

ESWATINI WATER SERVICES CORPORATION



STAKEHOLDER ENGAGEMENT PLAN

FOR

**ESWATINI WATER SUPPLY AND SANITATION ACCESS PROJECT
(EWSSAP)**

DOCUMENT DETAILS

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List of Acronyms

ACRONYM	DEFINITION
CANGO	Coordinating Assembly For Non-Governmental Organizations
CLO	Community Liaison Officer
DWA	Department Of Water Affairs
EEA	Eswatini Environmental Authority
EEC	Eswatini Electricity Company
EHD	Environmental Health Department
ESIA	Environmental And Social Impact Assessment
ESMP	Environmental And Social Management Plan
ESRC	Environmental And Social Risk Category
ESS	Environmental And Social Standard
ESWADE	Eswatini Water and Agricultural Enterprises
EWSC	Eswatini Water Services Corporation
FBO	Faith Based Organization
GKE	Government of the Kingdom of Eswatini
GRM	Grievance Redress Mechanism
IBRD	International Bank For Reconstruction And Development
LMP	Labour Management Plan
MoH	Ministry Of Health
NDMA	National Disaster Management Agency
NGO	Non-Governmental Organisation
PAI	Project Area of Influence
PAPs	Project Affected Persons
PE	Project Engineer
PIP	Project Interested Parties

PIT	Project Implementing Team
PIU	Project Implementing Unit
PM	Project Manager
PSC	Project Steering Committee
RA	Regional Administrator
RAP	Resettlement Action Plan
RFP	Request For Proposal
SDGs	Sustainable Development Goals
SEP	Stakeholder Engagement Plan
SWAGAA	Eswatini Action Group Against Abuse
WASH	Water, Sanitation and Hygiene

1. INTRODUCTION

1.1 Project Description

The Eswatini Water Supply and Sanitation Access Project (EWSSAP) is in line with the Government of the Kingdom of Eswatini (GoKE)'s priority of alleviating acute water shortages to improve living conditions and enhance employment and income generation activities.

The project will directly benefit approximately thirty-eight thousand two hundred and thirty-three (38,233) people located in the three (3) target Tinkhundla (Zombodze, Hosea, and Shiselweni I) in Eswatini. An estimated eighteen thousand four hundred and seventy-eight (18,478) people will benefit through new potable water supply and eight thousand (8,000) people through new sanitation services. Additionally, improved potable water supply and sanitation services will be provided to four (4) health clinics and thirty-two (32) schools in the targeted areas reaching an estimated two thousand (2,000) people and five thousand and six hundred (5,600) people, respectively.

The project comprises of four (4) components, with a total loan amount of USD 45 Million, of which are further divided into sub-components as below:

- Component 1: Resilient Water Access and Management (USD 28 million)
 - Subcomponent 1.1: Improved Water Access
 - Subcomponent 1.2: Resilient Water Management
 - Subcomponent 1.3: Improving Eswatini's Drought Preparedness and Resilience
- Component 2: Improve Sanitation Access (USD 15 million)
- Component 3: Project Management (USD 1.89 million)
- Component 4: Contingency Emergency Response Component (CERC) (USD 0)

1.2 Project Development Objective (PDO)

The Project Development Objective is to:

Increase access to improved water supply and sanitation services in targeted areas of Eswatini.

1.3 Project Network

Figure 1 below illustrates the project main pipeline layout including laterals from Nhlanguano flowing to Siphambanweni.



Figure 1: Project Design Layout Showing Main Pipeline and Laterals

1.4 Document Overview

This document is an update of the Stakeholder Engagement Plan (SEP) that was updated and disclosed in September 2021. The original SEP forms part of the Environmental and Social Impact Assessment (ESIA) for the project. This version of the SEP is updated to highlight: i) Project Development Objective (PDO), project components and subcomponents, ii) incorporate stakeholders' engagements that took place after the disclosure of the preparation phase SEP in September 2021 and, iv) to incorporate activities and engagements done in component 2 and subcomponents 1.2 and 1.3 to be part of this SEP including a status update for all activities and engagements. v) revised project designs. It also details the updated GRM Procedure and Gender-Based Violence/Sexual Exploitation/Sexual Harassment (GBV/SEA/SH) Procedure.

