

**Ministry of Fisheries, Oceans and Maritime  
Affairs**

**Vanuatu Pacific Islands Regional  
Oceanscape Program (VU PROP)**

**First Phase**

**P513248**

**STAKEHOLDER ENGAGEMENT  
PLAN**

**Final Draft**

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## 1. Introduction/Project Description

The Vanuatu PROP will be part of the existing Pacific Islands Regional Oceanscape Program (PROP) Series of Projects (SOP). PROP SOP is a multi-country, multi-phase regional World Bank initiative aimed to improve fisheries management and economic development of Pacific Island countries by strengthening sectoral institutions, enhancing sectoral governance, including enforcement of fisheries regulations to combat illegal, unreported and unregulated fishing, promoting sustainable fishing practices and diversification of livelihoods for fishing communities, and harnessing national and regional economic benefits of fisheries, including through improving access to regional and international markets.

The Development Objective of this first Vanuatu PROP project is to improve access to economic opportunities for fishers and fish workers, increase climate-resilient domestic supply of fish products and strengthen national capacity and regional collaboration for fisheries management.

The Vanuatu PROP project proposes to respond to some of the key issues in the fisheries sector through the following investments.

### **Component 1 Tuna Industry Domestication**

#### ***Subcomponent 1.1. Investing in enabling public infrastructure for tuna industry domestication***

The project will fund investments in fisheries port infrastructure to offer an efficient 'one-stop shop' for dockside inspections and administrative functions, facilities for dockside offloading, services to fleets (maintenance, catch sorting, supplies, cold storage, dock power, etc.), and facilitation of transshipment.

Under this component the project will infill some coastal area with a sheet pile quay (including backfill and paving) and construct a multipurpose, piled, 250 m long jetty near Luganville, Espiritu Santo, SANMA Province, at the location of the existing VFD compound.

The jetty will accommodate tie-up for multiple fishing vessels to avoid fishing port congestion. The jetty investment will be complemented with investments in associated new or renovated onshore facilities, including a boatyard pen and gantry for boat maintenance, an administrative office building that accommodates fisheries inspections, customs service, police and enforcement, seafood certification, and other administrative fishing port functions. The proposed infrastructure will accommodate dockside space and power plug-ins for cold storage reefer containers, provide fuel storage and refuelling services, potable water reticulation, lighting and liquid waste treatment.

Additional single-point moorings will be installed adjacent to jetty in 30-meter-deep waters to safely accommodate and manage larger fish carrier vessels that serve transshipment of tuna and other high-value species. This supports orderly scheduling of inspections, should reduce anchorage congestions and enhance Vanuatu's fisheries monitoring and compliance capacity by providing designated positions for carrier vessels awaiting port services.

The jetty and associated infrastructure will be designed following national and international standards for climate and natural disaster resilience, taking into consideration earthquake, cyclone, and coastal flooding risks. The infrastructure will be constructed to energy efficiency standards and will include photovoltaic energy investments to supply energy needs, effectively reducing carbon emissions and expanding the local capabilities for installing and operating commercial-scale low-emissions energy systems.

The infrastructure will be designed to meet maritime security regulations for ships and port facilities involved in international trade as per International Ship and Port Facility Security Code (ISPS) necessary for transshipment activities.

### ***Subcomponent 1.2. Developing a workforce for a national fisheries and seafood industry***

To transform Vanuatu's fisheries sector into a sustainable, value-adding economic driver this sub-component will support an integrated approach to align curriculum development, workforce professionalization, and technology adoption through the National Maritime and Fisheries Training Institute (formally the Vanuatu Marine College) located adjacent to the multipurpose jetty and onshore facilities. Potential training areas include: aquaculture, boat building, safety at sea, captain certification, boat engine repair and maintenance, refrigeration repair and maintenance, food safety and hygiene, PIRFO -level fisheries observers, electronic monitoring and electronic reporting.

A fisheries technology and commercialization center will be established on site to provide hands-on training, innovation support, and enterprise development services in seafood safety, cold chain logistics, value-added processing, including small-scale canning. The technology training center would operate as a publicly led, industry-supported facility with private sector partnerships and donor support. The proposed preliminary design includes a demonstration lab, hybrid solar-powered ice maker, chill and freezer room, retort canner and can sealing equipment, test kitchen and small-scale processing lines, hygiene training station, and shared workspace or training room and business support tools. It will be purpose-built as a HACCP -compliant facility. The layout will be modular to enable scaling up and changing to industry needs.

## **Component 2. Small and Medium-sized Fisheries Value Chain Development**

### ***Subcomponent 2.1. Investing in domestic fisheries value chains***

Investments in strengthening value chain development will focus on developing a 'spoke-and-hub' cold chain system ensuring improved shelf life of fish caught by local fishers and reducing spoilage. These investments also increase the value of fish as it reaches markets (i.e., fresh fish is more valuable), allowing fishers to boost the revenues obtained from sales. The outcome will be enhanced food security through increased availability of local, quality protein. The project will support: (i) strengthening of registered fishers' associations by offering extension services for entrepreneurship; (ii) providing targeted technical assistance to fishers' associations to develop satellite distribution systems to enhance inter-island fish trading and to assess barriers and assessing barriers to facilitate business development; (iii) providing upgrades for the Luganville provincial fish market to support fish product aggregation, solar-powered cold storage, packaging and marketing (i.e., "hub"); and (iv) practical training, extension services, and cold chain equipment for maintaining food quality in dispersed landing and handling points (i.e. "spokes").

Sub-component 2.1 will also invest in the construction of two demonstration vessel prototypes of about 7 and 8 meters, respectively, building on work initiated by the United Nations Food and Agriculture Organization and VFD. The project will support: (i) design and construction of two medium-scale fishing boat prototypes and related boat trials; (ii) boat demonstration tours and aFAD<sup>1</sup> fishing and gear innovation workshops for safe offshore movement of fishers; and (iii) associated communication and outreach campaigns. Scaled-up supply of these high-demand larger vessel types is beyond the scope of this project and will rely on scaled-up manufacturing and distribution of these vessel types by private-sector-run boatyards in Vanuatu. The vessels and

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<sup>1</sup> aFAD – anchored fish aggregating device.

training will both support offshore movement of fishers and advance fisheries on existing aFADs. No new aFADs are funded by VU PROP.

