

REPUBLIC OF THE MARSHALL ISLANDS

**MARSHALL ISLANDS
URBAN RESILIENCE PROJECT
AND ADDITIONAL FINANCING**

STAKEHOLDER ENGAGEMENT PLAN

**FINAL
April 2026**



MARSHALL ISLANDS URBAN RESILIENCE PROJECT AND ADDITIONAL FINANCING

STAKEHOLDER ENGAGEMENT PLAN

Ministry of Public Works, Infrastructure and
Utilities (MPWIU) and the National Disaster
Management Office (NDMO) as Implementing
Agencies

Prepared for World Bank and the Government of the Republic of Marshall Islands by the Central
Implementation Unit of the RMI Division of Development Assistance (DIDA)

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Appendix A URP Summary Document

ABBREVIATIONS

| | |
|--------|---|
| AF | Additional Financing |
| AOI | Area of Interest |
| CBO | Community-Based Organisation |
| CESMP | Contractor Environment and Social Management Plan |
| CIU | Central Implementation Unit |
| CRRS | Climate Resilient Road Strategy |
| CSO | Civil Society Organisation |
| CVA | Coastal Vulnerability Assessment |
| DIDA | Division of Development Assistance |
| E&S | Environmental and Social |
| ESA | Environmental and Social Assessment |
| ESCP | Environmental and Social Commitment Plan |
| ESF | Environmental and Social Framework |
| ESMF | Environmental and Social Management Framework |
| ESMP | Environmental and Social Management Plan |
| ESS | Environmental and Social Standards |
| RMI | Republic of the Marshall Islands |
| FPIC | Free, Prior and Informed Consent |
| GBV | Gender Based Violence |
| GIS | Geographic Information Systems |
| GoRMI | Government of RMI |
| GRM | Grievance Redress Mechanism |
| HT | Human Trafficking |
| IOL | Inventory of Loss |
| MEAL | Monitoring, Evaluation and Adaptive Learning |
| MEC | Marshall Islands Electric Company |
| MoF | Ministry of Finance |
| MOCIAA | Ministry of Culture and Internal Affairs |
| MPWIU | Ministry of Public Works, Infrastructure, and Utilities |
| URP | Urban Resilience Project |
| NAP | National Adaptation Plan |
| NBC | National Building Code |
| NDMO | National Disaster Management Office |
| NEOC | National Emergency Operation Center |
| NGO | Non-Governmental Organisation |
| OCS | Office of the Chief Secretary |
| OHS | Occupational Health and Safety |
| PAP | Project Affected Person |
| PIU | Project Implementation Unit |

| | |
|---------|---|
| PMU | Project Management Unit (PMU) |
| PREP II | Pacific Resilience Project, Phase II |
| PWD | People with Disabilities |
| PSC | Project Steering Committee |
| RF | Resettlement Framework |
| SEA/SH | Sexual Exploitation and Abuse/Sexual Harassment |
| SEP | Stakeholder Engagement Plan |
| SIDS | Small Island Developing States |
| TOR | Terms of Reference |
| URP | Urban Resilience Project |
| VA | Vulnerability Assessment |
| VAC | Violence Against Children |
| WB | World Bank |
| WHO | World Health Organization |
| WUTMI | Women United Together Marshall Islands |

GLOSSARY

| | |
|---|---|
| Cut-off date | The eligibility cut-off date is the date of completion of the inventory of loss (IOL) for Project works under Components 2 and 3. Assets located within the Components 2 and 3 works footprints after this date will not be eligible for entitlements or associated assistance. |
| Gender Equality and Social Inclusion (GESI) Mainstreaming | Ensures that gender equality factors and the inclusion of vulnerable and marginalized groups (such as people living with disabilities) are explicitly considered and their views and needs are fully mainstreamed (integrated) in project and activity design, implementation, monitoring, evaluation, and learning (MEL), and that there is equitable and meaningful participation of women and excluded groups in project decision-making processes. |
| Grievance Redress Mechanism (GRM) | All World Bank projects are required to have a Grievance Redress Mechanism (GRM) in place that allows stakeholders to register a complaint or grievance if they believe harmful environment or social impacts are occurring related to Project activities. The GRM makes sure that all complaints are fully investigated and addressed as quickly and fairly as possible. |
| Meaningful Consultation | WB Environment Social Standard 10 (ESS10) indicates that meaningful consultation is a two-way process that (a) begins early in the a project planning process to gather initial views on the project proposal an inform project design; (b) encourages stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders ion the identification and mitigation of environmental and social risks and impacts; (c) continues on an ongoing basis, as risks and impacts arise; (d) is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders, in a culturally appropriate format, in relevant language and in understandable to stakeholders; (e) considers and responds to feedback; (f) supports active and inclusive engagement with project-affected parties; (g) is free of external manipulation, interference, coercion, discrimination, and intimidation; and (h) is documented and disclosed by the Borrower. |
| Project Affected Persons (PAPs) | Includes any person, household, entity, organization, firm or private institution who, on account of changes resulting from the Project has their (i) standard of living adversely affected, (ii) right, title, or interest in any house, land (including residential, commercial, agricultural, forest, plantations, grazing, and/organizing land), water resources, communal fishing grounds, annual or perennial crops and trees, or any other moveable or fixed assets acquired, possessed, restricted, or otherwise adversely affected, in full or in part, permanently or temporarily; and/or (iii) business, occupation, place of work or residence, or habitat adversely affected, permanently or temporarily, with or without displacement. |

1. Introduction

1.1 Environmental and Social Assessment Overview

The Government of the Republic of the Marshall Islands (GoRMI) has requested financial assistance from the World Bank (WB) for the Marshall Islands Urban Resilience Project (hereafter URP), which aims to strengthen the resilience of select human settlements in the Republic of the Marshall Islands (RMI).

The World Bank Environmental and Social Framework (ESF) requires, as part of project preparation, that the URP undertake an assessment of environmental and social risks. Relevant activities include:

- (i) Undertaking a preliminary Environmental and Social Assessment (ESA);
- (ii) Preparation of an Environmental and Social Management Framework (ESMF); and
- (iii) Preparing a Stakeholder Engagement Plan (SEP) or Framework.

The use of the “SEP framework approach” is used where the location and design of project activities is not clear during project preparation, or when a project has multiple subprojects that will only be designed during project implementation. In such cases, the framework sets out the principles to be followed for stakeholder engagement in a manner that is consistent with ESF Environment and Social Standard #10 (ESS10) *Stakeholder Engagement and Information Disclosure*. This SEP will be updated as more details about specific project activities become known.

1.2 Stakeholder Engagement Plan

1.2.1 Purpose, Scope and Compliance

The purpose of this SEP is to identify project stakeholders and to define technically and culturally appropriate approaches to stakeholder engagement and disclosure in relation to the URP. It is widely accepted that participatory, inclusive, and well-planned stakeholder engagement is fundamental to establishing and maintaining strong relationships based on mutual respect and trust. Further, meaningful, consistent, and respectful engagement increases the likelihood that project implementing agencies, partners, constituents, and beneficiaries will take ownership of achieving project outcomes. In this regard, the URP SEP draws on the experience and lessons learned from previous engagement processes, and on the knowledge MPWIU has gained in relation to citizen involvement in civil works in the RMI and specifically on Majuro.

The scope of this SEP is project-wide, and includes engagement strategies for all proposed activities, including those related to information acquisition, consultation, disclosure, and dissemination of documents, as well as a process for managing project-related grievances. As more detailed information becomes available, this SEP will be updated.

In addition to this SEP, specific stakeholder engagement plans may be prepared for different project works, including activities that require technical assistance (TA) and contractor engagement.

This SEP is considered a “live” document which will be reviewed and updated periodically by the Project Implementation Unit (PIU) to be housed at MPWIU, in collaboration with the Central Implementation Unit (CIU) Safeguards Team. These reviews will take into account new project work plans, detailed activity designs, performance issues, and existing stakeholder relations.

SEPs are proportionate to the anticipated environmental and social impact of the proposed activity, and to stakeholder concerns regarding the risks and impacts associated with that initiative. As such, SEPs developed for each URP activity will vary according to the complexity and scope of the works.

This SEP complies with the World Bank Environmental and Social Standard (ESS) 10: Stakeholder Engagement and Information Disclosure (WB, 2017)¹ requirements.

This SEP includes a list of key stakeholders consulted in the preparation of this instrument, and also identifies those who still need to be consulted during project preparation, inception and implementation including relevant GoRMI authorities, traditional leaders, local communities, landowners and service providers including agencies responsible for addressing gender-based violence (GBV), Sexual Exploitation, Abuse and Harassment (SEA/SH) and Human Trafficking (HT).

1.2.2 Goal and Objectives

The goal of this SEP is to provide a framework to facilitate open discussion and consensus-based decision-making about URP activities by creating and sustaining an atmosphere of mutual understanding through ongoing, and active engagement of Project-affected people and other key stakeholders. The SEP is a useful tool for managing communications between MPWIU and its stakeholders.

The key objectives of this SEP are to:

- Provide guidance on meaningful stakeholder engagement to ensure it meets International Best Practice standards, including adhering to WB ESS10
- Identify key Project stakeholders, including indigenous persons, and vulnerable/marginalized groups of people
- Identify the most effective methods and structures through which to disseminate Project information, and to ensure regular, accessible, transparent, and appropriate consultation
- Guide MPWIU in building and sustaining mutually respectful, beneficial, and lasting relationships with URP stakeholders
- Develop an engagement process that provides stakeholders with ample opportunity to influence Project design and decision-making
- Incorporate SEA/SH-related prevention and response in measures in project design
- Outline the Grievance Mechanism (GM) for implementation of the URP, including SEA/SH pathway
- Identify roles and responsibilities for implementation and monitoring of the SEP
- Describe means of reporting and disclosure of key information and instruments in a manner that can be readily understood by all stakeholders, taking into account literacy levels and access t/o different modes of communications, and
- Identify potential communication challenges such as consultation fatigue, time constraints, confusion with other Projects, etc., and strategies to address these constraints to ensure engagement.

Because project circumstances and stakeholder concerns can change or new ones may emerge, stakeholder engagement is conducted throughout the project cycle. The SEP may need to be updated during project implementation, including when adding additional financing (AF) with new activities to the project, allowing for improvements to project implementation based on stakeholder feedback and proactive management of concerns.

¹ WB, 2017. "World Bank Environmental and Social Framework". World Bank, Washington

2. Project Description

2.1 Overview of the Urban Resilience Project

The Project Development Objective (PDO) is to strengthen the resilience of select urban areas in the Republic of the Marshall Islands to the impacts of natural hazards and climate change.

The achievement of this PDO will be measured by:

- a. Risk-informed policies, guidelines or strategies adopted to support adaptation planning (Number).
- b. Critical assets protected by improved coastal infrastructure that reduces risks to coastal hazards and effects of climate change (Number).
- c. People with enhanced resilience to climate risks (Number, disaggregated by sex and age).

The results indicators will be disaggregated by gender where relevant, and sub-indicators will be quantified where possible to ensure the effectiveness of project monitoring and evaluation.

This SEP has been updated in April 2026 to include a brief discussion of the changes in the project related to the Additional Financing, which was approved on March 31st, 2026. The Key activities remain the same and there are no additional activities that increase environmental and social risks.

2.2 Project Components

2.2.1 Component 1: Risk-Informed Adaptation Planning

The objectives of Component 1 are to strengthen the government's institutional and technical capacity on risk-informed adaptation planning through enhanced spatial planning, capacity building support for the implementation and compliance of the building code, and development control policies or guidance that consider disaster and climate risks.

This Component will support:

- a. Sustainable Urban Development initiatives, including:
 - i. practical guidance and awareness-raising materials for the new building codes (currently under development outside of this project scope)
 - ii. preparation of development control guidelines and building/urban design standards.
 - iii. climate informed guidelines for new developments (including outreach activities).
- b. Strengthening for Climate and Disaster Resilient Urban planning:
 - i. a risk-informed legislative and regulatory review of urban planning policy and legislation, followed by development of guidance for recommended reforms to support longer term climate and disaster resilient urban planning
 - ii. a climate and hazard informed urban design study and mapping of public spaces to inform prioritization of investments under Component 3 and assist future scaling of investments in resilient urban spaces
 - iii. capacity building and training initiatives for government stakeholders within the MPWIU and other agreed stakeholders on climate-informed urban planning, zoning, policymaking, and compliance.

The AF will finance additional technical assistance and capacity-building support to the Government of RMI on strengthening climate-informed and disaster-resilient adaptation and urban planning, and supporting sustainable development initiatives, per the parent project design. Activities supported by the AF will be consistent with the parent project, and no additional environmental or social-related instruments are envisaged through the parent project, ESMF will be updated during AF implementation.

2.2.2 Component 2: Coastal Resilience Investments

The objectives of Component 2 are to deliver coastal resilience measures in select urban areas of Majuro.

Component 2 will include activities to strengthen coastal resilience in prioritized areas identified through the ongoing Coastal Vulnerability Assessment (CVA) for Majuro which is being finalized under PREP II-RMI (P160096). The CVA is expected to prioritize coastal adaptation measures (including small-scale interventions) that will include integrated grey-green solutions.

It will provide:

- i. Increased understanding of the current and future coastal hazards and associated risks in Majuro;
- ii. Identification of priority areas for intervention in Majuro, based on scientific modelling of current and future risk;
- iii. Conceptual designs and preliminary cost-estimates for suitable coastal protection investments in Majuro;
- iv. Physical coastal adaptation and resilience measures under this component will be located in Majuro only (while PREP II focuses on Ebeye) and will likely target protection of key public infrastructure elements; and
- v. Where appropriate, coastal protection measures will include ancillary landscaping, street and pedestrian lighting, shade and screen tree planting, universal access design, marine habitat restoration, water access (tidal steps, boat ramps, etc.), and public recreational spaces. Ecosystem-based approaches will be considered subject to funding and treatment priorities. Resilient public spaces under Component 3 may be developed adjacent the coastal investments supported under this component.

Component 2 will support:

- (i) Detailed engineering designs, ancillary technical analysis (including but not limited to detailed technical assessments, site investigations, modeling, and environmental and social management studies to support identified priority investment options) and construction supervision;
- (ii) Coastal works (for example: seawalls, dikes or embankments, minor reclamation, berms, revetments, offshore breakwater, etc.) that meet the project's agreed design standards and enhance Marshallese cultural identity; and
- (iii) Capacity building and training on coastal resilience and adaptation solutions.

The AF will also finance a funding gap of approximately US\$2.0 million for the civil works and construction supervision of the 400-metre coastal protection at the Marshall Islands High School to mitigate coastal hazards and sea-level rise impacts. The environmental and social impacts of these activities were assessed under the parent project, and no additional risks are anticipated.

2.2.3 Component 3: Resilient Public Buildings and Spaces

The objective of Component 3 is to improve the structural performance, safety, functionality, and service standards of select public buildings and spaces to protect lives and mitigate economic damages during future disasters.

Component 3 will include the construction of a resilient government facility in Majuro accommodating critical components of the National Disaster Management Office (NDMO) and the Ministry of Finance, as well as warehouse space for emergency goods and supplies. This building has been identified as a priority by Government, to strengthen the Government's preparedness for emergency management and ensure continuity of key government services following disaster events. Accordingly, PREP 2 is financing the design of this building, which will meet agreed resilience standards to mitigate against future hydrometeorological and geophysical hazards. Recognizing the challenge of requiring compliance with relevant design standards for public buildings and facilities that were not designed or constructed adequately, project financing may also be used in a pilot to gain experience with retrofitting for climate-related hazards and building upgrading.

Demonstration projects in adaptation planning will also be financed. These could include the development of resilient public spaces encompassing nature-based solutions that complement coastal resilience investments under Component 2. Such spaces could be used for recreational uses and enhance public amenity (e.g., through better pedestrian connectivity and increase in green spaces) while improving urban drainage and acting as a buffer against storm surges and flood inundation. Urban improvements such as for signage, lighting, pedestrian amenity, and landscaping may also be supported. In addition to addressing current resilience standards, investments may also support upgrading to current universal access and environmentally sustainable design standards (such as energy efficiency measures and weather-resistant construction materials and practices).

Component 3 will support:

- (i) Detailed engineering designs and construction supervision services for up to three (3) select facilities, including an office and warehouse building in Majuro and critical public buildings that meet the project's agreed design standards and enhance Marshallese cultural identity;
- (ii) Land preparation activities and civil works for strengthening, upgrading and construction of public buildings and facilities to reduce disaster vulnerability, increase climate resilience, and improve functionality and service standards (including universal access and climate-informed design);
- (iii) Pilot public space investments in support of climate change adaptation, such as small-scale ecosystem-based approaches or water-sensitive urban design measures (i.e., vegetated buffer zones, rain gardens, bioswales, mangrove restoration, and vegetated bunds) or urban improvements (i.e., for signage, lighting, pedestrian amenity, and landscaping).