1.4.1 OBJECTIVE OF THE SEP

The objective of the SEP is to:

- 1) Allow EWSC to receive diverse views regarding project design, implementation risks, impacts, and mitigation measures.
- 2) Help develop strong, constructive, and responsive relationships with people impacted by the project, e.g. Project Affected Persons (PAPs), Project Interested Parties (PIP), and Disadvantaged/Vulnerable Individuals or Groups.

- 3) Support project supervision and help identify potential environmental and social issues early.
- 4) Improve the environmental and social sustainability of projects, the project's acceptance, and its outcomes, and contribute to successful project design and implementation.

2. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

2.1 Initial Consultations

Engagements were carried out from pre-construction phase with the following stakeholders: the different chiefdoms within the three (3) Tinkhundla, Nhlanguano Town Council, Nhlanguano AIDS Training Information and Counselling (NATICC), Small Enterprises Development Company (SEDCO), benefiting Schools and Clinics for the Water Supply and Sanitation Access Component, Contractors for Package 1 and 2, Package 3 Consultancy for the development of Resettlement Action Plan.

2.2 Feedback Received from Stakeholders

In summary, all the engaged stakeholders are looking forward to the completion of the WASH project as they are still experiencing water scarcity and poor sanitation facilities in their respective areas.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1 Stakeholder Identification

This section identifies key stakeholders who will be engaged, informed and consulted about the EWSSAP, including individuals, groups, or communities that i) are affected or likely to be affected by the project, ii) may have an interest in the project, iii) may be disadvantaged and vulnerable groups.

To meet the best practice approaches, the EWSSAP will apply the following key principles for stakeholder engagement, which are in alignment with the World Bank principles:

- 1) Openness and life-cycle approach: targeted consultations for the project will be arranged during the preparation phase, carried out in an open manner, free of external manipulation, interference, coercion or intimidation.
- 2) Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analysing and addressing comments and concerns.
- 3) Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communication and build effective relationships. The participation process for the projects is inclusive. All stakeholders always encouraged to be involved in the consultation process.

3.1.1 Project Affected Parties

Project-affected parties under EWSSAP include households and communities that are likely to be impacted¹ in the project area from Nhlanguano town to Siphambanweni where component 1 and 2 activities of the project are to be implemented. The project has identified project-affected parties' interests and roles in the project's design, implementation, and decision-making processes. Project activities under this component are likely to result in clearance of vegetation, crops, and fences within the servitude for laying of pipeline. Other project activities such as the pump station are likely to affect communal land uses such as grazing and subsistence farming in the smallholder farms and may result in temporary restriction of access to homesteads, businesses, communal lands as well as social amenities and services. Direct social and economic impacts resulting from this component will be addressed by resettlement Action Plan (RAP). Therefore, communication on the timing of works will be a crucial component of the project to minimize adverse impacts and keep Project Affected Persons (PAPs) informed. The overarching implementation and monitoring of the stakeholder engagement plan

¹ 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.

will be the responsibility of EWSC. The direct responsibility of implementation is the responsibility of the Project Coordinator, the project Senior Social Specialist, and the project Social Specialist.

The project will positively impact targeted beneficiaries. These include (a) time savings to beneficiaries, resulting from beneficiaries no longer having to access water from relatively distant sources; (b) cost savings for some beneficiaries, resulting from access to more affordable piped water, relative to the cost of water delivered by tanker trucks; (c) productivity and health benefits from reduced incidence of diarrhea, including reductions in mortality; (d) improved school attendance for girls because of improved sanitation facilities; and (e) consumer surplus, generated from the additional water consumption relative to current consumption.

3.1.2 Project Interested Parties

These include individuals, groups, or organizations with an interest in the project. These groups of stakeholders may be interested on the EWSSAP for variety of reasons including concerns with its location, some of its characteristics, and its impacts, or other matters related to the broader public interest. Interested parties may include regulators, government officials, the private sector, academia, workers' unions, women's organizations, civil society organizations, and cultural groups.

The project has and will continue to identify other interested parties' interest and roles in the projects design, implementation, and decision-making process. The EWSC, through the EWSSAP PIT, has undertaken preliminary stakeholder identification exercise and has developed a list of all the actors that may affect the project design and outcome. A total of twenty-six (26) stakeholders have been identified (Table 1). The relationship between EWSC and the identified stakeholders shall be nurtured continuously to create and maintain constructive engagements. Table 1 below shows the stakeholders identified to date and are listed according to their roles in the SEP.