### ***Subcomponent 2.2. Informing domestic fisheries value chain management and development***

The sub-component will support the development of a pragmatic sampling and statistical extrapolation framework leveraging census and household surveys to improve coastal fisheries data, minimizing cost and effort. The project will support: (i) improved data collection (economic, social, biological) and analysis to inform management decisions and track sector performance, including the sector's economic contribution; (ii) increased use of data tools/apps/technology for efficiency, including upgrading and integration of existing regional tools such as apps for AI-supported electronic data collection, and corresponding ICT equipment; (iii) capacity building support and technical assistance to VFD in data collection and analysis to inform enforcement and management decisions.

## **Component 3 Fisheries Governance and Institutional Strengthening**

The component aims to enhance Vanuatu's fisheries sector by reinforcing fisheries governance, supporting policy and regulatory review and strengthening the institutional capacity of VFD, including the through design and construction of new VFD headquarters given the destruction of the previously rented office space in the recent earthquake. These efforts are expected to result in a more efficient and effective fisheries sector administration, resulting in increased management effectiveness and the government's ability to capture revenues from fisheries, and offering enhanced services to local fishers and stakeholders.

### ***Subcomponent 3.1. VFD Headquarters***

A site in Port Vila, under Government ownership, has been identified for the construction of the new low-emissions and climate and natural disaster-resilient VFD headquarters. The new cyclone and earthquake-resistant building would accommodate up to 150 staff according to staffing plans and several purpose-designed facilities and incorporate onsite photovoltaic power supply. The project will support: (i) design and construction of the headquarters building; (ii) furniture and fittings; (iii) two vehicles; (iv) equipment such as data recorders, computers, and personal safety gear; and (v) office supplies and services.

The design, construction and operation of the building will be scoped for E&S risks and impacts. Equipment purchase, installation and use has been screened out as low or no risk.

### ***Subcomponent 3.2. Strengthening MCS capacity (US\$3.3 million)***

To maintain access to high-value export markets (e.g., European Union), it is critical for Vanuatu to demonstrate adequate progress in addressing illegal, underreported and unregulated (IUU) fishing activities. According to the Project Appraisal Document Vanuatu is not meeting regionally agreed requirements for observer coverage of the longline fishery. The project will support procurement, installation, and operation of up to 30 electronic monitoring systems (onboard cameras and equipment) to be implemented alongside electronic reporting to strengthen the vessel monitoring program and support a gradual long-term transition to increased use of electronic monitoring in lieu of observers, while supporting the observer placement program. The project will further support stakeholder outreach and public information campaigns to raise awareness on fisheries management and technical assistance services to support analysing fisheries data and providing capacity building for VFD in data collection and analysis.

### ***Subcomponent 3.3. Supporting policy review and updating MCS capacity***

The project will support a series of policy and other reviews in support of increased transparency, accountability, and to inform improved regulatory management. Under discussion are the following reviews: review of beneficial ownership of locally based fishing companies, audit of the Vanuatu shipping register and its compliance with international legal obligations related to fishing vessels, review of opportunities and responsibilities under regional fisheries management organisation memberships, review of terms and conditions of fishing access agreements and licenses, policy and regulatory review of the management of small- and medium-scale fisheries.

### **Component 4 Project Management**

This component covers the staffing of the Project Support Team (PST), procurement of necessary equipment and software, and operational costs. Notably it includes funding for E&S resources and the preparation and implementation of E&S instruments and risk management measures.

The Vanuatu PROP is being prepared under the World Bank's Environment and Social Framework (ESF). This SEP accompanies the Vanuatu PROP Environmental and Social Commitment Plan, Environmental and Social Scoping Report and Labor Management Procedures prepared under the ESF for Project appraisal.

## **2. Objective/Description of SEP**

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the Vanuatu Fisheries Department and Ministry of Fisheries will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

The SEP will be updated periodically as required, or separate SEP will be prepared for specific activities or components throughout the implementation of Vanuatu PROP.

## **3. Stakeholder identification and analysis per project component**

### **3.1 Methodology**

For the Vanuatu PROP, the table below lists the stakeholders have been identified and analyzed per project component prior to project appraisal. These stakeholders include:

**Affected parties:** include local communities, community members and other parties that may be subject to direct impacts from the Project.

**Beneficiaries:** include those that are likely to have improved access to equipment, facilities, education, training and other outputs from investments and activities.

**Other Interested parties:** Parties other than those above.

**Disadvantaged / vulnerable individuals or groups:** Parties that have barriers to participation, benefits and / or accessing information or may experience unique or disproportionate impacts. Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate.

## Vanuatu PROP Stakeholder Engagement Plan

Table 1 Stakeholder identification and Analysis

Location / Activity and Component	Stakeholder	Interest / Participation	Potentially affected party	Beneficiary	Other party	Disadvantaged or vulnerable party
Port Vila VFD Headquarters (Component 3.1)	Ministry of Lands (Department of Lands – Vila)	for landowner and land claimant consultations as needed – confirm with land record documents			X	
	Ministry of Justice and Communities Services (Disability)	Interest in buildings that are accessible and comply with the Building Code and Good international industry practice. May be able to provide input into building design.			X	X
	Residential neighbours	Access, breeze, sunlight, views, and other aspects may be affected by the building. Occupants may be affected by construction noise, traffic, parking and other nuisances.	X			
Luganville Provincial Fish Market upgrades (Component 2.1)	Traditional Leaders (Provincial Council of Chiefs – Tavuemasana Council fo Chiefs) and Chiefs from the area councils which have fishers’ groups	General interest. Insights into the needs of fishers / market salespeople who may benefit from the Project. Insights into potentially vulnerable people / groups.	X	X	X	X
	Fisher group representatives	Potential beneficiaries. Insights into the needs of fishers / market salespeople. Insights into potentially vulnerable people / groups.	X	X		
	Ministry of Lands (Department of Lands – Santo)	For landowner and land claimant consultations as needed – confirm with land record documents	X		X	
	Ministry of Internal Affairs (Foreshore)	Foreshore development consent process.			X	
	SANMA Provincial Council Secretary General and President	General interest Alignment with provincial priorities			X	
	Luganville Municipal Council (including Mayor)	General interest Compliance with local regulations Alignment with municipal priorities			X	
	Sanma Provincial Council Office,	General interest Compliance with local regulations Alignment with provincial priorities			X	