Under AF activities, Component 3 will be expanded to include a city-wide streetscape upgrading and drainage works, building on pilot drainage cleaning and repair works, a National Emergency Operation Center (NEOC) in Majuro, and up to five multifunctional emergency facilities in select urban areas of the RMI. All infrastructure will adhere to climate-mitigation and adaptation standards in the National Building Code (NBC), including energy-efficiency measures to reduce energy consumption, water-efficiency measures, and measures to mitigate climate-related hazards to which RMI is exposed.

2.2.4 Component 4: Project Management and Implementation Support

The objective of this component is to help the GoRMI establish and operationalize the proposed project through a dedicated project Implementation Unit (PIU). Component 4 will support the day-to-day coordination, management, and implementation of the project, while building institutional capacity to sustain investments beyond the project's closure such as through technical training and asset management support.

This Component will support:

- (i) Recruitment of consultants to support the implementation of all project activities, such as a Project Manager, Engineer, Contract Manager and technical and administrative support;
- (ii) Monitoring, review, and evaluation of the project;
- (iii) Capacity building and training for operations and maintenance, as well as risk-informed asset management; and
- (iv) Project-related incremental operating costs.

These activities will be implemented through consulting services (individual) and incremental operating costs.

2.2.5 Component 5: Disaster Preparedness and Response

A new component introduced as a result of findings from the World Bank-supported RMI Emergency Preparedness and Response (EP&R) Diagnostic and Development Plan, which assessed national and urban emergency preparedness capacities and priorities, the objectives of Component 5 are to strengthen national and urban disaster preparedness and response, with a focus on facilities, information systems, coordination, and community preparedness.

This Component will support:

- (i) The design and development of a disaster management information system (DMIS) strengthens information sharing, risk mapping, and decision-making across agencies;
- (ii) Community outreach, training, and awareness-raising activities to strengthen preparedness and response capacities, including targeted engagement with vulnerable groups; and
- (iii) The provision of emergency response and communications equipment, including emergency stocks of non-food relief supplies and early warning and communications systems to support effective disaster response.

These activities will be implemented through technical assistance, capacity building, and the provision of goods and equipment, led by NDMO in coordination with MPWIU and the CIU.

2.3 Implementation Arrangements

The proposed Project would be implemented by the Ministry of Public Works, Infrastructure and Utilities through a Project Implementation Unit (PIU), to be established within the MPWIU and include a Project Manager, Project Officer, Engineer, and relevant technical consultants. Support for Fiduciary and Environmental and Social Risk Management would be provided by the CIU, which is housed within the Division of International Development Assistance (DIDA) in the Ministry of Finance, Banking and Postal Service (MOFBS), hereafter MoF. Under the AF, the NDMO will be added as an Implementing Agency for Component 5 only, working in close coordination with MPWIU and PIU, and the CIU in the areas of procurement, financial management, and environmental and social safeguards. Stakeholder engagement for Component 5 activities will be led by the NDMO, with technical support from the PIU and CIU E&S team and aligned with national DRM coordination structures (including NEOC clusters, local disaster committees, and community response networks). Where appropriate, Component-specific engagement plans or activity-level SEPs will be prepared prior to commencement of Component 5 activities.

2.4 Potential Environmental and Social Impacts

The Project ESMF outlines the potential environmental and social risks and impacts, as identified in the ESA for the parent project. However, the linear, neighborhood-level nature of the streetscape and drainage works activities envisaged for AF under Component 3, and the additional activities under Component 5, may pose E&S risks in terms of construction sequencing, temporary access disruptions, drainage maintenance responsibilities, and inadequate stakeholder engagement and information disclosure, respectively. Appropriate stakeholder engagement will be the key to minimizing and mitigating environmental and social risks associated with the proposed project activities. As such, stakeholder engagement will place increased emphasis on early communication with affected communities, local leaders, businesses, and service providers regarding construction sequencing, temporary access disruptions, and community co-benefits. Engagement approaches established under the parent project will continue to be applied and adapted as designs are finalized. The project will further strengthen Grievance Redress to enable intake from all concerned stakeholders, including citizens' inquiries and complaints. Information about the grievance redress mechanisms will be made available on project websites and sub-project sites and widely disseminated during stakeholder consultations.

Nevertheless, the project ESMF prepared for the parent project will still guide the mitigation of E&S risks and impacts for activities to be undertaken for the parent project. The major potential risks and impacts outlined in the ESMF are outlined below:

Key environmental risks can arise from building sea walls, which can modify coastal areas and potentially impacting natural habitats, ecosystem services (freshwater lens, natural protection from wave and wind erosion, food gathering areas) and, cultural heritage (cemeteries, sacred sites). Seawall construction can create waste and pollution in the form of sediment discharges. However, such impacts will be localized, predictable, and can be readily avoided through effective stakeholder engagement, good design, and controls on construction methodologies.

Building construction, coastal protection works, and other adaptation strategies, which may be piloted require large amounts of sand, gravel, and rock. These resources are scarce in atoll environments, and the mining and dredging of coastal rock and sand has caused a legacy of environmental damage in RMI. Rock will therefore need to be imported because the impacts of reef rock mining decrease coastal resilience and cannot be mitigated or offset, though this will be confirmed by the outcomes of the Sustainable Aggregates study currently underway under the WB PREP II Project. Local sustainable sources of lagoon sand may be available but will have localized water quality and ecosystem impacts if not suitably managed. Local sources of sand dredging will need to comply with the requirements set out in the ESMF to ensure the impacts are localized, with a low probability of serious adverse effects, no net loss of natural habitat (and net gain of critical habitat) and can be readily mitigated.

Solid waste management is required for all physical works activities. Waste management is difficult in Majuro due to the lack of land available for landfills. Large volumes of waste and hazardous waste will be exported. This is typical for World Bank-funded projects in atoll environments. The ESMF provides guidance to ensure the prioritization of resource recycling and reuse, such as reusing crushed concrete and fill, reusing building materials and recycling metal, and require waste management plans for all physical works. The reuse of good quality building materials is common and will be encouraged.

The technical advisory studies such as development controls and adaptation strategies have the potential to prioritize and protect natural habitats, particularly reef and coastal ecosystems that provide protection from wave energy and wind and ecosystem services such as freshwater lenses. They may also help to enhance natural biodiversity in developed areas of atoll islands by encouraging well-linked nature-based solutions and green infrastructure investments. However, there is also the risk that the prioritization of the protection of human life and the built environment has negative long-term impacts on natural habitats, for example where coastal protection structures occupy reef flat and coastal areas, or where low-lying habitat is raised and filled for the purposes of urban development.

Key Social risks include the potential for project related Sexual Exploitation, Abuse or Sexual Harassment (SEA/SH) and/or Violence against Children (VAC) associated with an influx of workers from outside the project area. This risk will be mitigated through compulsory SEA/SH awareness training for workers; use of a Code of Conduct; ensuring proper preventative procedures are in place, creating awareness about the risks of SEA/SH and VAC within resident populations and ensuring the project grievance process includes a specific pathway for dealing with SEA/SH concerns, and is well known to all beneficiaries. Further details regarding the “survivor-centered approach” to be adopted by the project when dealing with SEA/SH issues is outlined in the URP ESMF.

Another key social risk relates to potential lack of meaningful engagement of people who normally do not have strong voice and influence (including women, youth, the elderly, PWD and those without land rights in areas of interest) in identifying the most appropriate resilience measures to meet whole-of-community needs. This situation could result in the design of coastal protection measures and resilient buildings that do not meet the needs of all beneficiary groups. This risk will be mitigated by the development and implementation of activity-specific Stakeholder Engagement Plans that identify relevant participatory and inclusive consultation processes to ensure the views and concerns of vulnerable and marginalized groups of people are fully considered and addressed.

Civil work involving heavy machinery and construction bring increased safety risks, especially for pedestrians and children playing in areas where works are being conducted. This issue will be managed through ensuring contractor terms of reference specify standard standards and require strict management of site safety procedures including conducting community awareness, restricting access to dangerous areas, ensuring proper signage, supervision and enforcement, and making the grievance mechanism well known and highly accessible. Issues related to noise, dust and industrial waste will be addressed in activity-specific Environment and Social Management Plans (ESMPs). Other social risks are identified in the URP ESMF, along with the required mitigation procedures.

3. Stakeholder Engagement Objectives and Principles

3.1 Definition of 'Stakeholder'

The World Bank defines "Stakeholders" in ESS10 as

"...individuals or groups who:

- *Are affected or likely to be affected by the Project (Project -affected parties), and those who*
- *May have an interest in the Project (other interested parties)."*

The ESS10 Guidance Note provides further defines these groups as follows:

- **Project Affected Persons (PAPs):** "includes those likely to be affected by the Project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities".
- **Other Interested Parties:** "refers to individuals, groups, or organizations with an interest in the Project, which may be because of the Project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups".

ESS10 also states that for both groups "special consideration should be given to stakeholders that may be disadvantaged or vulnerable".

3.2 Stakeholder Engagement Objectives

ESS 10 identifies the following objectives of stakeholder engagement:

- To establish a systematic approach to stakeholder engagement that assists project governments identify relevant stakeholders and to build and maintain constructive relationship with them, in particular Project-Affected Persons.
- To assess the level of stakeholder interest and support that exists for a project and to ensure stakeholder views are taken into account in project design and environmental and social performance.
- To promote and articulate the means for effective and inclusive engagement with Project-Affected Persons and Other Interested Parties throughout the project life cycle regarding all issues that could potentially affect them.
- To ensure appropriate information on project related environmental and social risks and impacts are disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- To provide Project-Affected Persons and Other Interested Parties with accessible and inclusive means to raise issues and grievances and allow Project governments to respond to and manage such grievances.

The operational objectives of stakeholder engagement for the URP are:

- To acquire information from key stakeholders to assist in environmental and social risk screening, and the preparation of land procedure documents for the URP (as described in Section 5).
- To ensure that stakeholders have an understanding of how they might be affected and their potential role in URP implementation and impact management.
- To design and implement participatory and inclusive engagement strategies whereby Project designers and Affected and Interested Parties - including local leaders, landowners, civil society organizations (CSOs) and community-based groups - undertake detailed consultations throughout the design process to identify and mitigate against any negative impacts on people and the environment.

- To provide opportunities for stakeholders to express their opinions, concerns and ideas in relation to the URP, and for these views to be taken into full account when developing activity and E&S management plans; and
- To ensure that stakeholders understand GoRMI and World Bank operational aims and requirements with respect to URP and have confidence in the PIU's ability to manage environmental and social risks in a responsible and transparent manner.

Early and ongoing engagement with landowners, local communities, vulnerable groups and traditional/local leaders is critical during all stages of the URP.

3.3 Key Principles of Effective Engagement

ESS10 states that stakeholder engagement is an inclusive process which is conducted throughout the Project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships essential to successful management of environmental and social risks.

Experience has shown that stakeholder engagement is most effective when initiated early in the project development process, in order to inform the design and identify any significant risks or potential negative impacts up front.

Stakeholder engagement is defined by a set of principles and core values that are used to underpin interaction with stakeholders. Common principles based on International Best Practice² that provide the basis for URP interaction with Project Affected and other Interested Parties include:

- **Commitment** is demonstrated when the need to understand, engage and identify the community is recognized and acted upon early in the process
- **Integrity** occurs when engagement is conducted in a manner that fosters mutual respect and trust
- **Respect** is created when the rights, cultural beliefs, values and interests of stakeholders and affected communities are recognized
- **Transparency** is demonstrated when community concerns are responded to in a timely, open and effective manner
- **Inclusiveness** is achieved when broad participation is encouraged and supported by appropriate participation opportunities; and
- **Trust** is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values and opinions.

3.4 Stakeholder Engagement Considerations

The URP stakeholder engagement process will be inclusive, participatory and transparent to ensure multiple and ongoing opportunities are provided to learn about the project and actively engage in design exercises. This approach will create an atmosphere of open dialogue and ensure that vulnerable persons, including those who may not normally have voice in community affairs, are able to participate.

When planning stakeholder engagement activities, the following factors will be considered³:

- **Commit time and resources:** Building trust-based relationships with stakeholders takes time and energy so it's important to dedicate sufficient time and provide suitable spaces and opportunities to develop and nurture key relationships over time. If stakeholders sense their engagement is simply a "check-the-box" requirement, or that project staff are too busy to hear their views, it is unlikely they will feel respected or empowered. Without this level of engagement, project ownership and sustainability are threatened.
- **Don't limit who is involved:** As the project progresses, additional stakeholders might wish to become engaged, and this participation should be encouraged.

²IFC, 2007, Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets.

³ Based on: "Stakeholder Research Associates Canada Inc, 2005, The Stakeholder Engagement Manual Volume 1: The Guide to Practitioners' Perspectives on Stakeholder Engagement, www.StakeholderResearch.com."

- **Ensure information is user-friendly:** It is important to recognize that different groups of stakeholders may require different kinds of information about project concepts and activities in order to engage meaningfully. For instance, when describing complex topics, such as the design of coastal resilience infrastructure, materials must be presented in ways that people can understand despite any lack of technical knowledge. While this can increase the time and cost involved in preparing for and carrying out consultation sessions, it is essential that all information, education and communication (IEC) material related to URP are easily accessible and understandable. Specific and targeted approaches for information dissemination will be adopted for engagement with disadvantaged and vulnerable groups, taking into account their needs and requirements.
- **Set realistic expectations:** In order to avoid stakeholders developing totally unrealistic expectations about project benefits for communities, landowners or businesses, the MPWIU, as the Project Implementing Agency will need to be clear on what can and cannot be done under URP, establish a clear understanding of roles, responsibilities and processes from the outset and reinforce this messaging throughout design and implementation.
- **Secure broad participation:** Cultural norms and values can prevent some stakeholders from participating freely at consultation meetings, particularly women, young people and those who are marginalized for various reasons including ability and social status. Therefore, it is important to be aware of potential barriers to broad participation and design consultation approaches that enable all stakeholders, including disadvantaged and vulnerable groups, to contribute to a safe and comfortable environment. In addition, there can be conflicting demands, agendas and viewpoints within stakeholder groups that make it challenging for projects to identify common interests. As such, it is essential the project has high awareness of the local context and uses consultation approaches that foster effective engagement from all interest groups.
- **Avoid consultation fatigue:** Experience has shown that stakeholders can easily tire of being consulted, especially when processes drag out, promises are unfulfilled, and/or their opinions and concerns are not taken into consideration. Further, if stakeholders feel their lives are not improving as a result of the project, this can lead to consultation sessions becoming a place to voice complaints and grievances. To avoid this scenario, hold stakeholder engagement activities during periods of key assessment and decision-making, be clear on next steps and timelines, and keep people informed of progress post consultation by disseminating clear, accurate information. If people believe their time and opinions are valued, consultation fatigue is less likely to set in.
- **Use participatory approaches:** Participatory appraisal tools can be used during design consultations to ensure active engagement of all sectors of the community. Participatory tools such as the use of seasonal calendars, time use surveys and resource ranking can address gender, age, cultural and status barriers while also providing valuable social assessment data. A participatory approach will be used when selecting the most appropriate coastal resilience for different areas in Majuro by engaging closely with landowners, communities, businesses and service providers in each respective area of interest
- **Ensure cultural and GESI sensitivity:** Prior to commencing any public consultations, it is essential the Implementing Agency inform local and traditional leaders about Project goals, activities and timelines and seek their support in planning and rolling out the consultation process. It is also essential that stakeholder engagement is inclusive of all beneficiary groups - including people of different ages, genders and abilities, and is conducted in a culturally appropriate manner. This means choosing safe and accessible meeting venues, holding meetings at times when everyone is free to attend, and using consultation approaches that encourage participation of people who may not normally have voice in public meetings. This could involve holding separate focus group sessions with women, youth, traditional leaders, the private sector and civil society organizations, and/or working through representatives of existing community and church networks.
- **Use the people's language:** Stakeholder engagement will be undertaken in the language appropriate for broadest comprehension and translation services should be made available in situations where technical experts are not fluent in that language. Literacy levels amongst stakeholders should also be considered when undertaking engagement and preparing consultation materials.

- **COVID-related considerations:** Consultations will take in consideration COVID-19 related restrictions and measures including physical distancing and use of alternative forms of engagement including phone and virtual consultations, in order to minimize the risk of COVID-19 transmission amongst stakeholders.

The remaining sections of this SEP outline strategies to assist in overcoming issues that may arise in stakeholder engagement and attaining the overarching goal of free, prior and informed consultation.

3.4.1 Barriers to Participation

3.4.1.1 Disadvantaged, vulnerable and marginalized groups

Some project impacts may disproportionately fall on groups of people who are already disadvantaged, vulnerable or marginalized, and who often don't have voice to express their concerns or ideas – or even to understand how the project could impact them. In the case of construction works, some people have increased risk of potential harm including children schooling or playing in the area and pedestrians, especially those with sight, hearing or mobility issues.