3.2 Stakeholder Analysis

The objective of the stakeholders' analysis is to determine each stakeholder's interest and its ability to influence EWSSAP design and its implementation. The purpose of the analysis and preliminary engagement is to determine and source the opinions of the most powerful stakeholders to help define the project at its preliminary stage. It is also to build an understanding of the stakeholders early on and to ensure they fully grasp and understand the project.

A general list of stakeholder groups identified and analysed as per their interest on the project has been presented in table 1 below:

Table 1: Stakeholder Identification and Analysis

Stakeholder Group	Interest/Cause in Engagement	Influence
Project Interested Parties		
Eswatini Environment Authority (EEA)	Institution responsible for the protection of the environment, hence, have to be engaged since they issue approvals before commencement of a construction work.	High
Ministry of Natural Resources and Energy (MNRE)	Line ministry that needs to be informed about the project progress.	High
Ministry of Health (MoH)	Responsible for the sanitation component of the project thus must be informed of progress of component 2 of the project and messaging around the project must be coordinated.	High
Ministry of Finance (MoF)	Responsible for the administration of the Loan received from World Bank.	High
Ministry of Commerce (MoC)	Ministry that is responsible for the development and economic growth, hence, to be updated on project activities as development works.	Medium
Regional Development Team and Regional Administrator (RA)	Responsible for development in the region and they coordinate development activities in the region. They must be informed about the project and attributes.	Medium
Ministry of Tinkhundla Administration & Development (MTAD)	Responsible for development in the region hence must be informed with project activities.	Medium
Eswatini Electricity Company (EEC)	Company responsible for the business of generation, transmission, and distribution of electricity, hence, have to be engaged should there be EEC infrastructure on the ground where pipeline will be traversing.	Medium
Eswatini Post and Telecommunications (EPTC)	Company responsible for centric communication, logistics and financial solutions through application of modern technology, hence, must be engaged should there be EPTC infrastructure on the ground where pipeline will be traversing.	Medium
Ministry of Public Works and Transport (MoPW&T)	Responsible for the use of road reserves and sleeves. They must be engaged to give authority on use of reserves and for construction of crossings.	High
Royal Eswatini Police Services (REPS)	Responsible for public safety, law, and order GBV cases and theft reporting, hence, must be engaged should safety, theft, GBV cases emanate from the project.	Low

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Town Council of Nhlanguano	Local Authorities are responsible for all Town planning, administration and land access in towns, basic service delivery and hence they must be engaged on providing information and access.	High
Beneficiaries	These include Communities, Schools, Clinics, Tinkhundla and Government administration centres, Security Forces institutions and individuals to benefit from the project, whose opinion matters throughout the project cycle as direct beneficiaries.	High
Traditional Authorities	Responsible for affected properties on Swazi Nation Land.	High
Department of Water Affairs (DWA)	Department responsible for water supply in the rural areas.	High
Eswatini National Trust Commission (ENTC)	Institution responsible for preservation of natural and cultural heritage of the people of Eswatini including management of protected areas.	Low
WASH stakeholders	Development Community - water supply in the rural areas	High
Nhlanguano AIDS training information and counselling centre (NATICC)	Institution to assist with GBV/SEA/SH related cases that require response such as counselling.	High
World Vision	NGO funding water-related projects such as rehabilitation of existing water scheme network.	Medium
UNICEF	Deals with the rights of children and vulnerable groups hence their insight or involvement will be key for the project in addressing vulnerable groups including children impacted by the project.	Medium
Project Affected People		
Communities within Zombodze Emuva Inkhundla	People within the Project Area of Influence (PAI) that are directly influenced by the project and/or have been identified as most susceptible to change associated with the project. These people need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.	High
Communities within Shiselweni 1 Inkhundla		High
Communities within Hosea Inkhundla		High
Residents on Title Deed Land who are within the pipeline route and reservoir sites		High
Companies (e.g., EEC, EPTC, Nhlanguano Town Council) owning existing		High

infrastructure along the pipeline route		
Disadvantaged/Vulnerable Individuals or Groups		
<p>Within the project, the vulnerable or disadvantaged groups include and are not limited to the following:</p> <ol style="list-style-type: none"> 1) Retired and elderly people; 2) People with disabilities; 3) Pregnant women, infants and children; 4) Women-headed households and/or single mother with underage children; 5) Unemployed; 6) Residents of public orphanages and elderly houses; and 7) Stateless persons and refugees. <p>Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate.</p>		