Vanuatu PROP Stakeholder Engagement Plan

Location / Activity and Component	Stakeholder	Interest / Participation	Potentially affected party	Beneficiary	Other party	Disadvantaged or vulnerable party
	Vanuatu Council of Women (Department of Women) – Santo Office	General interest. Identification of potentially vulnerable people or groups. Gendered insights into project design and implementation.			X	X
	Northern Island Market Vendors Association	May benefit from improved facilities. May be affected by construction / installation nuisance or workforce. Insights into potentially vulnerable groups or people.	X	X		
	Ministry of Internal Affairs (Foreshore)	Land access.			X	
	Neighbours	May be affected temporarily during construction from traffic, parking, noise nuisance etc.	X			
Luganville VFD Facilities, Fisheries Technology Centre and Multipurpose Jetty and Moorings (Components 1.1 and 1.2)	Customary land owners	Impacted by reclamation on foreshore and seabed under customary ownership. Engagement regarding foreshore development approvals.	X			
	Communities of la Rosiere, St. Michelle, Velit Bay.	May be impacted by traffic, noise and other nuisance during construction or operation. May be affected by visual changes to the waterfront. May benefit from, or be affected by, imported workforce presence.	X			
	Tourism accommodation, tourist operators, commercial operators	May be impacted by traffic, noise and other nuisance during construction or operation. Water based tourism experiences impacted by changes in foreshore / vessel movements etc. May be affected by visual changes to the waterfront. May benefit from boat pen / gantry / boat services. May benefit from workforce accommodation needs and other services.	X			
	Aore Island Resort and coastal residents	May be affected by intermittent construction noise and / or visual changes to the waterfront.	X			
	Lycee de Luganville Secondary School	Is on the route from the port to the site and may experience heavy traffic movements. May have pedestrians walking near the site before and after school who may be vulnerable to SEA/SH or road safety risks.	X			
	Traditional Leaders (Provincial Council of Chiefs – Tavuemasana Council of Chiefs)	General interest and influence on design and operation of facilities.			X	

Vanuatu PROP Stakeholder Engagement Plan

Location / Activity and Component	Stakeholder	Interest / Participation	Potentially affected party	Beneficiary	Other party	Disadvantaged or vulnerable party
	and Chiefs from the area councils which have fishers' groups					
	Fisher group representatives	General interest and influence on design and operation of facilities. May be affected by loss of boat ramp. Beneficiaries of increased services / facilities.	X	X		
	Maritime Authority	Alignment with regulations, policies, procedures, capabilities etc. Contribution to design, layout, security, waste management, fuel storage, vessel movements and dock operations			X	
	Sanma Provincial Council Office,	General interest Compliance with local regulations Alignment with provincial priorities			X	
	Sanma Provincial Council including Secretary General and President	General interest Alignment with provincial priorities			X	
	Sanma Tourism Committee	Potential temporary impacts during construction (traffic, noise). Cumulative impacts (noise, visual) with neighbouring commercial operators once operational. Opportunities to benefit from worker accommodation and other services.	X			
	Luganville Municipal Council (including Mayor)	General interest Compliance with local regulations Alignment with municipal priorities			X	
	Department of Ports and Harbors, Ministry of Infrastructure and Public Utilities (MIPU)	Alignment with regulatory context and Ministry priorities.			X	
	Geology and Mines (Water Department)	Sea water use rights process.			X	
	Vanuatu Council of Women (Department of Women) – Santo Office	Interest in the equality of opportunity for women to participate in and benefit from the project. Identification of potentially vulnerable people or groups. May assist in understanding risks of SEA/SH and increased demand for sex workers and suitable mitigation and grievance mechanisms.	X			X

Vanuatu PROP Stakeholder Engagement Plan

Location / Activity and Component	Stakeholder	Interest / Participation	Potentially affected party	Beneficiary	Other party	Disadvantaged or vulnerable party
	Ministry of Justice and Communities Services (Disability)	Interest in buildings that are accessible and comply with the Building Code and GIIP. May be able to provide input into building design.			X	X
	PWD and commercial quarry operators	Potential supply of fill materials for reclamation.			X	
	Traffic police	Interest in road safety hazards, especially heavy vehicle traffic, during construction.			X	
	DEPC	Environmental permit process. Information on biodiversity values, environmental value etc. Information on public consultation approaches.			X	
	Melcoffee Wharf / Mr. Wong Sisi	Neighbour, Commercial operator of a nearby wharf May be affected by changes in the foreshore or maritime activities.	X			
	Silent World	Neighbour, commercial operator of shipping services May be affected by changes in the foreshore or maritime activities, especially the operation of the jetty and moorings in front of the property.	X			
	Ministry of Trades and Commerce	Currently building a 'back house' on Silent World property so will be a neighbour.	X			
	Coconut Oil Palm	Neighbour.	X			
	Abattoir	Neighbour	X			
	Residential compound	Closest residential properties. Most at risk from road safety hazards, noise and other nuisances from construction and operation.	X			
	Religious Organizations (Churches, Sanma Catholic Churches and Anglicans)	May have interest in crew counselling services. May be able to reach through the churches to community members for project engagement purposes. May provide insights into vulnerable groups and people.	X		X	X
	Custom Management Office – Santo	Inputs into layout, security measures and operations. Discussion on interface between fisheries and customs responsibilities.			X	
	Northern Island Market Vendors Association Fish processors or market vendors.	Once the jetty infrastructure is built, they may benefit from vendor services (e.g., for crew support and related needs).	X	X		