To address these concerns proactively, URP will: i) identify disadvantaged, vulnerable and marginalized individuals and groups, ii) assess existing barriers to participation and the potential for reduced project benefits and needs to enable their effective engagement, and iii) develop a strategy to ensure barriers are addressed.

A preliminary list of vulnerable groups of people to actively engage in URP is outlined in Section 4.1.3. The list will be expanded and updated as new groups are identified.

3.4.1.2 Gender, Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH)

The SEA/SH risks associated with the URP are assessed as Low, provided all safeguard requirements are adhered to (see Section 6). Project activities will include a combination of TA studies and construction of climate-resilient infrastructure, which will predominately be undertaken in urban areas where supervision is possible, and services are available.

Gender-based violence (GBV), Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) rates are high in the RMI, and women and children are also vulnerable to human trafficking (HT), illegal sex work, unwanted pregnancies, harassment and violence. Research shows that 36% of RMI women have experienced either physical or sexual violence, with spouses being the most common perpetrator of both, and about 22% of all RMI women reported experiencing physical violence in the previous 12 months. Among women who have experienced physical violence, 72% reported that a current husband or partner committed physical violence against them, while 21% reported that they had experienced violence by a former husband/partner.⁴

Imported and transient workforces, including those required for the construction industry are known to contribute to these issues.

Addressing this serious problem is complicated by the fact that approximately 58% of men and 56% of women in the country generally accept that violence against women is a normal part of marital relationships.

For women in RMI there are multiple barriers to having equal opportunities as well as a life free from violence and coercion. Priority areas of the GoRMI National Gender Plan include addressing female unemployment and gender-stratified labor market, teenage pregnancy, violence against women and girls and limited access to justice and protection for women.

The URP aims to support this work by mainstreaming gender equality and social inclusion in its design, implementation, management and MEL system to ensure barriers to participation of women, vulnerable and marginalized groups are taken into full account. This work will be supported by specialist TA, and/or through collaboration with local experts.

⁴ <https://asiapacific.unwomen.org/en/countries/fiji/co/republic-of-the-marshall-islands>

Women United Together Marshall Islands (WUTMI), the primary GBV service provider in the country, is located in Majuro and offers a range of prevention and response services. WUTMI is currently providing support to a number of other World Bank projects in the RMI so are therefore familiar with Bank requirements in this area.

A 2020 needs assessment on GBV in RMI prepared under the WB Marshall Islands Maritime Investment Project (MIMIP), found that overall capacity to effectively address GBV and SEA/SH issues is constrained, particularly in the outer islands, due to limited funding and availability of appropriately trained professionals.

SEA/SH risks are assessed, and appropriate mitigation identified in the URP Environment and Social Management Framework (ESMF). This includes a requirement that Project Contractors prepare SEA/SH Action Plans, and include a Code of Conduct, as part of their Contractor Environment and Social Management Plan (CESMP), which identifies specific SEA/SH risks and mitigation strategies. In addition, a special pathway for referring SEA/SH-related grievances received under the URP Grievance Redress Mechanism (GRM) is outlined in the URP ESMF.

4. Stakeholder Identification and Analysis

4.1 Stakeholder Identification

4.1.1 Approach to Stakeholder Identification

To develop an effective SEP, it is necessary to determine who the key stakeholders are, understand their needs and expectations for engagement, and what their priorities and objectives are in relation to the Project. This information can then be used to tailor engagement to each stakeholder group. As part of this process, it is especially important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the Project because of their needs or status.

For the URP, key stakeholders have been, and will continue to be identified throughout the Project life cycle with a focus on understanding:

- Different categories of stakeholders that may be interested or affected by particular aspects of the URP including technical components, physical works and institutional strengthening; and
- Specific individuals, groups, and organizations within each of these categories taking into account:
 - The expected Area of Influence (AOI) of Components 2 and 3, including socio-economic and geographical aspects of project activities which may cause impacts (both positive and negative) in the short or long term, and localities within which people and businesses could be affected, and
 - The nature of the impacts that could arise and therefore the types of government entities, CSOs and other agencies who may have an interest in these issues.
 - For activities in Component 3 under the AF, stakeholders will also include households, businesses and service providers located along priority streetscape, who may experience temporary construction-related impacts or benefit from improved public realm upgrades.

The process of identifying stakeholders and assessing their interests and needs is continuous.

4.1.2 Project Area of Influence

The description of a project's Area of Influence (AOI) is based on the Guidance Note for ESS1⁵. The ESMF indicates the URP AOI for preliminary assessment of social and environmental effects consists of the:

- The inland area and reef flats of islets of Majuro Atoll between Rita and Laura, situated in the general vicinity of works to be undertaken under the URP and other areas targeted for coastal protection works under Component 1.
- Areas where public buildings are selected for improved resilience or for construction of new public buildings
- Contractor yards, lay down areas and any other works related facilities, and
- Aggregate extraction locations and immediate surrounds.

4.1.3 Key Stakeholders Identified

To date, a number of potential stakeholders have been identified drawn from:

- Contacts that MPWIU has already made with communities, government departments and other organizations as part of its public consultation, disclosure and government-level interactions,
- Agencies and community groups consulted during the VNA assessment, and

⁵ "...Where the project involves specifically identified physical elements, aspects, and facilities that are likely to generate impacts, the collection and analysis of environmental and social baseline information and data, at an appropriate level of detail for the project, are essential to define the project's area of influence and describe relevant physical, biological, ecological, socioeconomic, health, and labor conditions, including any changes anticipated to occur in the foreseeable future (including projected variability in climatic and environmental conditions due to potentially significant climate change or that would require adaptation measures that could occur over the life of the project), along with current and proposed development activities within the general project area but not directly connected to the project to be financed...."

- Consideration of the AOI insofar as it is currently defined.

Stakeholders representing affected communities were identified by means of the following inputs:

- People identified and consulted in previous MPWIU projects for similar schemes in RMI, and
- Understanding of the key features of the social and environment baseline of the communities in each works location.

Project affected persons (PAPs), interested parties and vulnerable groups identified for this SEP are listed below, including primary (P) and secondary (S) stakeholders:

Project Affected Persons

- Landowners of project affected areas (P)
- People residing, working or schooling in Project affected communities, including men, women, children, youth, people with disabilities (PWDs), and the elderly (P)
- Traditional and church leaders of project affected areas (P)
- Business owners and employees in project affected areas if operations are affected (P)
- People accessing public services in project affected areas if those services are disrupted (P)
- Fisherpersons if access to fishing areas is affected or construction affects catch (P)
- People using or selling agricultural good from project affected areas if yield or income is reduced (P)
- People using pedestrian and leisure areas that could be inaccessible during project works (P)
- People with disabilities if terrain or services are altered (P)
- Government and NGO service providers if disruptions to supply and demand are affected (P)
- Women and youth groups if their activities are disrupted (P)
- Local contractors with financial interest in project affiliated work (P)
- Households, businesses and service providers located along priority streetscaping areas who may experience temporary construction-related impacts or benefit from improved public realm upgrades.
- People and vulnerable groups who will be participating during the implementation of the community outreach and awareness-raising programs in selected atolls (P)
- Local government and Disaster Committees of the selected atolls (P)
- Media outlets (S)
- Other interested citizens and stakeholders (S)

Project Partners:

- Ministry of Public Works and Infrastructure and Utilities (P)
- Central Implementation Unit (CIU), Department of Development Assistance (DIDA), Ministry of Finance (P)
- NDMO
- NEOC Cluster Leads (P)

Government Agencies:

- Majuro Atoll Local Government (P)
- Mayor's Association (P)
- Climate Change Directorate (CCD) (P)
- National Disaster Management Office/Office of the Chief Secretary (NDMO/OCS) (P)
- Environmental Protection Authority (EPA) (P)

- Marshall Islands Marine Resources Authority (MIMRA) (P)
- Ministry of Transportation, Communication and Information Technology (T&C) (P)
- National Weather Service (NWS) (P)
- Ministry of Internal and Cultural Affairs (MOICA) (S)
- Ministry of Natural Resources and Commerce (NRC) (P)
- Local Government
- Public School System (PSS), Ministry of Education (P)
- Majuro Water and Sewer Company (MWSC) (P)
- RMI Ports Authority (P)
- National Training Council (NTC) (P)

Civil Society Organizations and Development Partners

- Coastal Management Advisory Council (CMAC)
- Micronesia Conservation Trust
- International Organization of Migration (IOM)
- Women United Together Marshall Islands (WUTMI)
- RMI National Disability Organization (DPO)
- Secretariat of the Pacific Community (SPC)
- Majuro Chamber of Commerce
- Other CSOs working in the climate, disaster response and GESI space

As project activities in each component are refined, this list of stakeholders will be updated, and a specific engagement and information disclosure plan will be developed for each activity, using the following template as a guide.

| Stakeholder Group | Category | Primary Interests and Concerns | Engagement Strategy | Information Needs |
|-------------------|----------|--------------------------------|---------------------|-------------------|
| | | | | |
| | | | | |

5. Stakeholder Engagement Approach

5.1 Project Preparation Stakeholder Engagement Activities

5.1.1 Introduction

For Project preparation, engagement and consultation, activities were led by the CIU Safeguards Team and specifically related to explaining the components, implementation arrangements and the E&S aspects of the URP.

Given the highly constrained timeframe for development of Project E&S instruments, stakeholder consultation focused on the institutional level. During meetings between the CIU and key agencies - including the Ministry of Public Works, Infrastructure and Utilities (MPWIU) and the RMI Environment Protection Agency (EPA), the potential impacts of the Project, both positive and negative, were raised and considered in some detail. During these discussions, agency representatives were made aware of potential environmental and social risks, including the need for land acquisition, and possible loss of livelihoods and assets, yet indicated their strong support for the Project while recognizing the need for proactive risk mitigation and adaptive management. Improving the coastal resilience of Majuro - the capital city, center of commerce and development and population hub, is a high priority of the GoRMI.

In addition to these meetings, agency and community level consultations regarding coastal resilience issues and options on Majuro took place throughout 2021 under the auspices of the Deltares Coastal Vulnerability Assessment (VNA) supported by the WB-GoRMI PREP II Project, including several events in April 2021 (see Section 5.1.3).

Stakeholder engagement under the Additional Financing (AF) will build on these consultations, with NDMO coordinating closely with MPWIU and the CIU.

5.1.2 Outcomes of stakeholder consultations

(a) Ministry of Public Works Infrastructure and Utilities

(MPWIU) Date: November 3, 2021

Attendees: CIU Safeguards Team, Mr. Melvin Dacillo (PMU Manager) and Mr. Jefferson Barton (Secretary of MPWIU)

Matters arising:

- Building Code – Phase 1 complete - draft has been prepared; contains reference to OHS; intended focus on minimum design standards to achieve resilience and avoid impacts of flooding; Phase 2 involves reformatting to recognize both international building codes and RMI requirements and subsequent rollout, with online options
- PMU includes OHS provisions in bid documents (see Appendix E of ESMF)
- PMU is keen to avoid duplication of consultants under this project – for example avoiding consultant overlaps with projects such as PREP II.
- MPWIU supports a dedicated PIU housed in PMU offices – especially including a dedicated Project Manager, Project Officer(s) and Civil Engineering Advisor.
- PMU encourages use of a range of design concepts.
- Primary risk area from PMU point of view is protection of public infrastructure.
- Particular focus is needed on lagoon-side adjacent to the western part of the airport runway for Component 2 works (Seawall construction)
- Aggregate sourcing is a challenge – particularly in respect of backfill materials - PMU is constantly looking for new sources for inhouse RMI seawalls – current focus is on Rita lagoon side for fill material.

(b) Marshall Islands Conservation Society (MICS)

Date: November 4, 2021

Attendees: CIU Safeguards Team, Dolores deBrum Kattil (Director MICS), Dua Rudolph (Deputy Director, MICS)

Matters arising:

- MICS has an active role in the Reimaanlok Process, including the Majuro – described approach.
- Provided background material on Majuro for ESMF
- MICS also involved in coordinating stakeholder engagement on Ebeye for PREP II – see this a valuable capacity building project for RMI generally – developing real skills with stakeholder engagement.
- URP is a significant project for Majuro – and should also incorporate capacity building.

(c) RMI Environmental Protection Authority (EPA)

Date: November 19,2021

Attendees: CIU Safeguards Team, Moriana Phillip (General Manager, RMIEPA)

Matters arising:

- Discussed RMIEPA involvement in projects during the Earthmoving Permit application process under the RMIEPA. .
- Recognized that over time there will be increasing pressure on RMIEPA for approvals for coastal resilient works relating to climate change-induced sea level elevations. This will arise through initiatives such as the National Adaption Plan (NAP) – ecosystems in RMI are becoming less resilient.
- RMIEPA recognizes the importance of the NAP but notes that the NAP should give due recognitions to E&S risk mitigation. Rolling out NAP initiatives should occur in a way that incorporates E&S protections so that solutions are livable – no-one wants a slab of concrete in the middle of nowhere.
- RMIEPA concerned that the agency doesn't want to be seen as delaying any approval process – need for a fresh look at "roadblocks" in the processing pathways, including how RMIEPA can access technical expertise to assist with technical evaluation of applications, partly capacity building part, and partly technical assistance support. Perhaps consideration could be given to how a "roster of expertise" could be developed. This equally applies to MPWIU in respect of E&S awareness as resilient projects are developed.
- Support would ideally be developed in-country – building on expertise from overseas.
- RMI EPA focus is presently on environmental impacts (physical and biological) with a lesser focus on social impacts, although consideration is given to consultation with landowners. Social aspects reflect the connection to the land (and ecosystem services).
- The gap in social impact assessment is recognized by RMIEPA which has a desire to incorporate risk management of social matters in its consideration process. RMI is not presently at a level where it can engage with donors and communities in respect of different social values.
- RMIEPA suggested that there would be merit in both MPWIU and RMIEPA addressing social impact risk mitigation in the design and approval process respectively.
- Inclusion of environmental and social risk management in the design and approval (and follow-up) stages would help provide a broader "social license to operate". Early and effective involvement of the RMIEPA is key to streamlining the approval process.
- The RMIEPA approval process needs to be seen as more than just a literal rubber-stamping exercise.
- RMIEPA and MPWIU need to work closely on integrating E&S risk management in resilient development initiatives.

5.1.3 Prior VNA Consultations

Throughout 2021, stakeholder engagements were undertaken with respect to coastal resilience and response activities on Majuro under the auspices of the Deltares Coastal Vulnerability Assessment (VNA) including several events in April 2021. Meeting attendees and workshops reports are

available from the PREP II PIU.

Participating organizations and a summary of key issues are outlined below:

Agencies Consulted:

- Ministry of Public Works, Infrastructure and Utilities
- RMI EPA
- GoRMI Climate Change Directorate
- Marshall Islands Marine Resources Authority - Coastal Division
- Marshall Islands Conservation Society
- RMI Ports Authority
- Majuro Water and Sewer Company (MWSC)
- Marshall Islands Energy Company (MEC)
- EPPSO
- Ministry of Natural Resources and Commerce - Division of Agriculture
- Natural Resources and Commerce (NRC)
- HPO/Ministry of Culture and Internal Affairs
- PREP II
- Ministry Transportation, Communication and Information Technology
- NDMO
- National Telecommunications Authority
- Majuro Atoll Local Government

Issues Raised:

- Highest coastal risk is at Uliga and Djarrit.
- GoRMI is currently addressing gaps in existing seawalls to minimize the impact of erosion, in response to typhoon Nangka. Mainly in Djarrit and Uliga, working towards Delap.
- Available funding is not sufficient to protect all areas at risk.
- MPWIU priority areas in Majuro include:
 - Critical infrastructure, population, and coastal vulnerability are important.
 - Djarrit and Uliga - schools, government buildings, and population are important to consider.
 - Delap - critical infrastructure on the ocean side is the hospital and the capital building.
 - Other critical infrastructure: landfill.
- Ongoing coastal reinforcement, executed by Ministry of Natural Resources and Commerce - Agricultural Section - They are planting traditional trees along the coastline that are salt and drought tolerant. Mainly in Ajeltake
- There are existing marine protected areas (MPAs) for which rules and regulations apply, which should be considered in the design and location of adaptation measures.
- Currently the government is developing protection for the Majuro hospital - critical infrastructure - current seawall is not adequate.
- New dump sites are being allocated, not yet final. This is executed under the ADB solid waste management plan.
- Delap Uliga project for upgrading the current seawall.
- Majuro water and sewer 20-year development plan by the ADB Majuro urban improvement project.
- New wall at Delap dock.
- Contract awarded for a seawall on the ocean side of MEC (Marshalls Energy Company) 100 or 200 m long. MEC can provide additional information.

