation with communities and stakeholders will be carried out primarily in the Bislama language. Feedback will then be translated into English for the project team to analyse and report on. Project information and communication materials will be provided in Bislama, English and French, including the Help Desk Form.

English speaking project team members (from Beca Ltd) will also be present at in person engagements where possible and will liaise with Bislama speaking team members as necessary to answer any queries and provide guidance where needed.

### 5.3 Reporting

Engagement feedback will be recorded through the following mechanisms:

- Data collated through baseline mapping will be recorded on surveys and maps, and then scanned.
- Detailed notes / minutes will be taken during any meetings and/or workshops by a Bislama speaking member of the project team

All engagement feedback will be provided (in English) to the consultation team. Records of engagement will be kept by the consultation team.

### 5.4 Engagement programme

The table below sets out the approximate dates for each phase of the engagement programme for Ohlen Mataso, noting that these could be subject to change. Appendix A provides more detail on dates of specific consultation activities for each community.

| Engagement Phase | Activity                                                                                                                                                                                 | Date                |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| One              | Inception Visit                                                                                                                                                                          | Late June 2024      |
| Two              | Meeting with all Component 2 CLCs                                                                                                                                                        | Early August 2024   |
|                  | Meeting with Ohlen Mataso CLC                                                                                                                                                            | Early August 2024   |
|                  | Community-wide meeting                                                                                                                                                                   | Early August 2024   |
|                  | Baseline mapping – Ohlen Mataso                                                                                                                                                          | Mid August 2024     |
|                  | CLC meeting                                                                                                                                                                              | Mid August 2024     |
|                  | Survey investigations                                                                                                                                                                    | Late August 2024    |
|                  | Geotechnical investigations                                                                                                                                                              | Late September 2024 |
|                  | Ground-truthing of assessment findings                                                                                                                                                   | Early October 2024  |
|                  | Phase two summary report created                                                                                                                                                         | Mid October 2024    |
| Three            | Meeting with Ohlen Mataso CLC                                                                                                                                                            | Mid November 2024   |
|                  | Community-wide meeting                                                                                                                                                                   | Mid November 2024   |
|                  | Focus Group Discussions                                                                                                                                                                  | Mid November 2024   |
| Four             | CLC meeting to share final designs                                                                                                                                                       | March 2025          |
|                  | Community-wide meeting to share final designs                                                                                                                                            | March 2025          |
|                  | Focus Group Discussions                                                                                                                                                                  | March 2025          |
| Five             | Community-engagement will be critical prior-to and during the construction and supervision phase. This SEP will be revised prior to construction and supervision to detail the approach. | April 2025          |

## 5.5 Cultural protocols and location-specific engagement protocols

All engagement will need to be undertaken in a culturally sensitive manner, taking into account any specific social, cultural and/or religious norms or requirements relevant to each settlement and to Vanuatu as a whole.

The project team will liaise with the PMU and national specialists before commencing engagement to identify any specific protocols that should be observed. The CLCs will also advise of any specific protocols, rules and suitable times for consultation and engagement in their communities. The CLCs will advise their communities on the dates and times any engagement and consultation will take place.

Before entering any settlements, specific permission will be sought from Chiefs and land title holders to enter the sites.

Before engaging with households for the surveys, team members will ask the household member(s) if they are available or have time to participate,

The following will also be observed (noting this is a live document and will be updated as and when other social or cultural protocols are advised):

- No engagement will occur in Ohlen Mataso on Sundays, noting the large Christian community within this settlement.
- Phase Two engagement will be timed so as not to overlap with the national Independence Day celebrations at the end of July.
- No engagement will occur over the Christmas and New Year period.