Vanuatu PROP Stakeholder Engagement Plan

Location / Activity and Component	Stakeholder	Interest / Participation	Potentially affected party	Beneficiary	Other party	Disadvantaged or vulnerable party
	Commercial and recreational boat owners	Potential use of multiuse jetty, boat pen and gantry, fueling etc. Potentially affected by removal of boat ramp.	X	X		
	Area Council Officers	General interest, alignment with work programs, impacts on infrastructure and services etc.			X	
	Shipping sector, including interisland shipping companies	Interest in opportunities to benefit from the multipurpose jetty, boat pen and gantry, maritime safety from changes in vessel movements.	X	X		
	Vanuatu Environmental Science Society	Members have information on threatened marine species. May be interested in the environmental assessment and mitigation measures for dugongs, mammals, turtles etc.	X			
Technical assistance (Components 1.2, 2.1, 2.2, 3.2, 3.3)	Traditional Leaders (Provincial Council of Chiefs – Tavuemasana Council fo Chiefs) and Chiefs from the area councils which have fishers’ groups	Represent project beneficiaries. May provide access to customary knowledge and traditions	X	X	X	
	Fisher group representatives	Project beneficiaries.		X		
	Commercial, recreational and subsistence fishers	Project beneficiaries.		X		
	Vanuatu Council of Women (Department of Women) – Santo Office	Interest in the equality of opportunity for women to participate in and benefit from the project and from downstream / future implementation of technical assistance outputs.	X			
	Vanuatu National University	Interest in training opportunities, curriculum development, policy review		X	X	
	Vanuatu Maritime College	Interest in training opportunities, curriculum development, policy review		X	X	
	International Organisation for Migration	Interest and knowledge of human trafficking risks in fisheries sector and how to raise awareness with communities.	X		X	X

#### 4. Stakeholder Engagement Program

This section summarises engagement activities and feedback during project preparation and outlines a plan for each of the major physical works components and a generic approach for technical assistance activities.

The World Bank and the Government of Vanuatu do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

##### 4.1. Summary of stakeholder engagement done during project preparation

During project preparation, the following public consultation meetings will be/were conducted (to be completed):

Table 2 Summary of Stakeholder Engagement During Project Preparation

Date and Venue or Location	Engagement communication method	Participants Audience	Key issues discussed

##### 4.2. Stakeholder Engagement Plan - Coastal Reclamation, Multipurpose Jetty, Moorings, Boatyard Pen, Gantry, Admin Building and Fisheries Technology Centre – Luganville.

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders for the coastal reclamation, jetty, moorings, boatyard pen, gantry and admin building at the VFD compound, Luganville. Stakeholder engagement activities will evolve as the activities move through feasibility, design and construction. The schedule may change depending on the design, procurement and construction timelines for each of the activities at the VFD compound.

Table 3 Stakeholder Engagement Plan for Project Implementation

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
Pre-design, engagement of design engineers, concept development				
Introduction to the proposed investments, conceptual design, development process.  Stakeholders may raise their own topics at this time.	Traditional Leaders (Provincial Council of Chiefs – Tavuemasana Council of Chiefs) and Chiefs from the area councils which have fishers' groups	Emails  Meetings and site visits	VFD staff and / or the PST will lead the consultation, initiating meetings and keep records.	6-12 month timeline before the design and E&S teams are engaged. At least one meeting / site visit per group.

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
<p>Early feedback and commitment to continue to engage and preferred methods.</p>	<p>Fisher group representatives</p> <p>Maritime Authority</p> <p>Sanma Provincial Council Office</p> <p>Sanma Provincial Council including Secretary General and President</p> <p>Area Council Officers</p> <p>Sanma Tourism Committee</p> <p>Luganville Municipal Council (including Mayor)</p> <p>Department of Ports and Harbors, Ministry of Infrastructure and Public Utilities (MIPU)</p> <p>Vanuatu Council of Women (Department of Women) – Santo Office</p> <p>DEPC</p> <p>Commercial neighbours</p> <p>Custom Management Office – Santo</p>			

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
	Shipping sector, including interisland shipping companies			
Design, ESIA and tendering				
<p>Engagement in the design process of key facilities.</p> <p>Understanding of engagement needs of various stakeholders.</p> <p>Understanding of barriers to engagement and how to overcome.</p> <p>How to receive inputs from stakeholders.</p>	All	Meetings, site visits, emails, calls.	<p>VFD staff and / or PST, supported by Ministry of Lands and other government agencies when required.</p> <p>VFD/PST will keep records including a database with contact details and communication preferences.</p>	At least once per group within a six month period as early as possible in the design and ESIA process.
Access agreement to reclaim and occupy foreshore	Land owners	Meetings and site visits and other methods consistent with free, prior and informed consent approaches.	<p>VFD staff and / or PST, supported by Ministry of Lands, Ministry of Internal Affairs (Foreshore) or Department of Urban Affairs and Planning and other government agencies when required.</p> <p>VFD staff and / or the PST will initiate meetings and keep records.</p>	Regular (e.g. 2 monthly) meetings as required to discuss the proposal, implement the customary and legal processes, compensation , etc. from the start of the design phase (or earlier) until agreement is reached (and prior to the contractor mobilizing).