5.1.4 Outcomes of stakeholder consultations for the EP&R Diagnostic and Development Plan

Project activities and stakeholder engagement under the AF have been guided by the World Bank–supported RMI Emergency Preparedness and Response (EP&R) Diagnostic and Development Plan completed in 2025, which assessed national and urban emergency preparedness capacities and priorities. The EP&R diagnostic included stakeholder consultations conducted between 11 and 22 November 2024, comprising a workshop and key informant interviews involving a total of 28 participants, held in Majuro and Kwajalein (including Ebeye). Stakeholders consulted included the NDMO, the Office of the Chief Secretary, national and local government agencies and line ministries, local governments, utilities, development partners, and community representatives and service

providers. Direct consultations were not conducted in the outer atolls, which has been acknowledged as a gap to be addressed through future engagement. The EP&R diagnostic identified key gaps in urban emergency management and preparedness, informing AF activities under Components 3 and 5, including emergency facilities, disaster information systems, and community preparedness.

(a) EP&R Diagnostic Stakeholder Consultations

Date: November 11-22, 2024

- **Attendees:** NDMO, MoHHS, MoCIA, Environmental Protection Authority (EPA), Climate Change Directorate (CCD), Ministry of Foreign Affairs and Trade, Fire Department, Majuro Atoll Local Government (MALGov), Kwajalein Atoll Local Government (KALGov), Kwajalein Atoll Joint Utilities Resources (KAJUR), Marshall Islands Red Cross Society (MIRCS), International Organization for Migration (IOM), Marshall Islands Conservation Society (MICS), Jo-Jikum, Disability Coordination Office, and Marshall Islands Disabled Persons' Organization (MIDPO), and Prepared International (Consultant).

Matters discussed:

- The EP&R stakeholder consultations involved (i) a workshop with 15 participants from across GoRMI ministries, Local Government, Utilities, NGOs and vulnerable groups, and (b) 17 interviews with 28 individuals in Majuro and Kwajalein which supported forming the evidence base for the Ready2Respond (R2R) assessment of RMI's EP&R system.
- The extreme remoteness and dispersion of the outer islands were identified as the primary operational challenge for timely disaster response, with strong support for pre-positioning of food and non-food items at the local level.
- Existing evacuation shelters (generally schools) are largely at sea level and have not been structurally assessed for safety or functionality during inundation events.
- Early warning systems and evacuation infrastructure were found to be insufficiently accessible to persons with disabilities, representing a significant inclusion gap.
- Stakeholders noted poor policy alignment between climate change adaptation and disaster risk management responsibilities, despite their overlapping operational mandates.
- Resource constraints were raised across multiple agencies, including a lack of specialized equipment for water-based rescue and mass casualty management, and a heavy reliance on international aid for implementation of existing plans.
- Key recommendations and priorities for EP&R development emerging from the consultations identified that EP&R development requires attention across financing, legal/institutional frameworks, outer island resilience, emergency infrastructure including a dedicated NDMO/NEOC facility in Majuro, inclusive early warning systems, and disaster risk information, with harmonization of climate and DRM policies, the finalization of the National Disaster Risk Management Plan (NDRMP) and formalization of geospatial resources.

(b) EP&R Development Plan Validation Workshop

Date: July 2025

Attendees: NDMO, relevant government agencies and partner organizations.

Matters discussed:

- A validation workshop was held in Majuro in July 2025 with key stakeholders to confirm and validate priority areas for the RMI EP&R Development Plan.
- Validation of priority investments - Stakeholders confirmed priority areas, including DMIS/data governance, NEOC and coordination facilities, logistics systems, and community-level preparedness as critical for strengthening national EP&R capacity.
- Confirmation of system gaps - The workshop reaffirmed key constraints, notably fragmented training, weak information management, limited infrastructure and logistics capacity, and reduced service reach to outer islands.

- Agreement on implementation approach - Stakeholders agreed EP&R strengthening should be phased, nationally led, and aligned with the DRM Act (2023) and NERP, with coordinated implementation across agencies and partners.
- Emphasis on inclusiveness and local ownership - Participants highlighted the need for community-driven approaches, engagement with local governments and traditional leaders, and inclusion of vulnerable groups to ensure effective implementation across all atolls.

Building on the EP&R diagnostic findings, a focused stakeholder consultation was conducted on March 26, 2026, in Majuro as part of the World Bank's Implementation Support Mission for the URP Additional Financing. The session brought together 17 participants from the NDMO, WSO, IOM, Marshall Islands Red Cross, UNICEF, WUTMI, the Mayors Association, and cluster representatives across WASH, gender, and protection. Discussions focused on the design and governance of a Disaster Management Information System and enhancements to the Early Warning System under Component 5, with participants providing input on system functionality, inter-agency coordination, inclusion of persons with disabilities and outer island communities, and last-mile communication challenges.

(c) NDMO EP&R Focus Group

Date: March 26, 2026

- **Attendees:** NDMO, WSO, MIMRA, MoCIA, International Organization for Migration (IOM), Marshall Islands Red Cross, UNICEF, Women United Together Marshall Islands (WUTMI), Mayors Association representatives, and representatives of WASH and Gender Protection clusters.

Matters discussed:

- The focus group of 17 participants scoped Component 5 activities under the URP AF, with a particular focus on the design and governance of the DMIS and enhancements to the EWS.
- Participants emphasized the need for a DMIS accessible in low-bandwidth environments, available in English and Marshallese, and capable of supporting both agency and community users, with integration of early warning functions and educational content.
- Participants discussed the need for NDMO to convene the National Emergency Operations Committee regularly to support effective planning and coordination.
- A transition to impact-based messaging was strongly supported, using a standardized color-coded system (red/orange/green) across all channels to communicate what a weather event will do, not just its meteorological characteristics.
- The absence of a formal SOP governing messaging between WSO and NDMO was identified as a critical institutional gap, with an MOU recommended to formalize the arrangement.
- Participants raised the need for a data validation protocol ("double-step process") to ensure data integrity before dissemination, along with standardized data collection templates across clusters.
- Significant last-mile communication challenges were noted, particularly for outer islands with limited internet access and no grid electricity. Recommended approaches included HF radio, sirens with generator backup, and the use of Starlink currently being rolled out to outer island schools.
- Inclusion gaps were raised, including limited sign language interpretation capacity and early warning materials that are not consistently accessible to children, persons with disabilities, or those without smartphones.
- Logistical challenges included high distribution costs to outer islands, absence of a dedicated national warehouse, and risks of inequitable supply distribution at the atoll level.
- Community preparedness recommendations included standardizing atoll-level resource management plans incorporating disaster risk, engaging schools and churches as community focal points, and utilizing existing coordination forums such as the Mayors Association annual meeting and WUTMI networks for training and awareness activities.

5.2 Ongoing Stakeholder Engagement throughout URP

5.2.1 Scope of Ongoing Engagement

Stakeholder engagement needs to continue throughout Project planning and implementation, including activity design, construction, and post construction phases (i.e., operation) of physical works and for all technical advisory works in order to continuously disclose information about the project and project activities, and also to solicit information and input from community members and other project stakeholders, through engaging in two-way discussions with project stakeholders. Stakeholder engagement for activities under Component 5 will be led by the NDMO, with technical support from the PIU and CIU E&S team and aligned with national DRM coordination structures (including NEOC clusters, local disaster committees, and community response networks). Where appropriate, Component-specific engagement plans or activity-level SEPs will be prepared prior to commencement of activities.

All stakeholders identified in Section 5.1 are appropriate for consideration throughout the Project although additional stakeholders may be identified once specific TAs have been scoped, annual project work plans prepared, and Component 2 and 3 works and associated activities have been refined.

5.2.2 Physical Works

Each separate activity under Components 2 and 3 will develop a discrete list of stakeholders for engagement with as part of the Land Access Procedure (LAP) process which will be specifically focused on:

- Landowners and Occupiers – called Project Affects Persons (PAPs) under ESS5.
- Local Communities (including nearby or indirectly affected villages, community interest groups etc.).
- Relevant National and Local Government departments and agencies.
- Traditional – customary leaders.
- Others (including NGOs, businesses, utility providers etc.).

Other relevant stakeholders include communities who may be impacted during civil works, and other interested parties.

A variety of mechanisms will be utilized to consult with the identified stakeholders throughout the Project including:

- (i) Community meetings involving women, men and youth from communities
- (ii) Specific facilitated meetings with PAPs (e.g., landowners, disrupted businesses etc.) and community leaders, regarding:
 - a. ‘Participatory design approach’ during the design phase, commencing with preliminary design development.
 - b. Confirming land / asset ownership.
 - c. Securing land access.
 - d. Negotiating VLD.
 - e. Confirming and providing entitlements.
- (iii) Separate meetings with specific interest groups, as required (including women, youth, religious, vulnerable households)
- (iv) Key informant interviews with relevant government staff and community/traditional leaders
- (v) One-to-one socio-economic household survey of PAPs and affected communities (in the event an Abbreviated Resettlement Plan (ARAP) is required)
- (vi) Participatory Inventory of Losses (IOL survey). and
- (vii) Informal conversations with passers-by, transport users and other interested parties near the works site.

To ensure broader participation, consultations are to be undertaken at venues, times and in language that do not disadvantage any particular groups including women, youth, people with disabilities and vulnerable households. Other considerations outlined in Section 3.4 should also be taken into account through the stakeholder engagement process for the Project. Vulnerable groups are to be targeted through representative organizations including women, disability and youth associations.

5.2.3 Technical assistance and studies

Any technical assessments conducted under Project Components 1, 2 or 3 that involve any form of stakeholder consultation will be required to develop a Stakeholder Engagement Plan specific to that activity for approval by the PIU and CIU Safeguard Team in advance of any public consultation. Specific SEP requirements will be detailed in consultant/contractor ToRs and included in work contracts and plans. Activity specific SEPs will be disclosed in the same manner as other Project E&S Management instruments as outlined in Section 5 and in the URP ESMF.

5.2.4 Emergency Preparedness

For Component 5 activities, engagement will include preparedness-focused modalities such as community drills, scenario-based consultations, validation workshops for disaster management plans, and post-exercise learning reviews. Engagement methods will be adapted to ensure inclusion of women, persons with disabilities, elderly persons, and outer island communities, and will account for time-sensitive and culturally appropriate communication during emergency preparedness and response contexts.

5.2.5 Stakeholder Engagement and Communication Plan and Schedule

The schedule and scope of engagement with various stakeholders throughout the URP are outlined in **Table 1**.

This SEP and Consultation Plan are intended to be a 'live' document that is updated throughout the Project lifecycle to guide implementation of community engagement and communication based on changing Project work plans, circumstances and lessons learned. Works specific or TA specific engagement plans may need to be prepared to support detailed engagement activities as required.

Following all consultation sessions, meeting notes are to be prepared with photographs and participant lists attached (including gender, age and disability status where possible), that outline key feedback provided by stakeholders which needs to be incorporated in activity assessments, instruments and design concepts. These notes also need to document any concerns, suggestions, and grievances raised during these meetings.

Table 1: URP Stakeholder Engagement and Communication Plan

| Component Activities | Stakeholder Type | Stakeholders | Stakeholder Engagement Topic / Scope | Stakeholder Engagement Objectives | Milestone | Engagement Type | Responsibility |
|---|---|--|--|---|--|--|--------------------------------------|
| Component 1: Risk-Informed Adaptation Planning | | | | | | | |
| Prepare Climate Resilient Strategic Plans/CVAs/Social Development Study | Government Departments / Agencies / Authorities | MPWIU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV | Inception meeting/workshop to be attended by representatives of various government departments/agencies/ authorities, and their relevant subordinate divisions/offices.) | <ul style="list-style-type: none"> Outline works prioritization and optioneering process. Present proposed Project works. Obtain feedback. | <ul style="list-style-type: none"> Delivery of draft report. | Email; Letter; Meeting (joint); Video conference | PIU, CIU, design engineer consultant |
| | Other Groups | As required. Could include MWSC, MAWC, MEC, NTA MICS or other groups that would assist the prioritisation process. | Specific one-on-one meetings with other stakeholder groups, as required | <ul style="list-style-type: none"> Outline works prioritization and optioneering process. Present proposed Project works. Obtain feedback. Obtain information/data. | <ul style="list-style-type: none"> During development of draft report (if required). Delivery of draft report. | Phone; Email; Letter; Meeting (one-on-one); Video conference | PIU, CIU, design engineer consultant |
| | Local communities | Community members and groups including women and youth groups, and representatives from disability organizations and other interest groups | Public consultation meeting on project design and objectives, completion of assessments and plans | <ul style="list-style-type: none"> Outline works prioritization and optioneering process. Present proposed Project works. Obtain feedback | <ul style="list-style-type: none"> During project preparation and through development of plans and studies | Public consultation, focus group discussion | |

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| | All | As required. | Follow up correspondence with various stakeholders as required. | <ul style="list-style-type: none"> To be determined, based on needs at the time. | <ul style="list-style-type: none"> Various (as required) | Phone, Email | PIU, CIU, design engineer consultant |
| | All | As required. | Follow up correspondence with various stakeholders as required. | To be determined, based on needs at the time. | Various (as required) | Phone, Email | PIU, CIU, design engineer consultant |
| Component 2: Coastal Resilience Investments | | | | | | | |
| Detailed TAs/Site Investigations/E&S studies | Government Departments / Offices / Agencies / Authorities | MPWIU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV | Meetings/workshops for each defined works to be attended by representatives of various government departments/offices/ agencies/ authorities, and their relevant subordinate divisions/offices. Meeting notification to be via specific letters of invitation to be emailed to stakeholders. | <ul style="list-style-type: none"> Outline scope of specific works proposed. Obtain information/data. Update Project status and schedule. Obtain feedback to inform preliminary design (participatory design). | <ul style="list-style-type: none"> During (before completion of) preliminary design. | Email; Letter; Meeting (joint); Video conference | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant |
| | Community | Community groups with specific interest in Project works; MICS. | Public meeting/workshop to be attended by representatives of relevant community groups, and other stakeholders. Meeting notification to be advertised via radio and newspaper (if appropriate). | <ul style="list-style-type: none"> Outline scope of specific works proposed (including specific likely impact on community). Disclosure of project documents including the ESMF, SEP, and Resettlement Framework Obtain information/data. Update Project status and schedule. | <ul style="list-style-type: none"> During (before completion of) preliminary design. | Newspaper; Radio; Email; Letter; Meeting (public) Video conference | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant |

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| | | | | <ul style="list-style-type: none"> Obtain feedback to inform preliminary design (participatory design). Identify potential PAPs and vulnerable groups. | | | |
| | | Landowners and occupiers who may be directly affected by the Project works. | Specific one-on-one meetings with specific Project affected persons/communities who have the potential to have land/asset or access impacts as a result of specific works. | <ul style="list-style-type: none"> Outline scope of specific works proposed (incl. specific likely impact on land/assets/access). Obtain information/data. Update Project status and schedule. Obtain feedback to inform preliminary design (participatory design). Minimize social impacts. Reach agreement on preferred design option and mitigation/restorative measures. | <ul style="list-style-type: none"> During (before completion of) preliminary design. Prior to finalization of preliminary design to obtain agreement. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p> | In-person meeting/s | PIU, CIU Safeguards Team; design engineer consultant |
| | | Vulnerable groups who could be disproportionately affected by proposed works. | Could either be a part of community meeting/workshop, or one-on-one meetings if appropriate (i.e., not present, or able to voice concerns, in public meeting), including | <ul style="list-style-type: none"> Outline scope of specific works proposed (incl. specific likely impact on land/assets/ access). | <ul style="list-style-type: none"> During (before completion of) preliminary design. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p> | In-person meeting/s | PIU, CIU Safeguards Team; design engineer consultant |

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| | | | specific consultation sessions with women. | <ul style="list-style-type: none"> • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform preliminary design (participatory design). • Minimize social impacts. • Reach agreement on preferred approach and mitigation/restorative measures. | | | |
| | Public Utilities | MWSC, MAWC, NTA, MEC | One-on-one meetings with public utility providers who may potentially have infrastructure disturbed by the proposed works. | <ul style="list-style-type: none"> • Outline specific scope of works proposed (incl. specific likely impact on utility). • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform prelim design (participatory design). • Reach agreement for mitigation/restorative measures. | <ul style="list-style-type: none"> • During (before completion of) preliminary design. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p> | Email; Letter; in-person meeting/s; Video conference | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant |
| | Other Groups | Chamber of Commerce, Private Sector, | Meeting/s with various other Project stakeholders in each State. | <ul style="list-style-type: none"> • Outline specific scope of roads works proposed | <ul style="list-style-type: none"> • During (before completion of) preliminary design | Newspaper; Radio; Email; Letter; | PIU, CIU Safeguards Team; design |