## 6 Roles and responsibilities

The table below sets out key project team members and their responsibilities relating to engagement:

| Team member                                                         | Responsibility                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Adam Fraser (Engagement Lead)                                       | <ul style="list-style-type: none"> <li>• Preparation of, and ongoing updates to, SEP</li> <li>• Engagement / consultation preparation (preparing collateral, briefing on-island team)</li> <li>• Assisting on-island team with household surveys and community mapping</li> <li>• Preparation of engagement summary reports</li> </ul> |
| Kelly Bingham (Engagement Support)                                  |                                                                                                                                                                                                                                                                                                                                        |
| Iain Haggarty (Safeguards Specialist)                               | <ul style="list-style-type: none"> <li>• Delivery of local engagement (household surveys, community mapping, meetings) in Bislama</li> <li>• Translation of engagement feedback into English</li> </ul>                                                                                                                                |
| Hannington Alatoa (National consultation specialist)                |                                                                                                                                                                                                                                                                                                                                        |
| Daffodil Tari (National gender specialist and consultation support) | <ul style="list-style-type: none"> <li>• Delivery of local engagement (household surveys, community mapping, meetings) in Bislama</li> <li>• Translation of engagement feedback into English</li> </ul>                                                                                                                                |
| Carol Dover (Social and Environmental Specialist, VARS project)     |                                                                                                                                                                                                                                                                                                                                        |
| Epha Kalorib (Social Officer VARS PMU)                              | <ul style="list-style-type: none"> <li>• Leading related engagements for the VARS project.</li> </ul>                                                                                                                                                                                                                                  |
|                                                                     | <ul style="list-style-type: none"> <li>• Help Desk Officer</li> </ul>                                                                                                                                                                                                                                                                  |

| Team member                                     | Responsibility                                                                                                            |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
|                                                 | <ul style="list-style-type: none"> <li>PMU representative regularly engaging with community-level stakeholders</li> </ul> |
| Henry Vira (Social Development Expert VARS PMU) | <ul style="list-style-type: none"> <li>Leading engagement with Government stakeholders and Chiefs</li> </ul>              |

## 7 Risks and opportunities

The table below captures potential risks and opportunities for the project, and how these will be managed. As this is a live document, this table will be updated with any new risks/opportunities or management approaches that become apparent throughout the project.

These risks and opportunities are relevant to all Component 2 communities.

| Risk / Opportunity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Proposed management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>All four communities have already been engaged previously on other related elements of the VARS project. There is a risk that a) the community will experience consultation fatigue and will not want to be consulted further or b) may not see the need to engage in this round of consultation if they perceive that they have already provided feedback on the project recently.</p> <p>Particular care must also be taken to ensure all consultation and site visits are culturally appropriate.</p> | <p>Effective project communications will be critical to 'bring the community along on the journey' and help the community to understand the purpose and value of this next round of engagement.</p> <p>Agreement of "rules" for working in the communities will be agreed with the relevant CLC and if required, community leaders prior to entering communities.</p> <p>The CLCs will also be asked to play a role in encouraging participation in consultation, by being responsive to any queries from the community about the purpose of engagement.</p> <p>On-island team members will meet with CLCs prior to Phase Two, providing a project update and advising of the purpose of upcoming consultation.</p> <p>Prior to starting each survey, the project team will explain to household members what the survey entails and how it differs from previous engagement.</p> |
| <p>Site constraints (e.g. topography and limited available space) will constrain which infrastructure is able to be provided, and where it can be located. There is a risk that the community may have high expectations of what the project can deliver, which may not be able to be met.</p>                                                                                                                                                                                                              | <p>Community mapping activities will be designed based on the design team's understanding of what is and is not feasible. This will mean that community members will only be asked to provide feedback on potential infrastructure (and locations for this infrastructure) that would be feasible within the constraints of each settlement, rather than providing an exhaustive list of improvements which may not be able to be achieved through the project.</p> <p>As above, clear communications from the project team initially to the CLC and during the survey and mapping activities will be critical to helping the community understand what is possible through this project.</p>                                                                                                                                                                                     |
| <p>Potential for miscommunication between team members and community members due to language barriers.</p>                                                                                                                                                                                                                                                                                                                                                                                                  | <p>All consultation with the CLC and community members will occur primarily in Bislama.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Risk / Opportunity                                                                                                                                                     | Proposed management                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                        | <p>Bislama speaking team members will assist in translating consultation feedback and further enquiries into English for the wider project team.</p> <p>Where possible, English speaking team members will also accompany the Bislama speaking team for all consultations to gain a general understanding of how consultation has occurred, which will assist in the preparation of engagement summary reports.</p> |
| Potential for inconsistencies in how household surveys are carried out between pilot and remaining communities.                                                        | Beca specialists and Bislama speaking on-island specialists will carry out the pilot surveys together so that all parties are clear on methodology. On-island team members will be given an extensive briefing before carrying out further surveys in the remaining communities.                                                                                                                                    |
| Potential for frustration if some communities perceive that other communities have been provided with more / better infrastructure.                                    | CLC and community wide meetings in Phases Three and Four will focus on clearly outlining the rationale for why infrastructure has or has not been provided in each community.                                                                                                                                                                                                                                       |
| Potential limitations in accuracy of household survey findings if a) not all households participate in the survey or b) subjective responses differ between households | A margin of error will be present in data collated through household surveys; this will be noted in all reporting. In addition, the mapping exercise will provide an opportunity to confirm information obtained through household surveys.                                                                                                                                                                         |