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
<p>Inputs into design. Inputs into ESIA. Progress updates.</p>	<p>Commercial and recreational boat owners</p> <p>Shipping sector, including interisland shipping companies</p> <p>Northern Island Market Vendors Association Fish processors or market vendors.</p> <p>Religious Organizations (Churches, Sanma Catholic Churches and Anglicans</p> <p>Residential compound</p> <p>Commercial neighbours</p> <p>Vanuatu Council of Women (Department of Women) – Santo Office</p> <p>Lycee de Luganville Secondary School</p> <p>Aore Island Resort and coastal residents</p> <p>Tourism accommodation, tourist operators, commercial operators</p>	<p>Focus group discussions to develop an in depth understanding of needs, issues.</p>	<p>ESIA team will lead FGD and keep records, with support from PST to set up meetings.</p>	<p>At least once during the design and ESIA preparation.</p>

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
	Communities of la Rosiere, St. Michelle, Velit Bay			
	Custom Management Office – Santo  Traffic police  PWD and commercial quarry operators  Ministry of Justice and Communities Services (Disability)  Geology and Mines (Water Department)  Vanuatu Council of Women (Department of Women) – Santo Office  Luganville Municipal Council (including Mayor)  Sanma Provincial Council including Secretary General and President  Maritime Authority  Sanma Provincial Council Office  Sanma Tourism Committee	One on one meetings, emails  Design charettes or similar interactive design sessions for key infrastructure / facilities	PST, with support from ESIA consultant and design consultant.  Meetings / charettes may be initiated by PST or consultants. Consultants will keep records.	At least once per stakeholder through the design and ESIA process.

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
	Ministry of Internal Affairs (Foreshore)			
	Commercial and recreational boat owners	Facebook posts, Notice boards, newspaper	PST, with support from ESIA consultant to prepare materials.	Throughout the design, ESIA and tendering phase and until the Contractor is mobilized.  Regularly and at least 3 separate times.
Discussions on key topics of interest to stakeholders, including significant potential risks that require specific mitigation.	Any as identified from earlier consultations.	Meetings.	PST, with support from ESIA consultant and design consultant.	As required, as an outcome of earlier engagement.
Present draft plans and ESIA for comment and input.	Customary land owners  Traditional Leaders (Provincial Council of Chiefs – Tavuemasana Council of Chiefs) and Chiefs from the area councils which have fishers’ groups  fisher group representatives  Maritime Authority  Sanma Provincial Council Office	Workshops or meetings where detail will be presented. Emails to share draft reports, drawings etc.	PST will lead communications and invites and run open days. ESIA and Design consultants will support with materials, record keeping and follow up.	After draft design has been approved by PST and prior to final design. After draft ESIA has been approved by PST and prior to final ESIA.

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
	<p>Sanma Provincial Council including Secretary General and President</p> <p>Area Council Officers</p> <p>Sanma Tourism Committee</p> <p>Luganville Municipal Council (including Mayor)</p> <p>Department of Ports and Harbors, Ministry of Infrastructure and Public Utilities (MIPU)</p> <p>Vanuatu Council of Women (Department of Women) – Santo Office</p> <p>DEPC</p> <p>Commercial neighbours</p> <p>Custom Management Office – Santo</p> <p>Shipping sector, including interisland shipping companies</p> <p>Ministry of Justice and Communities Services (Disability)</p>			

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
	<p>Geology and Mines (Water Department)</p> <p>Ministry of Internal Affairs (Foreshore)</p>			
	<p>Public Communities of la Rosiere, St. Michelle, Velit Bay.</p> <p>Commercial neighbours.</p> <p>Tourism accommodation, tourist operators, commercial operators</p> <p>VESS</p> <p>Commercial and recreational boat owners.</p> <p>Northern Island Market Vendors Association</p> <p>Religious Organizations (Churches, Sanma Catholic Churches and Anglicans</p> <p>Fisher group representatives</p> <p>Sanma Tourism Committee</p> <p>Lycee de Luganville</p> <p>Secondary School</p> <p>Aore Island Resort and coastal residents</p> <p>Traffic police</p>	<p>Open days on site.</p> <p>Facebook posts.</p> <p>Newspaper announcement.</p> <p>Emails.</p>	<p>PST will lead communications and invites and run open days.</p> <p>ESIA and Design consultants will support with materials, record keeping and follow up.</p>	
<p>Construction</p>				

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
Pre-mobilisation awareness raising, inform of process, key activities and grievance mechanism.	Commercial neighbours Residential Communities of la Rosiere, St. Michelle, Velit Bay. Residential compound. Religious Organizations (Churches, Sanma Catholic Churches and Anglicans Sanma Provincial Council Office, Vanuatu Council of Women (Department of Women) – Santo Office Traffic police Vanuatu Environmental Science Society	Emails, facebook posts, open days / site visits.  Meetings as requested / required by stakeholders.	PST with support from Supervision Engineer and ESHS Team.	At least 2 public announcements / information sharing.  At least one open day prior to mobilization.
Construction-related progress, upcoming activities, management and communication of nuisances, impacts and non-conformances and grievance mechanism.	Commercial neighbours Residential Communities of la Rosiere, St. Michelle, Velit Bay. Residential compound. Any others who ask or who agree to be regularly engaged	Monthly community meeting held at the site or nearby, with open invites. Weekly or two-weekly facebook posts, notice boards,	Contractor, with support from Supervision Engineer and ESHS Team and support from PST.	Regularly for the period of construction of the jetty, moorings and coastal reclamation at the compound. Frequency or effort if the works only involve new buildings or renovations, depending on the timing of works.

#### 4.3. Stakeholder Engagement Plan – Luganville Provincial Fish Market.

Table 4 Stakeholder Engagement Plan for Project Implementation

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
<b>Design and procurement of equipment</b>				
Design input. Input into draft ESCOP.	Fisher group representatives Northern Island Market Vendors Association Market vendors	Emails  Meetings and site visits	PST with support from design consultant.	3 month timeline during the design period. At least one meeting / site visit per group.
Awareness raising, discussion on potential nuisance, opportunity to provide feedback	Neighbours	Meeting, site visit	PST	3 month timeline during the design period. Information shared with all groups. All invited to meet / visit site.
Awareness raising, opportunity to provide feedback.	Traditional Leaders (Provincial Council of Chiefs – Tavuemasana Council of Chiefs) and Chiefs from the area councils which have fishers’ groups Fisher group representatives Ministry of Lands (Department of Lands – Santo) Ministry of Internal Affairs (Foreshore) Municipal Council (including Mayor)	Emails and meetings	PST	3 month timeline during the design period. Information shared with all groups. All groups invited to meet / visit site. Consultation can occur with the activities scheduled in 4.2 above.
<b>Installation of equipment</b>				
Pre-mobilisation	Fisher group representatives Northern Island Market Vendors Association Market vendors neighbours	Emails	PST	Once prior to mobilization to provide more detail on the schedule, ESCOP and other relevant information.