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| | | NGOs/CBOs (MICS), Schools etc. | Public meeting/workshop to be attended by representatives of other Project stakeholders in each State. Meeting notification to be advertised via radio and newspaper (if appropriate), and specific letters of invitation to be emailed to key Stakeholder groups. Specific one-on-one meetings with other stakeholders' groups, as required | (incl. specific likely impact on stakeholders). <ul style="list-style-type: none"> Obtain information/data. Update Project status and schedule. Obtain feedback to inform prelim design (participatory design). | <i>Note: Could require multiple (ongoing) meetings/ discussions.</i> | Meeting (public) Video conference | engineer consultant; E&S consultant |
| | All | As required. | Follow up correspondence with various stakeholders as required. | To be determined, based on needs at the time. | Various (as required). | Phone, Email | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant |
| Detailed engineering design and construction supervision | Government Departments / Offices / Agencies / Authorities | MPWIU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV. | Meetings/workshops for each defined works to be attended by representatives of various government departments/ offices/ agencies/ authorities, and their relevant subordinate divisions/offices. Meeting notification to be via specific letters of invitation to be emailed to stakeholders. | <ul style="list-style-type: none"> Outline design of specific works proposed (incl. specific likely impact on land/ asset/ access). Obtain information / data and feedback to inform detailed design (participatory design) and ESIA/ESMP/Land Access Plan development. | <ul style="list-style-type: none"> During (before completion of) detailed design. Prior to finalization of preliminary design to obtain agreement. During (before completion of) draft ESIA/ ESMP/ Land Access Plan documents. <i>Note: Could require multiple (ongoing) meetings/ discussions.</i> | Email; Letter; Meeting (joint); Video conference | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant |

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| | | | | <ul style="list-style-type: none"> Identify potential PAPs and vulnerable groups. | | | |
| | Community | Community groups with specific interest in Project works. | Public meeting/workshop to be attended by representatives of relevant community groups, and other stakeholders. Meeting notification to be advertised via radio and newspaper (if appropriate). | <ul style="list-style-type: none"> Outline design of specific works proposed (incl. specific likely impact on land/ asset/ access). Obtain information / data and feedback to inform detailed design (participatory design) and ESIA/ESMP/Land Access Plan development. Reach agreement for mitigation/restorative measures. | | Newspaper; Radio; Email; Letter; Meeting (public) Video conference | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant |
| | | Landowners and occupiers may be directly affected by the Project works. | Specific one-on-one meetings with specific Project affected persons/communities who have the potential to have land/asset or access impacts as a result of specific works. | | | In-person meeting/s | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant |
| | | Vulnerable groups who could be disproportionately affected by proposed works. | Could either be a part of community meeting/workshop, or one-on-one meetings if appropriate (i.e. not present, or able to voice concerns, in public meeting). | | | In-person meeting/s | PIU, CIU Safeguards Team; design engineer consultant |
| | Public Utilities | MWSC, MAWC, MWC, NTA | One-on-one meetings with public utility providers who may potentially have infrastructure disturbed by the proposed works. | <ul style="list-style-type: none"> Outline design specific works proposed (incl. specific likely impact on utility provider). Obtain information / data and feedback | <ul style="list-style-type: none"> During (before completion of) detailed design. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p> | Email; Letter; in-person meeting/s; Video conference | PIU, CIU Safeguards Team; design engineer consultant |

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| | | | | <p>to inform mgmt. plan.</p> <ul style="list-style-type: none"> Reach agreement for mitigation/restorative measures. | | | |
| | Other Groups | Chamber of Commerce, Private Sector, State NGOs/CBOs (MICS), Schools etc | <p>Meeting/s with various other Project stakeholders in each State.</p> <p>Public meeting/workshop to be attended by representatives of other Project stakeholders in each State.</p> <p>Meeting notification to be advertised via radio and newspaper (if appropriate), and specific letters of invitation to be emailed to key Stakeholder groups.</p> <p>Specific one-on-one meetings with other stakeholder groups, as required</p> | <ul style="list-style-type: none"> Outline design specific works proposed (incl. specific likely impact on utility provider). Obtain information / data and feedback to inform mgmt. plan. | <ul style="list-style-type: none"> During (before completion of) detailed design. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p> | Newspaper; Radio; Email; Letter; Meeting (public) Video conference | PIU, CIU Safeguards Team; E&S consultant |
| | All | As required. | Follow up correspondence with various stakeholders as required. | To be determined, based on needs at the time. | Various (as required). | Phone, Email | PIU, CIU Safeguards Team; E&S consultant |
| Securing land / assistance activities | Government Departments / Offices / Agencies / Authorities | MPWIU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV | Specific one-on-one meetings with key government departments/ offices/ agencies/ authorities | <ul style="list-style-type: none"> Discuss process for securing land (e.g. VLD, land acquisition/ valuation) if required, and asset relocation or | <ul style="list-style-type: none"> After completion of detailed design and IOL. | Phone; Email; Meeting | PIU, CIU Safeguards Team |

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| | | | | assistance from works impacts. | | | |
| | Community | Community groups with specific interest in Project works, and landowners/ occupiers. | Specific one-on-one meetings with key relevant community groups, e.g. community leaders and land owners/ occupiers. | <ul style="list-style-type: none"> Reach agreement on process for securing land (e.g. VLD, or land acquisition) if required, and asset relocation or assistance from works impacts. | <ul style="list-style-type: none"> After completion of detailed design and IOL. | Phone; Email; Meeting | PIU, CIU Safeguards Team |
| | Public Utilities | MWSC, MAWC, MEC, NTA | Specific one-on-one meetings with key relevant public utility providers with assets potentially impacted by the works. | <ul style="list-style-type: none"> Reach agreement on mitigation/restorative measures for impacted utility infrastructure. | <ul style="list-style-type: none"> After completion of detailed design and IOL. | Phone; Email; Meeting | PIU, CIU Safeguards Team |
| | All | As required. | Follow up correspondence with various stakeholders as required. | To be determined, based on needs at the time. | Various (as required). | Phone, Email | PIU, CIU Safeguards Team |
| Construction of Coastal Works | Community | Owners of land and/or assets that are temporary acquired/used during construction. | Specific one-on-one meetings with key relevant community groups, e.g. community leaders and land owners/ occupiers, asset owners. | <ul style="list-style-type: none"> Assessment of land and/or asset prior to disturbance (i.e. benchmark). Acceptance of condition of reinstatement land/or asset after completion of works. | <ul style="list-style-type: none"> Prior to preparatory construction activities. After completion of construction/reinstatement of land/asset disturbed, or temporarily acquired / used. | In-person meeting/s | PIU, CIU Safeguards Team; Contractor |
| | Public Utilities | MWSC, MAWC, MEC, NTA | Specific one-on-one meetings with key relevant public utility providers with assets impacted by the works. | <ul style="list-style-type: none"> Assessment of utility infrastructure prior to disturbance (i.e. benchmark). Acceptance of condition of | <ul style="list-style-type: none"> Prior to preparatory construction activities. After completion of construction/reinstatement of land/asset disturbed, or temporarily acquired / used. | Phone; Email; In-person meeting/s | PIU, CIU Safeguards Team; Contractor |

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| | | | | reinstatement utility infrastructure after completion of works. | | | |
| | All | All | Public notification of works to be advertised via radio and newspaper (if appropriate), and notice board/signage in the vicinity of the Project works. | <ul style="list-style-type: none"> Outline scope and design of works. Project status and schedule. Outlining grievance mechanism and providing contact details. | <ul style="list-style-type: none"> Prior to preparatory construction activities. Regular updates throughout construction. | Newspaper; Radio; notice board/sign; letter drop/door knocking. | PIU, CIU Safeguards Team; Contractor |
| | All | All | Specific one-on-one meetings with aggrieved parties on the submission of a complaint/grievance. | <ul style="list-style-type: none"> Reach agreement on corrective action | Various (as required). | Phone; Email; Meeting | PIU, CIU Safeguards Team; Contractor |
| Component 3: Resilient Public Buildings and Spaces | | | | | | | |
| 3.1 Vulnerability assessments and investment planning – (i) building vulnerability and prioritization assessments, site surveys, soil and geotechnical assessments, and other site investigations; and | Government Departments / Offices / Agencies / Authorities | MPWIU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV | Meetings/workshops for each defined works to be attended by representatives of various government departments/ offices/ agencies/ authorities, and their relevant subordinate divisions/offices. Meeting notification to be via specific letters of invitation to be emailed to stakeholders. | <ul style="list-style-type: none"> Outline scope of specific works proposed. Obtain information/data. Update Project status and schedule. Obtain feedback to inform preliminary design (participatory design). | <ul style="list-style-type: none"> During (before completion of) preliminary design. | Email; Letter; Meeting (joint); Video conference | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant |
| | Community | Community groups with specific interest in Project, including specific | Public meeting/workshop to be attended by representatives of relevant community groups, and other stakeholders. | <ul style="list-style-type: none"> Outline scope of specific works proposed (including specific likely | <ul style="list-style-type: none"> During (before completion of) preliminary design. | Newspaper; Radio; Email; Letter; Meeting | PIU, CIU Safeguards Team; design engineer consultant; |

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| (ii) investment planning, including priority measures and multi-year resilience investment plans. | | consultations with women | Meeting notification to be advertised via radio and newspaper (if appropriate). | <p>impact on community).</p> <ul style="list-style-type: none"> • Disclosure of project documents including the ESMF, SEP and Resettlement Framework • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform preliminary design (participatory design). • Identify potential PAPs and vulnerable groups. | | (public) Video conference | E&S consultant |
| | | Landowners and occupiers may be directly affected by the Project works. | Specific one-on-one meetings with specific Project affected persons/communities who have the potential to have land/asset or access impacts as a result of specific works. | <ul style="list-style-type: none"> • Outline scope of specific works proposed (incl. specific likely impact on land/assets/access). • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform preliminary design | <ul style="list-style-type: none"> • During (before completion of) preliminary design. • Prior to finalization of preliminary design to obtain agreement. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p> | In-person meeting/s | PIU, CIU Safeguards Team; design engineer consultant |

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| | | | | <p>(participatory design).</p> <ul style="list-style-type: none"> Minimize social impacts. Reach agreement on preferred design option and mitigation/restorative measures. | | | |
| | | Vulnerable groups who could be disproportionately affected by proposed works including women's groups. | Could either be a part of community meeting/workshop, or one-on-one meetings if appropriate (i.e., women are not present, or able to freely voice their concerns in public meetings). | <ul style="list-style-type: none"> Outline scope of specific works proposed (incl. specific likely impact on land/assets/access). Obtain information/data. Update Project status and schedule. Obtain feedback to inform preliminary design (participatory design). Minimize social impacts. Reach agreement on preferred approach and mitigation/restorative measures. | <ul style="list-style-type: none"> During (before completion of) preliminary design. <p><i>Note: Could require multiple (ongoing) meetings/discussions.</i></p> | In-person meeting/s | PIU, CIU Safeguards Team; design engineer consultant |
| | Public Utilities | MWSC, MAWC, MEC, NTA | One-on-one meetings with public utility providers who | <ul style="list-style-type: none"> Outline specific scope of works | <ul style="list-style-type: none"> During (before completion of) preliminary design. | Email; Letter; in-person | PIU, CIU Safeguards |

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| | | | <p>may potentially have infrastructure disturbed by the proposed works.</p> | <p>proposed (incl. specific likely impact on utility).</p> <ul style="list-style-type: none"> • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform prelim design (participatory design). • Reach agreement for mitigation/restorative measures. | <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p> | <p>meeting/s; Video conference</p> | <p>Team; design engineer consultant; E&S consultant</p> |
| | Other Groups | <p>Chamber of Commerce, Private Sector, State NGOs/CBOs (MICS), Airports, Schools etc.</p> | <p>Meeting/s with various other Project stakeholders in each State.</p> <p>Public meeting/workshop to be attended by representatives of other Project stakeholders in each State.</p> <p>Meeting notification to be advertised via radio and newspaper (if appropriate), and specific letters of invitation to be emailed to key Stakeholder groups.</p> <p>Specific one-on-one meetings with other stakeholder groups, as required</p> | <ul style="list-style-type: none"> • Outline specific scope of roads works proposed (incl. specific likely impact on stakeholders). • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform prelim design (participatory design). | <ul style="list-style-type: none"> • During (before completion of) preliminary design <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p> | <p>Newspaper; Radio; Email; Letter; Meeting (public) Video conference</p> | <p>PIU, CIU Safeguards Team; design engineer consultant; E&S consultant</p> |

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| | All | As required. | Follow up correspondence with various stakeholders as required. | To be determined, based on needs at the time. | Various (as required). | Phone, Email | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant | |
| Sub-component 3.2 Strengthening and upgrading of select buildings and spaces. (i) detailed engineering designs and construction supervision services - up to three (3) select facilities, including an office and warehouse building in Majuro and critical public | Government Departments / Offices / Agencies / Authorities | MPWIU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV. | Meetings/workshops for each Road Works to be attended by representatives of various State government departments/ offices/ agencies/ authorities, and their relevant subordinate divisions/offices. Meeting notification to be via specific letters of invitation to be emailed to stakeholders. | <ul style="list-style-type: none"> Outline design of specific works proposed (incl. specific likely impact on land/ asset/ access). Obtain information / data and feedback to inform detailed design (participatory design) and ESIA/ESMP/Land Access Plan development. Identify potential PAPs and vulnerable groups. | <ul style="list-style-type: none"> During (before completion of) detailed design. Prior to finalization of preliminary design to obtain agreement. During (before completion of) draft ESIA/ ESMP/ Land Access Plan documents. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p> | Email; Letter; Meeting (joint); Video conference | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant | |
| | Community | Community groups with specific interest in Project. | Public meeting/workshop to be attended by representatives of relevant community groups, and other stakeholders. Meeting notification to be advertised via radio and newspaper (if appropriate). | <ul style="list-style-type: none"> Outline design of specific works proposed (incl. specific likely impact on land/ asset/ access). Obtain information / data and feedback to inform detailed design (participatory | | | Newspaper; Radio; Email; Letter; Meeting (public) Video conference | PIU, CIU Safeguards Team; design engineer consultant; E&S consultant |
| | Landowners and occupiers may be directly affected | Specific one-on-one meetings with specific Project affected persons/communities who | | | | | In-person meeting/s | PIU, CIU Safeguards Team; design |

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| buildings such as schools or health facilities; | | by the Project works. | have the potential to have land/asset or access impacts as a result of specific works. | design) and ESIA/ESMP/Land Access Plan development. | | | engineer consultant; E&S consultant |
| | | Vulnerable groups who could be disproportionately affected by proposed works. | Could either by a part of community meeting/workshop, or one-on-one meetings if appropriate (i.e. not present, or able to voice concerns, in public meeting). | <ul style="list-style-type: none"> Reach agreement for mitigation/restorative measures. | | In-person meeting/s | PIU, CIU Safeguards Team; design engineer consultant |
| | Public Utilities | MWSC, MAWC, MEC, NTA | One-on-one meetings with public utility providers who may potentially have infrastructure disturbed by the proposed works. | <ul style="list-style-type: none"> Outline design specific works proposed (incl. specific likely impact on utility provider). Obtain information / data and feedback to inform mgmt. plan. Reach agreement for mitigation/restorative measures. | <ul style="list-style-type: none"> During (before completion of) detailed design. Note: Could require multiple (ongoing) meetings/discussions. | Email; Letter; in-person meeting/s; Video conference | PIU, CIU Safeguards Team; design engineer consultant |
| Other Groups | Chamber of Commerce, Private Sector, State NGOs/CBOs (MICS), Airports, Schools etc | Meeting/s with various other Project stakeholders in each State. Public meeting/workshop to be attended by representatives of other Project stakeholders in each State. | <ul style="list-style-type: none"> Outline design specific works proposed (incl. specific likely impact on utility provider). Obtain information / data and | <ul style="list-style-type: none"> During (before completion of) detailed design. Note: Could require multiple (ongoing) meetings/discussions. | Newspaper; Radio; Email; Letter; Meeting (public) Video conference | PIU, CIU Safeguards Team; E&S consultant | |

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| | | | Meeting notification to be advertised via radio and newspaper (if appropriate), and specific letters of invitation to be emailed to key Stakeholder groups. Specific one-on-one meetings with other stakeholders groups, as required | <ul style="list-style-type: none"> feedback to inform mgmt. plan. | | | |
| | All | As required. | Follow up correspondence with various stakeholders as required. | <ul style="list-style-type: none"> To be determined, based on needs at the time. | <ul style="list-style-type: none"> Various (as required). | Phone, Email | PIU, CIU Safeguards Team; E&S consultant |
| Component 3.2 (ii) land preparation activities and civil works for strengthening, upgrading and construction of public buildings and facilities to reduce disaster vulnerability, increase climate | Government Departments / Offices / Agencies / Authorities | MPWIU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV. | Specific one-on-one meetings with key State government departments/ offices/ agencies/ authorities | <ul style="list-style-type: none"> Discuss process for securing land (e.g. VLD, land acquisition/ valuation) if required, and asset relocation or assistance from works impacts. | <ul style="list-style-type: none"> After completion of detailed design and IOL. | Phone; Email; Meeting | PIU, CIU Safeguards Team |
| | Community | Community groups with specific interest in Project works, and landowners/ occupiers. | Specific one-on-one meetings with key relevant community groups, e.g. community leaders and land owners/ occupiers. | <ul style="list-style-type: none"> Reach agreement on process for securing land (e.g. VLD, or land acquisition) if required, and asset relocation or assistance from works impacts. | <ul style="list-style-type: none"> After completion of detailed design and IOL. | Phone; Email; Meeting | PIU, CIU Safeguards Team |
| | Public Utilities | MWSC, MAWC, NTA, MEC | Specific one-on-one meetings with key relevant public utility providers with assets potentially impacted by the works. | <ul style="list-style-type: none"> Reach agreement on mitigation/restorative measures for | <ul style="list-style-type: none"> After completion of detailed design and IOL. | Phone; Email; Meeting | PIU, CIU Safeguards Team |