# A

## Appendix A – Detailed engagement plan

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## Detailed Engagement Plan – Ohlen Mataso

| Phase | Site visit     | Date               | Activity                                                                                                                       | Purpose of consultation activity                                          | Resources required   | Responsibility                                    |
|-------|----------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|----------------------|---------------------------------------------------|
| One   | SITE VISIT ONE | Late June 2024     | CLC meeting                                                                                                                    | Introduce project team and project                                        | Staff (project team) | Beca                                              |
| Two   |                | Late July 2024     | CLC meeting                                                                                                                    | Advise of upcoming consultation                                           | Staff (Iain)         | National specialists (Hannington)                 |
|       |                | Late July 2024     | CLC members disseminate project update (advising of upcoming consultation) to community                                        |                                                                           | CLC members          | CLC                                               |
|       | SITE VISIT TWO | Early August       | CLC meeting (with all Component 2 CLCs)                                                                                        | Pilot mapping and household surveys                                       | Staff (project team) | Beca                                              |
|       |                | August - September | Baseline mapping - Ohlen Mataso                                                                                                | Determine locations of existing amenities within community                | Maps                 | Beca                                              |
|       |                | Late August        | Survey investigations – preparations and approval (meet with CLC representative and individual landowners to obtain approvals) | Obtain relevant permissions / approvals for survey and geotechnical works | Staff (Hannington)   | Beca, national specialists (Hannington, Daffodil) |

| Phase | Site visit       | Date               | Activity                                                                                                                                       | Purpose of consultation activity                                                | Resources required                                                             | Responsibility                                                      |
|-------|------------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Three |                  | August - September | Survey and Geotechnical investigations                                                                                                         |                                                                                 |                                                                                |                                                                     |
|       |                  | Mid September      | National specialists scan maps to Beca project team, Beca project team generate maps                                                           |                                                                                 |                                                                                |                                                                     |
|       |                  | Early October      | National specialists re-visit Ohlen Mataso to ground-truth maps, and translate any recorded community feedback from consultation into English. | Convert engagement findings into content for design team to use                 | Maps<br><br>Translation services (from Hannington, Iain and Daffodil)          | Hannington, Iain                                                    |
|       |                  | Mid October        | Analysis of engagement feedback                                                                                                                |                                                                                 | Engagement data                                                                | Beca                                                                |
|       |                  | Late October       | Liaise with CLC to organise community meeting                                                                                                  | Present draft designs (to CLC and community) and obtain feedback where relevant |                                                                                | Hannington                                                          |
|       | SITE VISIT THREE | Early November     | CLC meeting                                                                                                                                    |                                                                                 | Venue<br>PDFs of draft designs<br>Stickers, pens and paper to collate feedback | Hannington to arrange venue.                                        |
|       |                  |                    | Community-wide meeting                                                                                                                         |                                                                                 |                                                                                | Beca to organise collateral material.<br><br>Meeting led in Bislama |

| Phase | Site visit | Date           | Activity                                             | Purpose of consultation activity                                                                                   | Resources required                                        | Responsibility                                                                                   |
|-------|------------|----------------|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------|
|       |            |                | Focus Group Discussions                              |                                                                                                                    |                                                           | (Hannington) with Beca support                                                                   |
|       |            | Late November  | Collation of feedback (and translation into English) | Convert engagement findings into content for design team to use                                                    | Translation services (from Hannington, Iain and Daffodil) | Hannington, Iain                                                                                 |
|       |            | Early December | Preparation of summary report                        |                                                                                                                    | Engagement data                                           | Beca                                                                                             |
| Four  |            | March 2025     | CLC meeting                                          | To present final designs and encourage CLC to disseminate project information within the community.                | PDFs of final designs<br>Venue                            | Hannington to arrange and lead meeting.<br><br>Beca to brief Hannington and provide design PDFs. |
|       |            |                | Community-wide meeting                               | To share key information about final designs and how feedback has been incorporated in design, and thank community |                                                           |                                                                                                  |
|       |            |                | Focus Group Discussions                              |                                                                                                                    |                                                           |                                                                                                  |