4.4. Stakeholder Engagement Plan – VFD Headquarters Port Vila.

Table 5 Stakeholder Engagement Plan for Project Implementation

Topic of consultation / message	Target stakeholders (referring to the list in Section 3)	Method used	Responsibilities	Frequency/Timeline
Design and E&S instrument Preparation				
Introduction to the proposed investments, conceptual design, development process, ESMP process.  Early feedback and commitment to continue to engage and preferred methods.	Ministry of Justice and Communities Services (Disability)  Residential neighbours	Emails  Meetings and site visits	VFD staff and PST with support from Design and Construction Contractor	During the 6 month design phase. At least two meetings / site visit per group.
Confirm land access arrangements through the Land Due Diligence Report.	Ministry of Lands (Department of Lands – Vila)	Emails  Meetings	PST	As early as possible.
Construction				
Pre-mobilisation awareness raising, inform of process, key activities and grievance mechanism.	Residential neighbours	Emails  Meetings and site visits	PST and Design and Construction Contractor	Prior to works starting.
Monthly progress updates.	Residential neighbours	Emails  Meetings and site visits	PST and Design and Construction Contractor	Monthly for the duration. Where impacts are low or stakeholders are not sensitive or affected, emails or letter box notices may suffice, otherwise meetings are proposed.

4.3. Proposed strategy to incorporate the views of vulnerable groups

The following measures will be taken in order to remove obstacles to full and enabling participation / access to information:

- Meet with representatives such as government ministries, women’s groups, churches, Council of Chiefs, Provincial Councils and NGO’s early in the sub-component activity cycle and identify those that are disadvantaged or vulnerable and the best way to engage with them – either directly with the affected parties or through third parties who can represent them and their needs (such as NGO’s or government departments).

- Develop a plan for how, when and where the VFD staff, PST and / or their consultants will share information and seek input and feedback. Engagement will be at times, locations, and using methods specific to the group/individual.
- PST will ensure that any specialist resources required for engagement, such as venue hire, consultants with specific expertise, language translation etc. will be available in a timely manner to support the engagement plan.
- PST and their consultants will ensure there will be sufficient time to provide information and seek feedback within the overall sub-component activity.

The PST will also ensure that the grievance mechanism is adapted where necessary to accept and address grievances in a way that is responsive to the needs of vulnerable groups and individuals.

## 5. Resources and Responsibilities for implementing stakeholder engagement

### 5.1. Implementation Arrangements and Resources

The PST will have the responsibility to ensure the SEP is implemented and sufficient resources are allocated in a timely manner. This includes ensuring consultants and contractors are fully aware of their roles and responsibilities and can budget accordingly. The entities responsible for carrying out stakeholder engagement activities are provided in the tables above and include the PST, their consultants and the contractors responsible for infrastructure and building construction.

The PST will run a stakeholder engagement program, scheduling all activities regardless of which entity is responsible. All entities will share their schedules with the PST prior to the event. The PST will require their staff and all entities to collate the following records and share them after the event or action:

- Name of event / action
- Location and name of venue
- Date and time
- Lead personnel
- Participants – total number of men, total number of women, list of names and signatures (and job titles for those other than members of the public).
- Photos and videos of the event
- Information shared by lead personnel
- Feedback and input from participants
- Next steps/outputs

All entities will share the following records with PST:

- Key emails to stakeholders
- Social media and mainstream media announcements, posts, advertisements etc.
- Brochures, written summaries, slide decks.
- All feedback from stakeholders in whatever form.

The stakeholder engagement activities will be documented through quarterly Project reporting to the VFD, Ministry of Fisheries and World Bank.

The budget estimate for implementing the SEP and grievance mechanism is 1,050,000 VT. The budget breakdown can be found in Annex 2. This will be integrated into the relevant parts of the Project budget.

## 6. Grievance Mechanism

The Grievance Mechanism is the system that allows not only grievances, but also any queries, suggestions, feedback and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner.

A ‘complaint’ is categorized as an issue that raises concern, worry, or otherwise troubles the affected party or parties. A complaint which is not responded to in a timely or satisfactory manner may escalate into a ‘grievance’.

Any complaints or grievances relating to *working conditions* will be dealt with through the Labour Grievance Mechanism explained in the Vanuatu PROP Labour Management Procedures.

Any reports of violence, assault, exploitation, abuse or harassment is a specific type of grievance that will be referred to a separate grievance process as described below.

### 6.1. Description of Grievance Mechanism`

#### Implementation Arrangements

**Grievance Process Management:** PST is responsible for managing the grievance mechanism and ensuring all parties are aware of their roles and responsibilities as outlined below. The PST is responsible for maintaining a register of all complaints, grievances, queries, suggestions and feedback for the duration of the Vanuatu PROP Project and responsible for ensuring each registered issue is closed out within the expected timeframes or otherwise escalated as per the process below. The PST is responsible for reporting progress to VFD management and the World Bank on a quarterly basis.

**Receipt and resolution of issues:** All entities on the Vanuatu PROP project, including workers, consultants, contractors and government staff, must be aware of the process, communicate the process to stakeholders and understand their responsibilities for receiving, assigning, resolving and escalating issues.

Each entity must record the details and pass on to the entity responsible for resolution, copying in the PST. The entity responsible for resolution

Table 6 Grievance Mechanism Steps

Step	Description of process	Timeframe	Responsibility
Making a complaint Asking for information Making a query Providing feedback Lodging a grievance	Any entity can receive a complaint, grievance, feedback or query by any format.  Grievances can be submitted via the following Project channels: <ul style="list-style-type: none"> <li>• Toll-free telephone hotline: [include number] operated by [insert]</li> <li>• Short Message Service (SMS) to [include number]</li> <li>• E-mail to [insert]</li> <li>• Letter to [insert]</li> </ul>	Throughout the Project.	PST is responsible for ensuring all entities are trained to receive submissions and ensuring all channels are operable for the duration of the Project. PST and contractors are responsible for maintaining their channels and ensuring stakeholders understand how to use them.