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| resilience, and improve functionality and service standards (including universal access and environmentally-sustainable design); | All | As required. | Follow up correspondence with various stakeholders as required. | <ul style="list-style-type: none"> • To be determined, based on needs at the time. | <ul style="list-style-type: none"> • Various (as required). | Phone, Email | PIU, CIU Safeguards Team |
| | (iii) small-scale ecosystem-based approaches or water-sensitive urban design measures such as vegetated buffer zones, rain gardens, bioswales, | Government Departments / Offices / Agencies / Authorities | MPWIU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV. | Specific one-on-one meetings with key State government departments/ offices/ agencies/ authorities | <ul style="list-style-type: none"> • Discuss process for securing land (e.g. VLD, land acquisition/ valuation) if required, and asset relocation or assistance from works impacts. | <ul style="list-style-type: none"> • After completion of detailed design and IOL. | Phone; Email; Meeting |
| | Community | Owners of land and/or assets that are temporary acquired/used during construction. | Specific one-on-one meetings with key relevant community groups, e.g. community leaders and land owners/ occupiers, asset owners. | <ul style="list-style-type: none"> • Assessment of land and/or asset prior to disturbance (i.e. benchmark). • Acceptance of condition of reinstatement land/or asset after completion of works. | <ul style="list-style-type: none"> • Prior to preparatory construction activities. • After completion of construction/reinstatement of land/asset disturbed, or temporarily acquired / used. | In-person meeting/s | PIU, CIU Safeguards Team; Contractor |

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| (iv) mangrove restoration, and vegetated bunds; and pilots in raising dwellings/buildings or land (e.g., building stilts or constructed mounds). | Public Utilities | MWSC, MAWC, MEC, NTA. | Specific one-on-one meetings with key relevant public utility providers with assets impacted by the works. | <ul style="list-style-type: none"> Assessment of utility infrastructure prior to disturbance (i.e., benchmark). Acceptance of condition of reinstatement utility infrastructure after completion of works. | <ul style="list-style-type: none"> Prior to preparatory construction activities. After completion of construction/reinstatement of land/asset disturbed, or temporarily acquired / used. | Phone; Email; In-person meeting/s | PIU, CIU Safeguards Team; Contractor |
| | All | All | Public notification of works to be advertised via radio and newspaper (if appropriate), and notice board/signage in the vicinity of the Project works. | <ul style="list-style-type: none"> Outline scope and design of works. Project status and schedule. Outlining grievance mechanism and providing contact details. | <ul style="list-style-type: none"> Prior to preparatory construction activities. Regular updates throughout construction. | Newspaper; Radio; notice board/sign; letter drop/door knocking. | PIU, CIU Safeguards Team; Contractor |
| | All | All | Specific one-on-one meetings with aggrieved parties on the submission of a complaint/grievance. | <ul style="list-style-type: none"> Reach agreement on corrective action | <ul style="list-style-type: none"> Various (as required). | Phone; Email; Meeting | PIU, CIU Safeguards Team; Contractor |
| URP Component 5: Emergency Preparedness and Response | | | | | | | |
| Establishment of the Disaster Management Information System (DMIS) | Government Ministries / Departments / Agencies / Authorities | NDMO, NEOC cluster leads, WSO, MPWIU, MOHHS, MOFBPS, NTA, MIMRA, MNRC, CCD, MoT&C, MOCIA | Technical meetings/workshops on DMIS design and implementation. | <ul style="list-style-type: none"> Outline system design / scope and obtain feedback. Define data sharing requirements and obtain data. | <ul style="list-style-type: none"> Prior to and during DMIS design and testing phase. Prior to system rollout. | Phone; Email; Letter; Meeting (joint and individual agencies), Video conference. | NDMO, PIU, CIU, Contractor |

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| | Other Groups | IOM, UNICEF, WUTMI, MIRCS and other relevant NGOs, Development partners, and technical agencies. | Specific consultations with key stakeholders as required. | <ul style="list-style-type: none"> • Present system design, scope and functionality. • Obtain feedback and technical inputs. | <ul style="list-style-type: none"> • During system design and testing (as required). | Phone; Email; Letter; Meeting (joint and individual), Video conference. | NDMO, PIU, CIU, Contractor |
| Development of local disaster management plans in select urban atolls. | Government Departments / Agencies / Local Government | NDMO, OCS, local government / atoll councils, NEOC cluster leads (Health, Logistics, Education, etc). | Specific consultations with key stakeholders as required. | <ul style="list-style-type: none"> • Clarify roles and responsibilities under the DRM Act 2023. • Outline scope and content of new or updated plans and obtain feedback. • Secure formal endorsement and ownership of plans at national and local levels. | <ul style="list-style-type: none"> • During drafting of plans. • Prior to formal adoption / Cabinet endorsement. • Prior to commencement of training activities. | Email; Letter; Meeting (joint); Video conference | NDMO; PIU; CIU Safeguards Team, Contractor |
| | Community | Community and traditional leaders, outer island community representatives, IOM, NGOs | Public consultation meetings or workshops with relevant community groups. | <ul style="list-style-type: none"> • Present proposed plans and outline community roles during an emergency. • Integrate traditional Marshallese knowledge and practices where relevant. • Identify and fill gaps in atoll-level preparedness planning. • Obtain feedback prior to finalization. | <ul style="list-style-type: none"> • During development of draft plans. • Prior to formal adoption. | Radio; Newspaper; Email; Letter; In-person Meeting | NDMO; PIU; CIU Safeguards Team, Contractor |

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| Emergency response equipment, non-food relief supplies, and early warning communications infrastructure. | Government Departments / Agencies / Local Government | NDMO, MPWIU, MOHHS, MoT&C, NTA, MIMRA, MNRC, MOCIA, | One-on-one or joint meetings with relevant agencies | <ul style="list-style-type: none"> • Confirm technical feasibility and integration needs for warning systems and communications equipment. • Agree on location and placement of warning sirens, communications equipment. • Confirm maintenance responsibilities for equipment. | <ul style="list-style-type: none"> • Prior to procurement and installation of equipment. • Prior to commissioning of early warning systems. • May require ongoing meetings / discussions. | Email; Letter; In-person meeting/s; Video conference | NDMO; PIU; CIU Procurement and Safeguards Teams |
| | Community | Local government / atoll councils, outer island community representatives | Public consultation meetings or workshops with relevant community groups. | <ul style="list-style-type: none"> • Obtain community and local government input on preferred locations for sirens and relief supplies. • Build community awareness of available emergency stocks and access procedures. • Ensure outer atoll communities understand how to respond to early warning signals. | <ul style="list-style-type: none"> • Prior to installation of equipment. • At handover of equipment to communities / local authorities. | Radio; In-person meeting/s; Community demonstrations; Video conference. | NDMO; PIU; CIU Safeguards Team |

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| Community outreach, awareness-raising training and simulation exercises | Government Departments / Agencies / Local Government, relevant NGOs | NDMO, NEOC cluster focal points, emergency response personnel, local government, MOHHS (emergency medical personnel), MIRCS volunteers | Workshops / joint meetings with key emergency response agencies. | <ul style="list-style-type: none"> Identify training priorities and gaps. Build ownership of a national training approach. Ensure training design is practical, culturally appropriate, and adapted to local geographic context. Establish after-action review processes so that exercises lead to concrete improvements in SOPs and plans. | <ul style="list-style-type: none"> Prior to commencement of training program design. Following completion of training activities and exercises (for reviews). Prior to annual exercise schedule finalization. | Email; Letter; Meeting (joint); In-person training sessions; Video conference | NDMO; PIU; CIU Safeguards Team |
| | Community | Community and traditional leaders, outer island community representatives, NGOs. | Focus group discussions and simulation exercises. | <ul style="list-style-type: none"> Raise awareness of disaster risks, EWS, and community roles in emergency response. Ensure engagement is culturally appropriate and adapted to local and outer island contexts. Identify vulnerabilities among at-risk groups to ensure inclusive preparedness planning. Build community capacity to respond effectively in emergency situations. | <ul style="list-style-type: none"> Prior to and throughout implementation May require ongoing sessions. | In-person meeting/s; Focus group discussions; drill exercises. | NDMO; PIU; CIU Safeguards Team, Contractor |

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| | Vulnerable Groups | Women's groups, youth groups, persons with disabilities, elderly persons representatives, outer island communities | Specific focus group discussions and targeted sessions with vulnerable groups, separate from public meetings where appropriate. | <ul style="list-style-type: none"> • Ensure engagement is inclusive and accessible to all community members, including outer island and vulnerable populations. • Deliver targeted preparedness modules adapted to the needs of diverse groups. • Identify barriers faced by vulnerable groups in accessing early warning information and response services. | <ul style="list-style-type: none"> • Prior to and throughout implementation of outreach programs. • May require ongoing sessions. | In-person meeting/s; Focus group discussions | NDMO; PIU; CIU Safeguards Team |
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5.2.6 Information Disclosure

5.2.6.1 Project Preparation

The final draft of the E&S Instruments will be made available by the CIU to key stakeholders to review and provide comments prior to the documents being finalized. The 'final' E&S Instruments are to be publicly disclosed on the WB website (www.worldbank.org) as well as the RMI Ministry of Finance website⁶.

E&S instruments that will be publicly disclosed include:

- Environmental and Social Management Framework (ESMF)
- Resettlement Framework (RF)
- Stakeholder Engagement Plan (SEP)
- Environmental and Social Commitment Plan (ESCP).

Information will be displayed in well-publicized, visible and publicly accessible locations, to ensure that that the information is widely available to all community members.

5.2.6.2 URP Components 2 and 3: Coastal Resilient Investments and Resilient Public Buildings and Spaces

All Resettlement Plans, Environmental and Social Impact Assessments, Environmental and Social Management Plans prepared during Project implementation for activities under Components 2 and 3 are to be publicly disclosed on the WB website (www.worldbank.org) as well as the RMI Ministry of Finance website⁷.

Stakeholders are to be regularly informed and updated on the URP throughout Components 2 and 3 works by way of consultation meetings and public notices (e.g., radio, newspaper etc., as appropriate) including:

- (i) Scope of the works proposed
- (ii) Schedule and progress of works implementation
- (iii) Land access requirements and procedures
- (iv) Entitlements for Project-affected persons; and
- (v) Grievance Mechanism process.

Signs and/or notice boards also need to be erected at all works sites, and include the following information:

- Name, address and other contact information for the PIU Project Manager, and Contractor
- Contact points for the Grievance Mechanism
- Project information (objectives, technical information, development schedules etc.)
- Information of venue and date where a consultation meeting will take place; and
- Maps showing location of Project infrastructure in relation to local community.

5.2.6.3 URP Component 1: Risk Informed Adaption Planning

As noted above, project documents relevant to Component 1, such as the ESMF and SEP, will be publicly disclosed on the WB website and the RMI Ministry of Finance website. Stakeholders, including the wider community and beneficiaries who will benefit from improved adaptation planning, need to be kept informed of project activities under Component 1 and given the opportunity to provide feedback. Stakeholders will be regularly informed through public notices, for example, on the radio and in newspapers, as well as through consultation meetings.

⁶ <https://rmi-mof.com/division-of-international-development-assistance-dida/reports/>

⁷ <https://rmi-mof.com/division-of-international-development-assistance-dida/reports/>

5.3 Stakeholder Engagement Tools and Materials

This SEP will be used in conjunction with stakeholder engagement and community relations management tools including:

- **Project Summary Documents** – For each key stage of the URP, a Project Summary Document (PSD) is to be prepared or coordinated by the CIU to ensure stakeholders are kept informed of Project activities and the purpose of upcoming consultations. The PSD used for URP preparation phase is provided in Appendix A as an example. Where consultations are focused on specific works, an overview of the concept/preliminary design, potential environmental and social impacts and works schedule may be appropriate to be included in this document.
- **Consultation Materials** – Prior to consultation meetings agendas will be circulated to key stakeholders and a PowerPoint or other type of IEC materials prepared as appropriate. Project Summary Documents will be used to support these materials particularly in the absence of consultation venues that enable use of electronic information. Appendix B contains the PowerPoint used for URP stakeholder engagement during ESMF preparation.
- **Language:** Engagement activities are to be undertaken in the language(s) appropriate for the broadest possible comprehension by stakeholders. Literacy levels amongst expected participants also need to be considered during preparation for consultations.
- **Engagement/Meeting Notes** – To ensure accurate and detailed records of information provided and views expressed, each stakeholder meeting will need to be fully documented and shared within the PIU and CIU Safeguards Team. Photographs and attendee lists, disaggregated by gender, age and ability need to be attached to the meeting notes.
- **Grievance Redress Mechanism (GRM)** – As outlined in Section 6, the Project GRM specifies the process that affected or aggrieved parties will use to raise complaints and grievances about any aspect of the URP, and how the Project will respond to resolve the issues in a timely and appropriate manner. A complaints/grievance register has been developed to record all grievances reported.

5.4 COVID-19 and health-related measures

The COVID-19 pandemic introduced additional health and safety risks and challenges to the project, particularly amongst stakeholders and local communities. State-imposed measures such as restrictions on movement and physical distancing requirements, can limit the active engagement of stakeholders and require alternative consultation approaches. To address this, the project will assess disease transmission risks, maintain safe environments for workers and stakeholders, and implement contingency protocols for situations where in-person consultation is not feasible (whether due to health, weather, or other emergencies). These measures will include physical distancing during face-to-face consultations and use of alternative forms of engagement e.g., virtual consultations, and engagements via phone where feasible.

6. Grievance Redress Mechanism

6.1 Introduction

6.1.1 Purpose and Objectives

It is possible that stakeholders will raise complaints or grievances related to any aspect of the URP including technical advisory support, project design, institutional strengthening, civil works, land access or use, the attitude and behavior of project workers/contractors, or operational impacts from project activities. As such, a grievance redress mechanism (GRM) has been developed for the Project.

The primary objective of grievance management is to allow people who believe they are being negatively impacted by project, including those affected by land clearing or acquisition, to express their concerns and seek satisfactory resolution to grievances they have related to Project activities, as well as issues concerning compensation and other assistance measures.

Other objectives of the grievance management process include:

- Defining a clear process for receiving, assessing and facilitating resolution of affected people's concerns, complaints and grievances about environmental or social impacts
- Providing a separate pathway to address any complaints related to gender-based violence, sexual exploitation and abuse (SEA) or sexual harassment (SH) and ensure "survivor-centered approaches" are applied, including the involvement of local GBV service providers.
- Providing an accessible, time-bound, transparent and culturally appropriate mechanism for Aggrieved Party's (APs) to voice and resolve any environmental and social concerns linked to the URP at no cost, in confidence, and without retribution.
- Ensuring a feedback system is in place to assist the Implementing Agency, PIU and Project Contractors make adjustment to improve practice where required. Project performance for State agencies and the construction Contractors are kept.

Grievances are likely to be include:

- **Environmental issues** – such as excessive dust or noise generation, accidental spills, Contractor malpractice, excessive vegetation clearance, etc.
- **Social Issues** – such as dissatisfaction regarding land and/or asset disturbance entitlements or valuation, temporary or permanent loss of livelihoods, changes to land access and associated issues, damages to infrastructure due to construction related vibrations or transportation of raw material, noise, traffic congestions, disruption of services, inappropriate social interactions between Contractor with local populations, child labor, human trafficking (HT), gender based violence (GBV) and other social and cultural issues.

Should such situation(s) and/or issues arise, there must be a mechanism through which affected parties can resolve these concerns in an efficient, unbiased, transparent, professional and sensitive manner at no cost to themselves. To this end, it is imperative that the URP GRM is widely known and accessible to all Project stakeholders.

A separate GRM will be developed to respond to labor related issues as set out in Project Labor Management Procedure (LMP) which will be prepared prior to engagement of the Construction contractors.

6.1.2 Grievance Redress Principles

Those who have complaints or feel aggrieved about some aspect of the URP will be encouraged to communicate their concerns or grievances through an appropriate process. The URP GRM provides an accessible, rapid, fair and effective response to addressing stakeholder concerns,

which particular focus on ensuring that vulnerable and marginalized groups of people who often lack access to formal legal regimes, can make use of this GRM if needed.