| Phase | Site visit | Date | Activity | Purpose of consultation activity | Resources required | Responsibility |
|-------|------------|------|----------|----------------------------------|--------------------|----------------|
|       |            |      |          | for their participation.         |                    |                |



Appendix B – Overview of VARS Grievance Mechanism Help Desk



## VARs Grievance Mechanism/Help Desk

The VARs Project Grievance Mechanism (GM) will be referred to in public as the “Help Desk” and will seek to:

- a) respond to requests for information or requests for design change;
- b) resolve complaints; and
- c) address and resolve grievances in a timely, effective and efficient manner that satisfies all parties involved.

Requests for design change and requests for information are not classified as complaints, though they require follow-up and assurance of satisfaction from the affected party. The project recognizes that requests for design change can add value to the project, ensuring that the needs of stakeholders and affected parties are met. Changes to design can be made through consultation and negotiation and do not necessarily carry the negative connotation of a complaint. A ‘complaint’ is categorized as an issue that raises negative concern, worry, or otherwise troubles the affected party or parties. A request for information, request for design change or a complaint which is not responded to in a timely or satisfactory manner may escalate into a ‘grievance’. Some issues may present immediately as a grievance. For example, the help desk assessment process may immediately assess issues relating to reports of sexual exploitation, assault or harassment (SEAH) as a grievance and may immediately enlist support from the Vanuatu Women’s Centre (VWC). Similarly, issues involving children will immediately be referred to the Family Protection Unit of the Vanuatu Police Force.

The Help Desk will provide a transparent and credible process for fair, effective and lasting outcomes. The Help Desk process will seek to build trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. The Help Desk will:

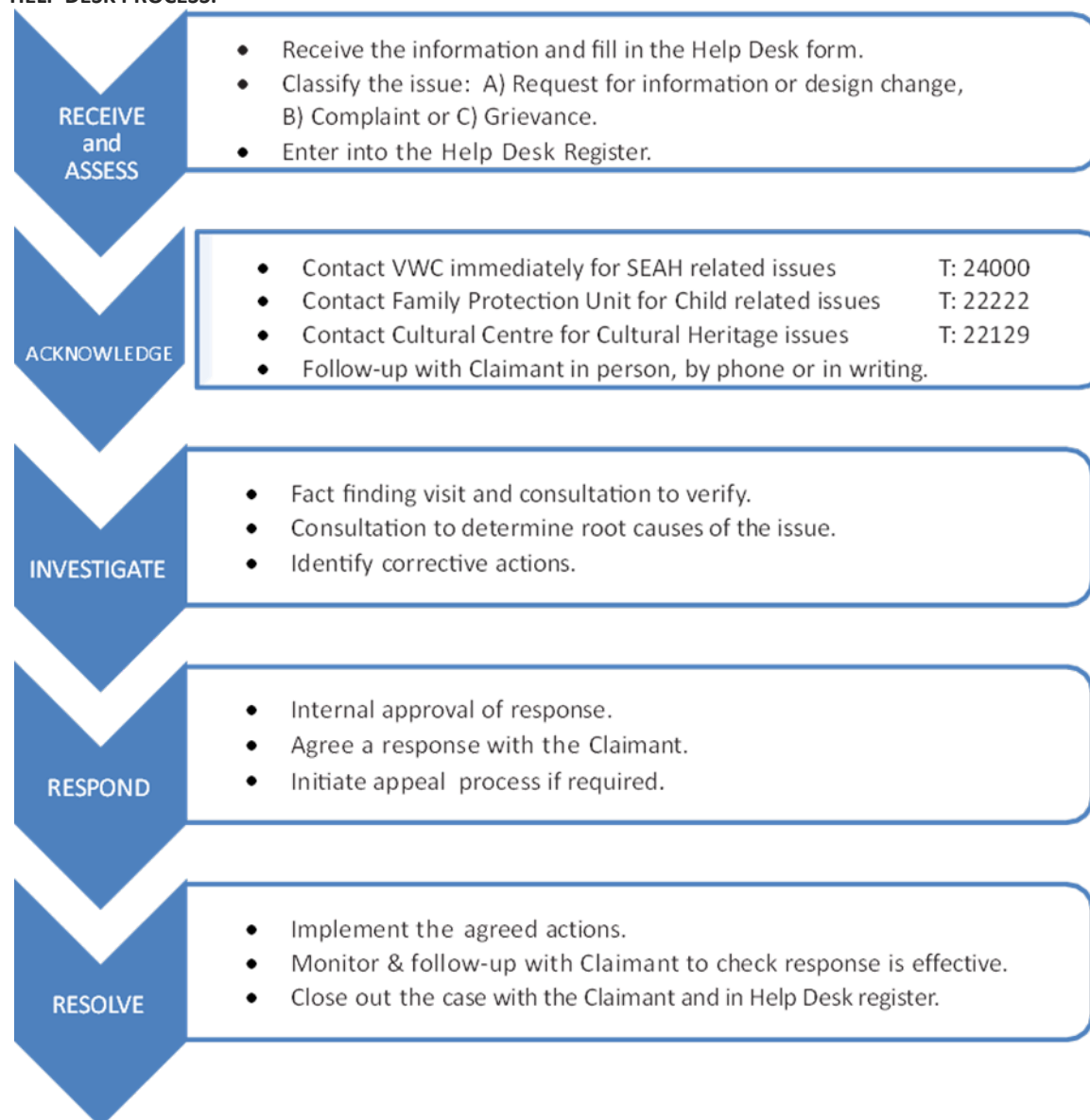
- Provide settlement residents and other interested or affected parties with avenues a) seeking information or requesting a design change, b) raising a complaint or c) resolving any grievance that may arise during the course of the implementation of the Project subcomponents;
- Ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of those requesting information or action; and
- Ensure that the Help Desk is linked with existing referral networks for issues related SEAH or issues involving children.