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Step	Description of process	Timeframe	Responsibility
	<ul style="list-style-type: none"> <li>• In-person at the PST office, VFD office or Contractors office.</li> <li>• Grievance or suggestion boxes located at the entrance to all construction sites.</li> <li>• Social media [<i>insert relevant social media accounts</i>]</li> <li>• Online form on the following website: [<i>insert</i>]</li> </ul> <p>They can be submitted anonymously and can be submitted by a third party on behalf of the complainant.</p>		
Sorting, processing	<p>All submissions are: Copied/forwarded to PST grievance mechanism focal point ('Focal Point'). The Focal Point will log the submission in a register, assign a number and categorise according to the following complaint types:</p> <ul style="list-style-type: none"> <li>- Query / request for information</li> <li>- Complaint</li> <li>- Grievance</li> <li>- SEA/SH Grievance</li> </ul> <p>If a Contractor receives a submission: The Contractor will log the submission in their own register, assigned a number and categorise according to the following complaint types:</p> <ul style="list-style-type: none"> <li>- Query / request for information</li> <li>- Complaint</li> <li>- Grievance</li> <li>- SEA/SH Grievance</li> </ul> <p>The Contractor will inform the Focal Point within the same timeframe for all grievances and SEA/SH Grievance received.</p> <p>Copies of the full register, containing all queries, information, complaints, grievances and anonymised information on SEA/SH grievance will be reported monthly to the Focal Point.</p> <p>The Focal Point will reconcile the Vanuatu PROP register with the information from the Contractor's register.</p>	Upon receipt, within 24 hours.	<p>All entities</p> <p>PST</p> <p>Contractors</p> <p>PST</p>

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Step	Description of process	Timeframe	Responsibility
Acknowledge and assign.	<p>The Focal Point or Contractor will acknowledge the submission in person or writing, inform of the number and the resolution process.</p> <p>The Focal Point or Contractor will direct the submission to the appropriate person / entity for resolution.</p>	Within 2 days of receipt	PST or Contractor
Verification, investigation, action	<p>Investigation of the complaint is led by the responsible person / entity, supported by the Focal Point or Contractor. Actions include fact finding, interviews, field surveys to identify issues and proposed resolutions.</p> <p>A proposed resolution is formulated and communicated to the complainant by the Focal Point or Contractor.</p>	Within 10 working days	PST or Contractor
Provision of response	<p>Internal approval of the response/resolution between Focal Point and PST Manager, or between Contractor and Focal Point.</p> <p>Agreement reached with submitter / complainant.</p> <p>The escalation or appeal process will be initiated where agreement is not reached.</p>	Within 15 working days	PST or Contractor
Resolution	<p>Agreed actions are implemented, monitoring is carried out to ensure response is effective and case is closed.</p>	As required.	PST or Contractor
Escalation	<p>Where a complaint or grievance cannot be resolved in the process above, the following escalation occurs: Contractor's grievances are escalated to the PST for management. PST grievances are escalated to the Project Steering Committee.</p> <p>Grievance investigations and resolutions continue.</p>	<p>Within 15 working days</p> <p>Within 2 months (complexity may require additional time)</p>	<p>PST or Contractor</p> <p>Project Steering Committee.</p>
Legal process	<p>Any grievances that are not resolved within the processes above will be directed to the legal systems in Vanuatu</p>	As required.	PST

## 6.2. Grievances Related to Sexual Exploitation, Sexual Abuse or Sexual Harassment

The Vanuatu PROP Project has the following survivor-centric principles if a grievance related to SEA/SH is received:

<b>Safety</b>	Nothing will happen that puts the survivor at further risk of harassment, violence or retaliation by the alleged perpetrator or anyone else.
<b>Choice</b>	The survivor will choose what happens and be involved in decision-making including what action(s) are taken and what information about the incident is shared.
<b>Consent</b>	The survivor will provide consent at each stage of the complaint handling process.
<b>Confidentiality</b>	The survivor's privacy and confidentiality will be protected including that all information that is captured about the incident will be kept confidential.
<b>Informed</b>	The survivor will be provided comprehensive information so that they know what is happening and what will happen at each stage of the process.
<b>Supported</b>	The survivor will be referred to and supported to access specialist services to assist in their recovery including accessing police, court, health, and social services.
<b>Respect</b>	The survivor will be always treated with dignity and respect.
<b>Non-discrimination</b>	The process will not discriminate based on sex, age, race/ethnicity, ability, sexual orientation or gender identity, or other characteristics.

The Project will follow this process when receiving and responding to complaints of SEA/SH:

<b>Receive</b> complaints of GBV, including SEA / SH	<p>Complaints of SEA / SH can be reported:</p> <ul style="list-style-type: none"> <li>• Through the existing channels of the GRM.</li> </ul> <p>The person who receives the complaint will:</p> <ul style="list-style-type: none"> <li>• Tell the survivor about the closest GBV service providers including justice, health, safe accommodation and / or counseling.</li> <li>• Document and register the complaint.</li> <li>• Explain the GRM complaints and reporting process to the survivor.</li> </ul> <p>If the survivor chooses to make a formal complaint to the project, the person who received the complaint will communicate the allegation to the PST GRM Focal Point within 24 hours of receiving the complaint.</p>
<b>Assess</b> if the allegation is likely linked to the project	<p>The Focal Point will determine the likelihood of the allegation being linked to the project.</p> <p>If the allegation is determined to be likely linked to the project Focal Point will inform the PST Manager who is responsible for reporting to the World Bank within 48 hours of the determination with only the following data to be shared:</p> <ul style="list-style-type: none"> <li>• The nature of the allegation.</li> <li>• If the alleged perpetrator is, to the survivor's best knowledge, associated with the Project (yes/no).</li> <li>• The survivor's age and/or sex (if available).</li> <li>• If the survivor was referred to services.</li> </ul>
<b>Verify</b> if incident likely occurred	<p>If an allegation is determined to be likely to be linked to the project, the Focal Point will determine the likelihood that the incident occurred by interviewing all the people involved.</p> <p>If it is determined that it was likely that the incident to occurred, disciplinary measures, that is proportional to the nature and severity of the incident, toward the alleged perpetrator should then be agreed and communicated to the individual's employer.</p>