The URP GRM is based on the following guiding principles:

- **Simple and Accessible:** Procedures to make a complaint are easy to understand and accessible to all project affected persons.
- **Transparent:** Information about the Project grievance system is made widely available to the general public and those with a vested interest.
- **Efficient:** Grievances are addressed as quickly as possible.
- **Fair:** The circumstances and accuracy of all complaints is investigated and validated to ensure due process and opportunities for appeal.
- **Confidential:** The identity of complainants is not revealed.
- **Promotes Improvement:** Enables the Project to continuously learn and improve based on the kinds of concerns and complaints received.

6.1.3 Eligibility

Eligibility criteria for the GM is to include:

- i. Perceived negative economic, social or environmental impact on an individual and/or group, or concern about the potential to cause an impact;
- ii. Clearly specified kind of impact that has occurred or has the potential to occur and explanation of how the project caused or may cause such impact;
- iii. Individual and/or group filing of a complaint and/or grievance is impacted, or at risk of being impacted; or the individual and/or group filing a complaint and/or grievance demonstrates that it has authority from an individual and or group that have been or may potentially be impacted on to represent their interests; and
- iv. Questions or information requests in relation to the project. Local communities and other interested stakeholders may raise a grievance/complaint at any time to the traditional and government elected officials. Affected local communities need to be informed about the GM and how to make a complaint.

6.2 Grievance Redress Process

The GM for the URP is scaled to the risks and adverse impacts anticipated for the Project. If concerns are addressed promptly, using an understandable, transparent process that is GESI responsive, culturally appropriate, at no cost and without retribution, matters can usually be resolved fairly quickly.

The GM process is not a substitute for or meant to impede access to normal legal processes. Rather, it provides a simpler, faster mechanism for complaint resolution related to the Project. The GM will as far as practicable, try to resolve complaints and/or grievances on terms that are mutually acceptable to all parties. When making a complaint and/or grievance, all parties must act at all times in good faith and should not attempt to delay and/or hinder any mutually acceptable resolution.

If an Aggrieved Person (AP) is not satisfied with, or has a complaint about, an aspect of the Project (e.g. such as the mitigation or assistance provided) they have the right to lodge a grievance. While every effort should be made to resolve conflicts by mutual agreement of the parties involved, in some cases, arbitration and adjudication on disagreements and conflicts by an external mediator will be required.

For transparency, the GM for the URP will be housed online with other Environment and Social risk management instruments implemented in RMI under WB funded projects.

The URP GRM process for the resolution of social and environmental matters relating to the Project are as follows:

Step 1: The URP GM process begins when an “Aggrieved Party” (the “AP” or the person making the complaint) raises a concern to a Project employee, contractor or someone at the DIDA/CIU, MPWIU or NDMO offices. The person who receives the complaint is called the “Recipient”. The Recipient is required to pass this information to the URP Designated Contact Person (DCP) within 12 hours using the URP Grievance Form

The DCP will be:

- the URP Project Officer (or other person appointed by the URP Project Manager); or
- During works the DCP will be the Construction Site Supervisor (CSS).

Step 2: After receiving the complaint, the DCP will document or “log” the concern in the URP Complaints Register. This will serve as an official record that a complaint has been received and when the matter has been resolved.

Step 3: The DCP will determine whether the concern is related to the project, and if it is, the investigation will begin immediately (see Step 4). If the matter is not related to URP, the DCP will advise the URP PM and the AP will be referred to the appropriate authority to resolve the issue and the matter is closed on the Complaints Registry.

Step 4: The DCP will determine if the complaint relates to a serious or sensitive matter. If this does, the DCP will immediately refer the matter to the URP Project Manager and Manager of the MPWIU PMU for further investigation and resolution. The DCP will also notify the CIU of the RMI Ministry of Finance and the World Bank.

“Serious or sensitive matters” refer to issues involving potential criminal activity, political interference, conflicts of interest, corruption, land claims, gender-based violence (GBV), sexual exploitation, abuse, or harassment (SEAH) violence against children (VAC) or human trafficking

(HT).

In the case of potential criminal activity, it is important that URP GM processes do not impede investigation by the appropriate authorities. In situations involving land disputes or claims, the matter will be referred to The Secretary MPWIU.

If the concern is related to GBV or SEAH, the project will first seek to ensure that the victim is safe and has access to required support services. For these reasons, a referral will be made to the *WUTMI Weto in Mour: Violence against Women and Girls Support Service*.

Step 4 (continued): After determining the grievance is project related but is not of a serious or sensitive nature, the DCP will advise the URP Project Manager and CIU Safeguards team. The DCP and URP Project Manager will attempt to resolve the concern to everyone's satisfaction within 24 hours, or within 2 weeks if consultation with other parties is required.

Steps 5-6: If resolution is not achieved within 2 weeks, the situation will be referred to the Secretary, Ministry of Public Works Infrastructure and Utilities who will also attempt to resolve the matter within 2 weeks.

Steps 7: If resolution has still not occurred following attempts by the URP PM and the MPWIU Secretary, the Project Steering Committee (PSC) will have 1 month to resolve the matter.

Step 8: If the issue remains unresolved or the complainant is dissatisfied with the outcome proposed by the Project Steering Committee, the Aggrieved Person may refer the matter to the appropriate legal or judicial authority. The decision of the Court will be final.

A complaints register will be maintained and will show the details and nature of the complaint, the complainant's name, the date and actions taken as a result of the investigation (outlined further below).

The PIU Project Manager will review and amend the GM process, where appropriate and make adjustments to consultations, the GM, community engagement, Project implementation and other aspects as necessary to avoid future complaints and grievances if and when required.

The URP GM process is summarized in Figure 1.

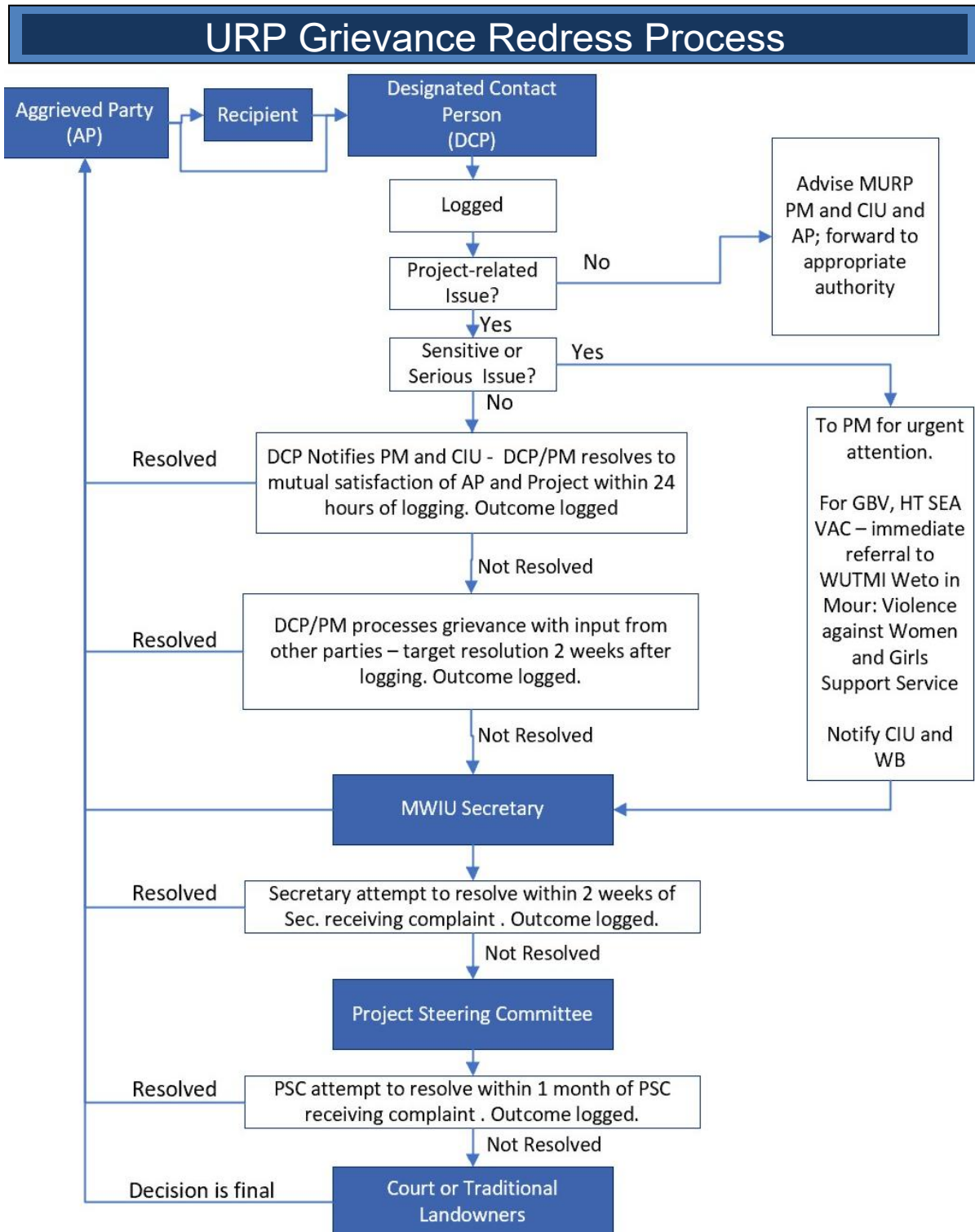


Figure 1: URP GM Process

6.3 Disclosure of Grievance Mechanism

It is important to ensure that all stakeholders, including local authorities and community members residing, working, or schooling in the vicinity of project works are informed about the Project GRM process prior to any civil works and throughout the duration of construction.

This information should include their rights regarding potential land/asset impacts and environmental degradation, the grievance process, and guidance on relevant steps to lodge a complaint.

The Grievance Process is to be introduced during all stakeholder engagement activities and on websites including stakeholder consultation meetings to ensure that all relevant stakeholders are aware of this procedure and the specific steps to be taken for lodging a complaint.

The GM, along with key E&S documents (such as frameworks, land access plans, management plans, ESIA) prepared for the Project, will be publicly disclosed on relevant websites (www.worldbank.org and www.dofa.gov.RMI) as draft and final documents.

Prior to the start of construction activities, signs will be erected at the work sites (in appropriate language) providing the public with updated Project information and summarizing the GM process including contact person details.

6.4 Sexual Exploitation, Abuse or Sexual Harassment, and Violence against Children

If a complaint is related to sexual exploitation, abuse, or harassment (SEA/SH), or violence against children (VAC), it will be immediately referred to the *WUTMI Weto in Mour: Violence against Women and Girls Support Service* (WUTMI - WIM) in consultation with the survivor. This will ensure that the safety and support needs of the survivor are addressed sensitively, and as quickly as possible. WUTMI - WIM will also be responsible for assisting the survivor to initiate legal action as required.

In the event WUTMI - WIM becomes aware of a situation involving URP -related, SEA/SH or VAC, a staff member will contact the Project Manager or DIDA Safeguards Officer within 12 hours. At that point, the concern will be documented and an internal MIMIP investigation will commence. Throughout the referral and investigation process, it is critical that confidentiality is fully respected and that the safety and dignity of the survivor is upheld.

In situations involving SEA/SH or VAC, URP will use a “[survivor-centered approach](#)”. This means that:

- The rights, needs, and wishes of the survivor is the foremost priority of everyone involved with the project
- The survivor has a right to:
 - be treated with dignity and respect instead of being exposed to victim-blaming attitudes.
 - choose the course of action in dealing with the violence instead of feeling powerless.
 - privacy and confidentiality instead of exposure.
 - non-discrimination instead of discrimination based on gender, age, race/ethnicity, ability, sexual orientation, HIV status or any other characteristic.
 - receive comprehensive information to help her make her own decision instead of being told what to do.

The survivor-centred approach aims to create a supportive environment in which the survivor's rights are respected and in which she is treated with dignity and respect. The approach helps to promote the survivor's recovery and her ability to identify and express needs and wishes, as well as to reinforce her capacity to make decisions about possible interventions (UN Women)

6.5 How to Make a Compliant

For further information about URP or to raise a concern about the Project, please get in touch with any of the following people in person, by phone, mail or by email using this contact information:

In Person:

Add name: URP Project Manager: S. Jegasothy
Ministry of Finance Office, Majuro or
MPWIU Offices, Delap Village,

By Phone:

URP Project Manager: *S. Jegasothy*
DIDA Safeguards Officer: *Diane Peters*
WUTMI (*if concern is about project-related violence or abuse*)

By Email:

CIU Safeguards Officer: *Diane Peters (ciu.safeguards.diane@gmail.com)*
URP Project Manager: S. Jegasothy (*jegasothy1974@gmail.com*)
WUTMI (*if concern is about project-related violence or abuse*)
CIU Safeguards Advisors:
MPWIU General Manager:

By Mail:

URP Project Officer: P.O. Box-1727, Majuro, Marshall Islands 96960

6.6 Record Keeping and Reporting of Grievances

6.6.1 Grievance Record Keeping

All complaints or grievances submitted will require the completion of a Grievance Report Form which will include the following information:

- i. Name of the complainant
- ii. Address
- iii. Name of the person filling in the Grievance Claim Form (if not the complainant)
- iv. Full description of complaint issue, including background, sketches and maps where appropriate
- v. Description of the requested corrective action
- vi. Date of grievance submission, and
- vii. Signature of complainant, the person filling in the form and the person who received the form.

If assistance is required, the claimant can request help with a verbal grievance to complete the form from the Contractor or PIU (where appropriate). Grievances report forms can also be submitted electronically through the RMI DoFA website or email.

Every concern or complaint received by the DCP will be allocated a unique File identifier, such as URP GM – 2022 #1, URP GM – 2022 #2 etc.

A hard copy of the Grievance Report Form will be filed by the DCP in a locked filing cabinet, will be treated as confidential and will not be accessible to other people.

Details of each concern or complaint will be entered into a master file excel spreadsheet which will be stored by the Project Manager.

Information relating to GBV, SEA, HT or VAC will be treated as personal and confidential [retained within Project management and PSC] at all times and shall only be made available to WUTMI and approved authorities (such as the police) if required.

Language barriers and insufficient literacy levels shall also not prevent any persons from lodging a complaint. The Grievance Claim Form shall be written in English and in Marshallese and disclosed during consultation.

Complaints or grievances are to be recorded in a Complaints Register held by the PIU with a copy also kept by the CIU Safeguards Team. The register is to clearly indicate whether an issue has been resolved or is still outstanding. The following records generated by this procedure will be stored in hard copy at the PIU office and in electronic format:

- Grievance Claim Forms.
- Letters of request.
- Memorandums of field investigations, consultations and meetings; and
- Photographs, maps, drawings.

If an issue has been resolved, the register will include the following information:

- Completed Grievance Resolution Form.
- Action taken (including evidence of action taken, i.e., photographs, receipts, etc.);
- Date of resolution; and
- Signature of complainant and person responsible for issue resolution.

6.6.2 Reporting and Learning

As outlined in Section 2, one of the purposes of the URP GM is to ensure that the project learns from its grievance process, reports on the kinds of issues raised, and makes improvements, as needed, in response to people's concerns and feedback. To this end, the following procedures will be followed:

Incident Reports

- Within 12 hours, Complaint Recipient must notify the Project Manager
- Within 12 hours, the Project Manager must complete the Grievance Form and initiate the investigation

Monthly Reports

- The Project Manager completes monthly reports that summarize all new complaints, enquiries and grievances received, the type of concern and the number of days it took to resolve the matter. Monthly reports also summarize the status of any outstanding matters from previous months.

Quarterly Reports

- The Project Manager completes a quarterly report for DIDA and the World Bank, that contains the following statistics:
 - Total number of grievances and complaints received
 - Total number of grievances and complaints resolved
 - Total number of grievances and complaints active
 - Total number of grievances and complaints unresolved
 - Average number of days to resolve grievances and complaints.
- Quarterly reports also need to specify any changes the project has made in response to existing or previous complaints.

Annual Reports

- The Project Manager completes an annual report that summarizes all grievance statistics and response information for that year. This information is provided to DIDA, the World Bank and the Project Steering Committee.

Immediate Reporting to DIDA and the World Bank by the Project Manager under the following circumstances:

1. Grievance or complaint is related to physical injury or death, including those incurred because of gender-based violence.
2. Grievance or complaint received relating to sexual exploitation, abuse or harassment (SEAH), violence against children or human trafficking.

Immediate Reporting to WUTMI-WIM by the Project Manager of the following:

Grievance or complaint is related to gender-based violence, sexual exploitation, abuse or harassment, or violence against children.

If there are more than 30 complaints/grievances recorded, the PIU Project Manager may decide to investigate any patterns or repetition of issues that need addressing. The PIU Project Manager may decide to get an independent consultant to review and provide advice.