**Help Desk Personnel:** The PMU operates a Help Desk, with dedicated phone lines for both networks to receive a) requests for information or design change, b) complaints and c) potential grievances. The social team of the PMU consists of the Social Environment Specialist (SES), the Social Development Specialist (SDS) and a Social Officer position. The Social Officer is responsible for data entry into the Help Desk Register and always holds and responds to the Help Desk phone. The social team is responsible for promoting Help Desk processes (the Grievance Mechanism) through all stakeholder engagement programs. The social team will manage requests for information or design change, complaints and grievances under the direction of the Project Manager.

**Help Desk Process:** Help Desk processes will follow five key steps to resolve any requests for information, design change, complaints or grievance that arise. If the concerned party is not satisfied with the outcome of the process handled by the Social Team, s/he/they (referred to as the Claimant) can escalate the issue to the Project Manager or the Director of MoL, who will then assign a senior officer to investigate.

The concerned party can elect to raise a request for information or design change, complaint or grievance either through the Help Desk Form (either directly or through a third party such as a community leader, Chief or Church leader), via phone call to the Help Desk phone or via email. The Help Desk form is available with the Community Liaison Committees, Chiefs of target settlements and online on the MoLNR website.

Complaints or grievances relating to SEAH will also be recorded (confidentially) in the Help Desk register. However, SEAH complaints may be complex, sensitive and potentially volatile. Therefore, the VARs Social Team will work under the guidance of the Vanuatu Women’s Centre to ensure that concerned parties are immediately offered confidential and professional support. Issues relating to any form of child abuse will be referred to the Family Protection Unit at the Vanuatu Police Force. Issues relating to cultural heritage will be referred to the Vanuatu Cultural Centre.

**HELP DESK PROCESS:****HELP DESK IMPLEMENTATION TIMEFRAMES**

Help Desk implementation process includes five key stages: (i) Receive and Assess; (ii) Acknowledge; (iii) Investigate; (iii) Respond; and (iv) Resolve/Close Out.

The intention is to respond to requests and resolve complaints as quickly as possible so that they do not become a grievance, while recognizing that some issues may be assessed as a grievance on presentation.