4. STAKEHOLDER ENGAGEMENT PROGRAM

The project intends to utilize various methods of engagement that will be used as part of its continuous interaction with the stakeholders. For the engagement process to be effective and meaningful, a range of various techniques that are specifically tailored to the identified stakeholder groups will be applied. Methods used for consulting for every group may be different.

The format of every consultation activity should meet general requirements on accessibility, i.e., shall be held at venues that are easily reachable and do not require a long commute, entrance fee or preliminary access authorization, cultural appropriateness (i.e. with due respect to the local customs and norms), and inclusiveness, i.e. engaging all segments of the local society, including disabled persons, the elderly, minorities, and other vulnerable individuals.

4.1 Stakeholder Engagement Techniques

The table below presents techniques that will be utilized to the stakeholder engagement process:

Goal:	Monitoring stakeholders' views	Informing or educating stakeholders	Gaining information and feedback to inform decisions	Working with stakeholders to understand issues and concerns and formulate joint responses	Delegating decision making on a particular issue
Engagement Techniques:	Media and internet tracking. Reports from other stakeholders or interviews	Letters and consultative meetings	Meetings and letters	Multi-stakeholder forums and meetings	Integration of stakeholders into governance structures, such as through becoming members of committees and schemes (e.g., Grievance Redress Committees, Community Development groups), taking over responsibility for aspects of activity

4.2 Information Disclosure

The objective of the information disclosure plan is to ensure that appropriate project information, particularly activities on environmental and social risks and impacts are disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format. The SEP will be disclosed after each updating process.

The EWSC will ensure that stakeholders are provided with access to the information listed in a timeframe that enables meaningful consultations with them. The disclosure and consultations activities will be informed by the following guiding principles:

- Consultations must be widely publicized particularly among the project affected stakeholders/communities, preferably two (2) weeks prior to any meeting engagements;
- Allow non-technical information summary to be accessible prior to any event to ensure that people are informed of the assessment and conclusions before scheduled meetings;
- Location and timing of meetings must be designed to maximize stakeholder participation and availability;
- Information presented must be clear, and non-technical, and presented in both local language and mannerism;
- Facilitate in a way that allow stakeholders to raise their views and concerns; and
- Issues raised must be answered, at the meeting or later.

4.1.1 Avenues for Information Disclosure

There are various avenues that will be employed in the stakeholder engagement process and should be used for information disclosure:

- 1) Information Boards:** Notice boards or posters are effective mechanisms to inform the communities and wider audiences about the project. These can be installed on specific areas of impact among the communities.
- 2) Meetings:** the EWSC project team will attend chiefdom, Water Committee meetings should there be a need to disclose some information about the project.
- 3) The Media:** Newspapers commonly read in the project area will be used to notify the public.

4.2 Stakeholder Engagement Process in Accordance with Project Phases

Table 2: Stakeholder Engagement Activities from September 2021 – December 2023

Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
Pre-Construction Phase Engagements	WATER SUPPLY COMPONENT				
	Package 1 Engagements: Package 1 entails the construction of 3 reservoirs and a pump station. Currently, the construction of the reservoirs and pump station is 90% complete, pending water tightness testing for reservoirs and pipework and electrical connection for pump station. This package is expected to end in April 2024.				
	Ministry of Public Works and Transport	-Project scope and rationale -Request for permission to use road reserve and cross the road	-Meetings -Letters	Ministry of Public Works and Transport Offices	-The ministry granted EWSC permission to utilise road reserve and do road crossings
	Eswatini Electricity Company (EEC)	-Project scope and rationale -Identification of EEC existing services along the project area	-Letters -Meetings	EEC Offices	-Package 1 of the project will not interfere with existing systems because of the proximity of reservoirs and pump station to the EEC infrastructure
	Eswatini Post and Telecommunications (EPTC)	-Project scope and rationale -Identification of EPTC existing services along the project area	-Letters -Meetings	EPTC Offices	-Package 1 of the project will not interfere with existing systems because of the proximity of reservoirs and pump station to the EPTC infrastructure
Communities within Zombodze Emuva, Shiselweni 1,	-Project scope and rationale -Project progress -Grievance Redress Mechanism -Issues of GBV/SEA/SH within the project area	-Meetings	Zombodze Emuva, Shiselweni 1, and Hosea Tinkhundla	-Welcomed the project and expressed their gratitude towards the project progress since they are in desperate need for water. -Community members from Shiselweni 1 questioned why there is no reservoir situated in this Inkhundla. The response	