7. Resources and Responsibilities for Implementing SEP

7.1 Stakeholder Engagement Resources and Responsibilities

The successful implementation of the SEP requires full participation of relevant implementing agencies in collaboration with other Government Officials. The responsibility to implement all commitments in the SEP along with any works specific procedure plans/reports prepared will be distributed between these stakeholders.

The relevant institutional structures to be either utilized (for existing institutions) or established for the URP including roles and responsibilities are outlined in the ESMF and RF and shown in Figure 2.

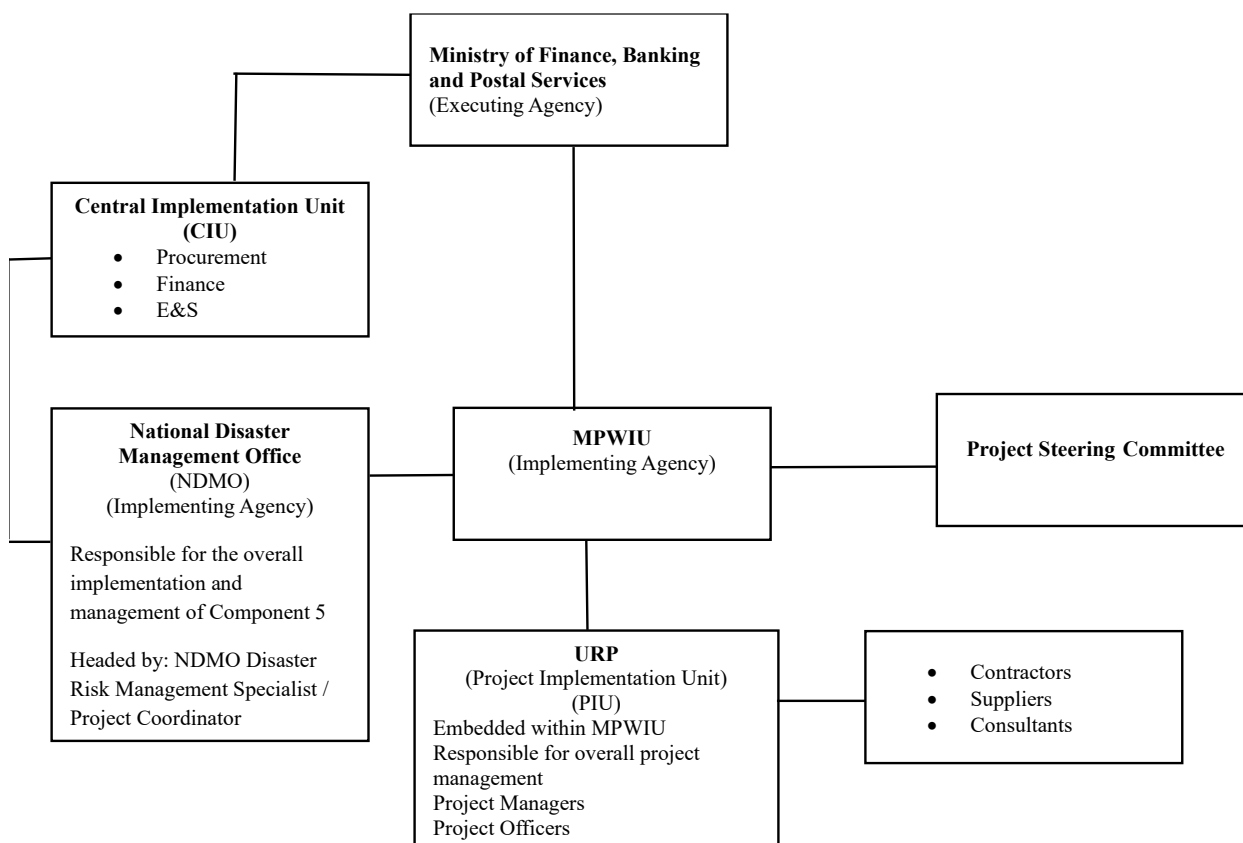


Figure 2: Implementation arrangements for the URP.

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of the PIU with support from the CIU Safeguards Team.

The proposed organizational structure and management functions for the stakeholder engagement function for the URP is described below. While the MPWIU and DIDA may decide to adapt this structure according to its needs and funding, it is emphasised that the various components listed and described below should be represented in the organizational structure in order to successfully implement the SEP:

- **PIU Project Manager:** Responsible for overseeing and coordinating all activities associated with stakeholder engagement;
- **PIU Project Officer:** Responsible for assisting and supporting the Project Manager;
- **PIU Administration:** Responsible for the management of relevant databases, document control and logistical support to activities and integration/ support/interaction between with other departments/agencies or projects;
- **CIU Safeguards Team:** Responsible for preparing and updating Stakeholder

Engagement Plans according to Annual Work Plans, preparing TOR for specialist support where required, support to PIU Project Manager to coordinate and deliver stakeholder engagement and public communications, GRM, environmental and social assessments, support for participatory design approaches etc.;

- **Design Team** – responsible for incorporating the principles of stakeholder-led design through participatory design approaches;
- **Technical Advisors** – all consultants are required to implement the SEP in relation to their own work program with the support of PIU and CIU;
- **Civil Works Contractors** – responsible for undertaking stakeholder engagement specific related to physical works construction;
- **NDMO Disaster Risk Management Specialist / Project Coordinator** – responsible for technical coordination of Component 5, working closely with PIU and CIU.

7.1.1 PIU Project Manager

The PIU will be initially staffed with a PIU project Manager, Project Officer, Engineer and, based in Majuro (at MPWIU Offices in Delap) with additional PIU support to be recruited (such as administrative support) as required.

The PIU Project Manager will be responsible for working collaboratively with all national level stakeholders.

The PIU Project Manager will also be responsible for the following tasks in relation to implementation of the ESMF with support from the CIU Safeguards Team as required:

- Approve the content of any future revisions to the ESMF, based on technical review and recommendations by CIU Safeguards Team.
- Initiate the commencement of, and review the content of, the E&S screening forms and report to be undertaken by the CIU Safeguards Team (or an E&S consultant).
- Approve content of any ESIA/ESMPs prepared for specific works or the Generic ESMP.
- Implement and monitor all stakeholder engagement strategies/plans for the project.
- Coordinate, facilitate, and where appropriate participate, in face-to-face stakeholder meetings with on-the-ground support from the PIU Focal Points, and CIU Safeguards Team.
- Oversee implementation of any recommended environmental and social mitigation measures set out in the ESMPs for the specific works.
- Prepare monthly and quarterly monitoring reports, and
- Carrying out tasks identified in the Resettlement Framework (RF).

Efforts are to be made to keep stakeholders informed on project progress including establishing a direct line of communication between to the PIU project Manager as the key stakeholder contact points. The PIU project Manager can then direct stakeholder contact to any other appropriate project implementation groups (e.g., CIU Safeguards Team, design consultants, E&S consultant and contractor) as appropriate. This direct line of contact to the PIU project Manager will allow for on-going updates and discussions outside of formal consultation activities and allow for stakeholder concerns and suggestions to be taken into account as they arise.

7.1.2 PIU Project Officer

The PIU will require a Project Officer to be recruited to provide support to the project by ensuring all administrative requirements are managed effectively. Main responsibilities are to include:

- Document management, including capture and filing (physical and electronic) of stakeholder and PAP documents and records.
- Database management, including:
 - Continuously update stakeholder information (contact details, organizational details, designation, engagement activities); and
 - Continuously update grievance information (grievance records, grievance database, agreements, meeting registers).

- Logistics management.

Support with arranging accommodation and traveling where required; and

- Assist with printing of materials to be used during stakeholder meetings (posters, pamphlets, project Summary Documents, letters, attendance registers, maps, newsletters etc.).

7.1.3 CIU E&S Safeguards Support

The Centralized Implementation Unit (CIU) provides support for all WB portfolio projects in RMI including, but not limited to, procurement, financial management and environmental and social risk management.

The CIU Safeguards Team currently undertakes a range of stakeholder engagement activities as part of its portfolio of WB funded projects and has existing relationships with many stakeholders which will be important to utilize for the URP. The CIU will be supported by E&S consultants throughout project implementation as needed.

In relation to implementation of the SEP, the PIU will require support from the CIU Safeguards Team in particular for capacity building and E&S technical support throughout the project and to ensure the SEP is implemented appropriately and is consistent with the requirements of ESS 10.

In relation to implementation of the ESMF, the CIU Safeguards Team will be responsible for:

- Ensuring the E&S risk screening is undertaken for each Components 2 and 3 works (with local support from PIU State Focal Points)
- Applying the ESMF and other instruments to all Components, including review of Technical Advisory TOR and draft and final outputs
- Prepare, or oversee the preparation of, works specific ESIA/ESMPs for the works (if required), for the works, including the preparation of E&S aspects of TOR, selection of consultants, and review of draft and final outputs
- Support external consultants to prepare any works specific ESIA/ESMPs required, and review and provide recommendation to PIU project Manager for approval prior to the completion of detailed designs
- Ensure E&S clauses and relevant E&S instruments are included in Contractor bid documents, including E&S protection and mitigation measures are included
- Supervise physical works and carry out audits etc., to ensure environmental and social protection and mitigation measures are implemented by Contractors
- Oversee the implementation of specific mitigation measures outlined in the ESMPs and CESMP
- Manage grievances and EHS incidents as required, providing technical support to resolving issues and incidents
- Storing data (including grievance records), collating and interpreting stakeholder feedback and providing details to the PIU, MPWIU, design team and others as necessary
- Provide E&S reporting on a quarterly basis as part of WB reporting
- Assist to obtain all relevant permits from RMIEPA; and
- Providing technical and capacity building support to the PIU and other project implementing agencies on the implementation of instruments, as the PIU does not contain E&S expertise.

The CIU Safeguards Team may need additional social and environmental risk management support to implement the growing WB portfolio in RMI including the URP. Specialist consultants may be required on an *ad hoc* basis by the CIU to prepare environmental and social assessments, E&S instruments and/or to conduct specialist supervision or monitoring services.

7.1.4 Designers and Technical Consultants

These specialists will be responsible for implementing the SEP for their scope of work and working with the PIU and CIU to ensure the right stakeholders are identified and involved in their work program. They will assist in preparing task specific SEP. Design teams will be involved in participatory design approaches using Good International Industry Practice for stakeholder engagement.

7.1.5 Civil Works Contractors

Contractors engaged to undertake works construction will be responsible for un implementing any environmental and social protection and mitigation measures as outlined in their Terms of Reference and accompanied instruments (e.g., CESMP). Specifically, the Contractor is required to:

- Support the PIU/CIU in engaging with stakeholders relating to communicating the scope and timing of works (by attendance at meetings, installation of notice boards, door knocks/letter drops, etc.)
- Support the PIU/CIU in negotiations with landowners/users in relation to temporary use of land required for construction relation activities (e.g., laydown and storage/stockpile areas) and assessment of temporarily used land after reinstatement/restoration to a condition acceptable to the landowner
- Receive complaints and grievances by stakeholders and forwarding to the PIU during works construction, and resolution of grievances if they are related to the Contractor (in coordination with the PIU)
- Implement specific mitigation measures outlined in the ESMP; and
- Prepare and implement additional E&S management plans relevant for the scope of the works under their CESMP (e.g., TMP, H&SP, SMP, WMMP, ESCP, SEP etc.).

7.1.6 NDMO Disaster Risk Management Specialist / Project Coordinator

To support implementation of Component 5, a Disaster Risk Management (DRM) Specialist / Project Coordinator will be introduced under the AF and based within the NDMO office. The DRM Specialist will support day-to-day technical coordination for NDMO-led activities and liaise with the PIU and work closely with the CIU on procurement, financial management, and environmental and social requirements. The role will report operationally to the PIU Project Manager, with detailed arrangements updated in the Project Operations Manual (POM).

7.2 Budget and Financial Arrangements for Implementation of SEP

The PIU and the CIU shall ensure that the total cost of implementation of this SEP (including time inputs, material and reimbursements) is budgeted for within the Project Budget including activity specific costs.

As outlined the Project Environmental and Social Management Framework (ESMF), the budget allocation for environmental and social risk management, including stakeholder engagement, will need to be assessed separately for each activity based on an up-to-date scope of works.

When contractors/consultants are to be engaged for particular project works, the expectations regarding stakeholder engagement will be detailed in each Terms of Reference/Scope of Works and will be commensurate with the level and extent of stakeholder consultation required to ensure genuine engagement. As indicated in the Project ESMF and Resettlement Framework (RF), it will be critical to ensure that free, prior and informed consent (FPIC) is achieved before any physical works commence.

The CIU Safeguard Team will provide technical assistance and oversight (at no cost to the Project) on all aspects of stakeholder engagement to support the PIU and contractors engaged by the Project. If additional E&S support is required, external assistance will be sought by the Project or CIU.

The URP ESMF provides an indicative budget of US\$1,265,300 for the GoRMI to implement all E&S risk management requirements, including the SEP, over the five-year implementation period (see

Section 11). Of this amount, US 20,000 has been allocated for stakeholder consultation meetings and workshops, including venues, refreshments, printing etc. for meetings across Majuro. It also includes travel for key PIU and CIU staff (including car hire, fuel etc.).

8. Monitoring and Reporting

8.1.1 Monitoring and Evaluation

Monitoring and evaluation is essential to ensure successful implementation of the consultation program as outlined in this SEP and allow the Project to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective.

The PIU, with support from the CIU Safeguards Team, will be responsible for establishing a monitoring program that will monitor, measure, and assess the implementation and overall effectiveness of stakeholder consultation and participation activities.

The PIU will maintain a database of stakeholder engagement activities including public consultation, disclosure and grievances throughout the Project which is to be made available for public review on request. The following data will be used to monitoring the implementation of the SEP:

- Issues and management responses linked to minutes of meetings
- Monthly reports
- Informal feedback from key stakeholder groups; and
- Complaints/Grievance Register.

The success of the SEP is to be measured by how well it can achieve the overall objective of meaningful and inclusive engagement and consultation with all Project stakeholders. In addition, the following key indicators are also to be evaluated:

- Level of understanding of the Project stakeholders
- Annual grievances received and how they have been addressed and time taken to resolve; and
- Level of involvement of PAPs and vulnerable groups.

8.1.2 Internal Reporting

Internal monitoring is to be reported monthly for the separate physical works, consolidated and summarized as part of quarterly monitoring for the URP.

The following stakeholder engagement activities are to be recorded as part of the monthly monitoring report.

- Stakeholder engagement activities conducted during each month
- Public outreach activities (meetings with stakeholders and newsletters)
- Entries to the grievance register and status of grievance resolution
- New stakeholder groups (where relevant); and
- Stakeholder engagement activities planned for the next month, and beyond (where appropriate).

Appendix A URP Summary Document



MARSHALL ISLANDS URBAN RESILIENCE (URP) PROJECT

Environmental & Social Assessment–Summary Document

Introduction

The Marshall Islands Urban Resilience project (URP) is a World Bank (WB) funded project to strengthen the resilience of select human settlements in the Republic of the Marshall Islands.

The URP will include four components in support of:

- (i) Risk Informed Adaptation Planning;
- (ii) Coastal Resilience Investments;
- (iii) Resilient Public Facilities and Spaces;
- (iv) Project Management and Implementation Support; and
- (v) Disaster Preparedness and Response

The initial stage of URP involves an Environmental and Social (E&S) Assessment undertaken by the Centralized Implementation Unit (CIU) of the Division of International Development Assistance (DIDA) in the RMI Ministry of Finance.

The next stages will include scoping and technical advisory works which will determine the specific physical works to be undertaken, followed by concept and design for each sub-project, and site-specific E&S management plans. These studies will be undertaken throughout 2022/2023 by consultants engaged by MPWIU as Implementing Agency.

Environment & Social Assessment

CIU is undertaking a preliminary Environmental & Social (E&S) Assessment, and preparing E&S Instruments for WB appraisal. CIU's focus is on preparing key E&S 'framework' documents, as specific sites for implementation have not yet been determined.

Key initial documents will include:

- E&S Commitments Plan
- E&S Management Framework
- Resettlement Framework
- Stakeholder Engagement Plan

The methodology for the E&S Assessment includes:

- Identifying gaps in knowledge and information;
- Filling gaps based on sourcing existing data and field data collection in each State;
- Initial stakeholder engagement and consultation to introduce the URP Project;
- Finalise and publicly disclose the E&S framework documents.
- Develop labour management procedures during project implementation.

Purpose of Initial Consultation

- Inform key stakeholders of the URP Project;
- Acquire information to develop E&S framework documents; and
- Provide stakeholders an opportunity to express opinions/concerns, and for these to be taken into account in developing the E&S documents, and MWUI management decisions.

Regular engagement with stakeholders by MWUI and their consultants will be undertaken throughout the full duration of the URP Project, including specific sub-projects (once known).