**(i) Receive and Assess - 1 day**

The first point of contact for requests and complaints from settlements will be the PMU Social Officer. However, all members of the PMU will be trained to receive and record requests and complaints or grievances. A Help Desk Registration Form will

be completed immediately and shared with the Project Manager the same day, via email if the Project Manager (PM) is not available. In most cases the PM will determine which PMU member will conduct the investigation. The Social Officer will be tasked with entering the Registration Form details into the Help Desk Register. The register will be an Excel database, which will be used to track requests/complaints/grievances through to resolution or close-out.

**(ii) Acknowledgement – within 2 days of receipt**

Requests/Complaints/Grievances will be acknowledged within two days by a response to the concerned party. If the GBV Compliance Team (GCT) is to be involved, the GCT members will be contacted within 2 days for a meeting to be held within 1 week. The meeting will determine how best to proceed with the issue.

**(iii) Investigation – within 1 week of receipt**

Investigations may include site visits to determine the scale and impact of the request/complaint/grievance and what options there may be for appropriate responses or resolutions. Investigations should be conducted within 1 week of receipt of the request/complaint/grievance.

**(iv) Respond -within 1 week of investigation**

The Social Officer, or PMU member assigned by the PM, will communicate the findings of the investigation to the concerned party. The response should be delivered within 1 week of the investigation and include a proposed resolution and seek the approval from the Claimant. If the Claimant is satisfied with the proposed resolution then the request/complaint/grievance is ready to be resolved.

**(v) Resolve/Close Out – within 1 month of investigation or as soon as practicable**

If the Claimant is satisfied with the proposed resolution and agrees that the issue is resolved, the Claimant will be asked to sign the Help Desk Form and the matter will be considered resolved. The resolution will be recorded in the Help Desk register to reflect that the matter is resolved.

If the Claimant is still dissatisfied with the outcome, they may be referred to the legal process or use the World Bank Grievance Redress System, which is available at any stage to the Claimant. However, courts should be the last avenue for addressing grievances.

If a grievance is dismissed as groundless; the Claimant will be informed of their rights in taking it to the next level. A copy of the decision is to be given to the Claimant in writing and the outcome recorded in the Help Desk Register. A copy of the decision will be shared with the Director of MoLNR.

A request/complaint/grievance is closed out when no further action can be or needs to be taken. All requests/complaints/grievance should be closed out within 1 month or as soon as possible.

The status will be recorded in the Help Desk Register as follows:

- (1) Resolved – a solution has been agreed and implemented and signed documentation is evidence of this.
- (2) Unresolved – it has not been possible to reach a solution and the case has been elevated to the World Bank Grievance Redress Mechanism or the Courts.
- (3) Abandoned – cases where the attempts to contact the Claimant have not been successful for three months following receipt of Help Desk Form.

All requests/complaints/grievances will be reviewed for opportunities to help identify and reduce future, similar occurrences across VARS sub-projects.

**PART 1. HELP DESK FORM** – to be completed with the Claimant or by a representative

|                                                              |                                                                                                         |                                                                                                                              |      |
|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|------|
| Name of Contact Person                                       | Phone number(s)                                                                                         | Home address/location                                                                                                        | Date |
|                                                              |                                                                                                         |                                                                                                                              |      |
| Name of Claimant ( or can chose to remain anonymous)         | Claimant Phone No.                                                                                      | Claimant Home address/location                                                                                               |      |
|                                                              |                                                                                                         |                                                                                                                              |      |
| <b>QUESTION</b>                                              | <b>RESPONSE</b>                                                                                         |                                                                                                                              |      |
| What is the problem?                                         |                                                                                                         |                                                                                                                              |      |
| What is the cause?                                           |                                                                                                         |                                                                                                                              |      |
| When did it happen?                                          |                                                                                                         |                                                                                                                              |      |
| Has there been impact to:                                    | ◇ Housing<br>◇ Land<br>◇ Business property<br>◇ Personal property<br>◇ Community property<br>◇ A Person | ◇ Cultural Heritage<br>◇ Water Source/Supply<br>◇ Electrical issue<br>◇ Livestock/crops/trees<br>◇ Other:                    |      |
| If related to Land, what type of Land?                       | ◇ Residential<br>◇ Commercial/Industrial<br>◇ Agricultural<br>◇ Public property                         | Other describe:                                                                                                              |      |
| Is this issue related to:                                    | ◇ Dust<br>◇ Noise<br>◇ Road traffic<br>◇ Safety issue<br>◇ Environmental concern<br>◇ Other:            | ◇ Sexual Harassment<br>◇ Sexual Exploitation<br>◇ Sexual Assault<br>◇ Non-sexual violence<br>◇ Verbal abuse<br>◇ Child abuse |      |
| Do you believe the VARS Project is responsible? Why/Why not? |                                                                                                         |                                                                                                                              |      |
| Who is involved?                                             |                                                                                                         |                                                                                                                              |      |