<b>Act by</b> taking disciplinary action	The employer of the perpetrator will implement the recommended disciplinary action in accordance with local legislation, the employment contract and the Code of Conduct. Once it is confirmed that disciplinary action has been taken by the employer of the perpetrator the case is resolved.
<b>Document</b> the complaint and outcome	Each individual complaint of SEA / SH or child abuse will be documented and registered. The Focal Point will compile numerical quarterly reports with no identifying information. All complaint records will be stored in a confidential and secure location.
<b>Communicate</b> with the survivor	The survivor will be provided ongoing feedback on the development and outcome of their case but especially when: <ul style="list-style-type: none"> <li>• The complaint is received.</li> <li>• The case is escalated.</li> <li>• The verification process commences or when a determination is made that there is an insufficient basis to proceed.</li> <li>• The outcome of the verification process and any disciplinary action.</li> <li>• When disciplinary action has been.</li> </ul>
<b>Training</b> for those receiving and resolving complaints	Anyone receiving or handling complaints of GBV will receive training so that they do not revictimize and retraumatize survivors or unintentionally cause them harm. Those who have been identified to receive complaints of GBV will complete training to: <ul style="list-style-type: none"> <li>• Understand the gendered nature of SEA / SH, child abuse, the GBV requirements in the Code of Conduct and the GBV pathway in the GM.</li> <li>• Have the skills to receive complaints of GBV.</li> </ul> Those tasked with resolving incidents of SEA / SH and child abuse will also complete training to develop their skills to receive, resolve and record complaints of GBV.

## 7. Monitoring and Reporting

### 7.1. Summary of how SEP will be monitored and reported upon (including indicators)

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

- (i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- (ii) Activities carried out in the reporting period.
- (iii) Significant feedback received in the reporting period, in particular
  - a. Issues that can be resolved in project scope or design;
  - b. Issues that can be resolved in environmental and social instruments;
  - c. Issues that are beyond the scope of the project.
  - d. Minutes of meetings summarizing the views of the attendees to be annexed to the monitoring reports.
- (iv) Status of open grievances and
- (v) Quantitative reporting of the following:
  - a. Number of engagement activities by method (meetings, workshops, emails etc.)

- b. Number of people engaged with (by method), gender disaggregated for interpersonal interactions
- c. Number of grievances received in project to date; and in the reporting period
- d. Number of grievances open and closed to date; and in the reporting period

#### 7.2. Reporting back to stakeholder groups

The SEP will be revised, updated and shared/disclosed as necessary during project implementation.

Quarterly reports of the progress monitoring will be shared with VFD, Ministry of Fisheries and World Bank.

Specific mechanisms to report back to the stakeholders will be developed for each sub-project activity based on the needs of the stakeholders and may include email, social media posts or regular written reports.

## Annexes

## ANNEX A. Code of Conduct

FOR ALL PERSONNEL TO SIGN:

I, \_\_\_\_\_, agree that while working on the Vanuatu PROP project:

- Follow all the laws of Vanuatu.
- Follow all occupational health and safety requirements.
- Do not use alcohol or kava or drugs during work time.
- Treat all women and girls, children and men with respect.
- Do not swear at or in front of any community members.
- Do not behave badly towards women and girls. For example, no looking somebody up and down; no kissing, no howling or smacking sounds; no following somebody around; no whistling and catcalls; no giving personal gifts.
- Do not touch or have contact with children (any person under the age of 18).
- Do not have sex and not try to have sex with members of the communities.
- Consider reporting through the GM or to my manager if I believe a fellow worker is not following this Code of Conduct.

With regard to children under the age of 18:

- Tell my manager if any children are in danger.
- Not pass time alone with any children.
- Do not invite any children to leave their home/community.
- Do not take any pictures or videos of children.
- Do not hit or swear or yell at any children.

I understand that if I breach this Code of Conduct, my employer will take disciplinary action which could include:

1. Informal warning.
2. Formal warning.
3. Additional Training.
4. Loss of up to one week's salary.
5. Suspension of employment (without payment of salary), for a minimum period of 1 month up to a maximum of 6 months.
6. Termination of employment.
7. Report to the Police if warranted.

Vanuatu PROP Stakeholder Engagement Plan

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

## ANNEX B. Budget

This budget is an estimate to be integrated into the Project budget. Stakeholder engagement and grievance management budgets will be updated each year within the annual work plan.

Budget categories	Cost estimate (Vatu)	Remarks
<b>1. Travel and staff</b>		
1a. Grievance Focal Point role	0	Within the Project Budget as part of E&S Officer position
1b. Stakeholder engagement staff	0	Within the Project Budget as part of E&S Officer and Specialist positions
1b. Travel – domestic flights	400,000	Travel to Santo for consultations, assume 8 return flights VLI-SON
<b>2. Meeting / workshop expenses</b>		
2a. Catering, venue hire, local transport	300,000	
<b>3. Communications</b>		
3a. Printing materials	50,000	Flyers, posters, signage
3b. Social media, design costs	150,000	This may include some external service providers to prepare online or digital content.
<b>4. Grievance Mechanism</b>		
		General costs are included in the above.
6a. Travel	150,000	Contingency for flights to Santo to respond to grievances, conduct investigations.
<b>5. SEA/ SH Grievance Response</b>		
5a. Service Provider		Included in the SEA/SH Action Plan budget
<b>Total</b>	<b>1,050,000</b>	