|                                                                                                                              |       |
|------------------------------------------------------------------------------------------------------------------------------|-------|
|                                                                                                                              |       |
| What is your proposed solution?                                                                                              |       |
| <b>RESOLUTION:</b> Once the concerned party is satisfied with the resolution, ask them to sign to show the matter is closed: |       |
| Sign:                                                                                                                        | Date: |

PART TWO: Investigation

|                                      |                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Classification:</b>               | Impact to:<br><input type="checkbox"/> Land<br><input type="checkbox"/> Crops<br><input type="checkbox"/> Livestock<br><input type="checkbox"/> Water sources<br><input type="checkbox"/> Cultural Heritage<br><input type="checkbox"/> Community asset<br><input type="checkbox"/> Personal effects<br><input type="checkbox"/> A Person | Related to:<br><input type="checkbox"/> Road traffic incident<br><input type="checkbox"/> Dust<br><input type="checkbox"/> Noise<br><input type="checkbox"/> Health concerns<br><input type="checkbox"/> Safety concerns<br><input type="checkbox"/> Well-being concerns<br><input type="checkbox"/> Environment concerns<br><input type="checkbox"/> Social or economic concern | Related to:<br><input type="checkbox"/> Recruitment / jobs<br><input type="checkbox"/> Commercial business<br><input type="checkbox"/> Livelihood<br><input type="checkbox"/> Conduct of PMU/DSS<br><input type="checkbox"/> Conduct of Contractor<br><input type="checkbox"/> Human rights<br><input type="checkbox"/> Compensation |
| <b>Assessment:</b>                   | <input type="checkbox"/> Request for Information<br><input type="checkbox"/> Request for Design Change<br><input type="checkbox"/> Complaint<br><input type="checkbox"/> Grievance                                                                                                                                                        | <b>What referrals are involved:</b>                                                                                                                                                                                                                                                                                                                                              | <input type="checkbox"/> Vanuatu Women Centre<br><input type="checkbox"/> Family Protection Unit<br><input type="checkbox"/> Cultural Centre<br><input type="checkbox"/> Other:                                                                                                                                                      |
| <b>Who is assigned to follow-up?</b> | <input type="checkbox"/> SES<br><input type="checkbox"/> SO<br><input type="checkbox"/> LE<br><input type="checkbox"/> SDE<br><input type="checkbox"/> PM<br><input type="checkbox"/> Director MoL<br><input type="checkbox"/> DG MoLNR                                                                                                   | <b>Target for Resolution:</b>                                                                                                                                                                                                                                                                                                                                                    | <input type="checkbox"/> 2 days<br><input type="checkbox"/> 1 week<br><input type="checkbox"/> 1 month<br><input type="checkbox"/> 3 months                                                                                                                                                                                          |

| Risk Assessment              |     |     |     |     |     |
|------------------------------|-----|-----|-----|-----|-----|
| Actual Consequence (A)       | [1] | [2] | [3] | [4] | [5] |
| Potential Consequence (P)    | [1] | [2] | [3] | [4] | [5] |
| Likelihood of Occurrence (L) | [1] | [2] | [3] | [4] | [5] |

| Risk Rating (=A x P x L) |                                 |
|--------------------------|---------------------------------|
| Score 1-4                | <input type="checkbox"/> Low    |
| Score 5-14               | <input type="checkbox"/> Medium |
| Score 15-25              | <input type="checkbox"/> High   |

| Verification of information                                                        | Yes                      | No                       | Comments and explanations |
|------------------------------------------------------------------------------------|--------------------------|--------------------------|---------------------------|
| Is the issue as described?                                                         | <input type="checkbox"/> | <input type="checkbox"/> |                           |
| Is the cause as described?                                                         | <input type="checkbox"/> | <input type="checkbox"/> |                           |
| Is the time/date as described?                                                     | <input type="checkbox"/> | <input type="checkbox"/> |                           |
| Is VARS responsible as claimed by the complainant? Why?                            | <input type="checkbox"/> | <input type="checkbox"/> |                           |
| Is the request to solve the grievance appropriate and proportionate to the impact? | <input type="checkbox"/> | <input type="checkbox"/> |                           |
| Name of Investigating Officer:                                                     |                          | Date:                    |                           |
| Signature:                                                                         |                          |                          |                           |

PART THREE: Corrective Action Plan

|                             |                                                             |                 |        |  |
|-----------------------------|-------------------------------------------------------------|-----------------|--------|--|
| Corrective Action Required? | <input type="checkbox"/> Yes<br><input type="checkbox"/> No | Remarks:        |        |  |
| Issue / Problem             | Corrective Actions Proposed                                 | Responsible     | Due by |  |
|                             |                                                             |                 |        |  |
|                             |                                                             |                 |        |  |
|                             |                                                             |                 |        |  |
| Investigating Officer       |                                                             | Project Manager |        |  |
| Name: .....                 |                                                             | Name: .....     |        |  |
| Signed: .....               |                                                             | Signed: .....   |        |  |
| Date: .....                 |                                                             | Date: .....     |        |  |

BISLAMA version of Help Desk Form:

THE WORLD BANK





Vars Projek Help Desk Fom

|                                                                                                     |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |      |
|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| Nem blo kontak                                                                                      | Telefon namba                                                                                                                                                                                                              | Hom adres/Ples                                                                                                                                                                                                                                  | Deit |
| Nem blo Klemen (sapos oli no wantem talem nem i orait)                                              | Telefon blo Klemen                                                                                                                                                                                                         | Hom address/Ples blo Klemen                                                                                                                                                                                                                     |      |
| KWESTEN                                                                                             | ANSA                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                 |      |
| Wanem nao hemi problem?                                                                             |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |      |
| Wanem nao i mekem se i gat problem?                                                                 |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |      |
| Wetaem nao i hapen?                                                                                 |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |      |
| i gat eni impak long:                                                                               | <div><div>◊</div>Haos</div> <div><div>◊</div>Graon</div> <div><div>◊</div>Bisnis propeti</div> <div><div>◊</div>Pesonol propeti</div> <div><div>◊</div>Komuniti propeti</div> <div><div>◊</div>Man / Woman/ Pikinini</div> | <div><div>◊</div>Kaljurol Heritej</div> <div><div>◊</div>Wota Sos/Saplae</div> <div><div>◊</div>Elektrik</div> <div><div>◊</div>Laefstok/kakae/tri</div> <div><div>◊</div>Narafala:</div>                                                       |      |
| Sapos hemi isiu blong graon, wanem kain groan?                                                      | <div><div>◊</div>Ples we ol man istap liv (residential)</div> <div><div>◊</div>Bisnes propeti (commercial/industrial)</div> <div><div>◊</div>Karen (agricultural)</div> <div><div>◊</div>Pablik</div>                      | <div><div>◊</div>Narafala:</div>                                                                                                                                                                                                                |      |
| i gat eni isiu long saed blong:                                                                     | <div><div>◊</div>Dast</div> <div><div>◊</div>Noes</div> <div><div>◊</div>Rod trafik</div> <div><div>◊</div>Sefti isiu</div> <div><div>◊</div>Envaeromentol konsen</div> <div><div>◊</div>Narafala:</div>                   | <div><div>◊</div>Seksuol Harasmen</div> <div><div>◊</div>Seksuol Eksploitesen</div> <div><div>◊</div>Seksuol Asolt</div> <div><div>◊</div>Non-seksuol vaelens</div> <div><div>◊</div>Rabis toktok</div> <div><div>◊</div>Asoltem Pikinini</div> |      |
| Yu ting se VARS projek hemi risponsibol?                                                            |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |      |
| Hu ia ipat long problem ia?                                                                         |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |      |
| Wanem nao solusen we yu save givim?                                                                 |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |      |
| SOLUSEN: Taem we man i glad wetem solusen, askem hem blong saen blong markem se problem hemi finis: |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                 |      |