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
	and Hosea Inkhundla	<ul style="list-style-type: none"> -Introduction of awarded contractor and contractor's needs from the community -Land Acquisition for areas where project will require land owned by community members/property owners 			<p>given was that assessments of areas where reservoirs could be situated were done and it was found out that the altitude of Shiselweni 1 could not allow for a reservoir since it has to be constructed on areas of a certain altitude.</p> <ul style="list-style-type: none"> -Acknowledged the project GRM and requested that more members from the community be involved in the GRM operation EWSC Project team responded that the EWSC social team will re-visit Traditional Leaders for clarity regarding members who are to be part of the community level committee. -Expressed their gratitude towards the project for engaging a service provider (NATICC) to help deal with issues of GBV/SEA/SH that may emanate as a result of bringing new people to the community -Requested contractor to consider hiring people from the community for unskilled labour and also consider utilising resources offered by communities instead of buying from afar and transporting them. The EWSC project team responded that the contractor will only recruit required unskilled labour from the communities. Regarding utilisation of resources, the contractor will engage Traditional Leaders should there be a need for material, e.g., gravel or soil material that will be required during construction. -Traditional Authority Leaders agreed to be of assistance in cases where the project will need to acquire land -Communities agreed to not stand in the way of the project

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
	Water Committee Members	-Project scope and rationale -Grievance redress process	-Meetings	Tinkhundla Centres	-Water Committees requested EWSC project team to conduct customer education before construction and at project closeout stage before connections. The project team responded that customer education was conducted within communities at project initial stage and will be conducted again before handing over infrastructure to the EWSC operations. -Expressed their gratitude since they are now convinced that communities within the three Tinkhundla will benefit
	Homesteads along reservoir sites and pump station	-Project scope and rationale -Project progress -Grievance redress process -Issues of GBV/SEA/SH within the project area -Introduction of awarded contractor and contractor's needs from the community -Land Acquisition for areas where project will require land owned by community members/property owners	-Meetings	Homesteads and in areas next to reservoir sites and pump station	-Welcomed the project and expressed their gratitude towards the project progress since they are in desperate need for water -Expressed their gratitude towards the project for engaging a service provider (NATICC) to help deal with issues of GBV/SEA/SH that may emanate as a result of bringing new people to the community -Requested that contractor consider them during the recruitment process as they are very close to the sites. The EWSC project team responded that the contractor would consider recruiting unskilled from communities, more especially people living close to the sites, however, the number of people to be hired will be as per need as work continues. -Requested that traffic accommodation be of a high standard to ensure the safety of road users, especially school children -Acknowledged the GRM and mentioned that they will make use of it in reporting complaints during construction works

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
					-Granted the project permission to proceed and agreed to work collaboratively with the contractor and to provide a laydown areas should the need arise
	Nhlangano AIDS training information and counselling centre (NATICC)	-To offer assistance in dealing with GBV/SEA/SH issues throughout project implementation -GBV/SEA/SH Trainings and case management	-Meetings	NATICC offices and EWSC Nhlangano Auditorium	-Agreed to provide GBV/SEA/SH services and this was formalised through a Memorandum of Understanding
	Traditional Authority Leaders within the Three Tinkhundla	-Project scope and rationale -Project progress -Grievance redress process -Issues of GBV/SEA/SH within the project area -Introduction of awarded contractor and contractor's needs from the community -Land Acquisition for areas where project will require land owned by community members/property owners	-Meetings	Tinkhundla Centres	- Welcomed the project and expressed their gratitude towards the project progress since they are in desperate need for water. -Acknowledged the project GRM and agreed to assist in solving grievances using existing traditional structures as some members are part of the Community Level Redress Committees -Expressed their gratitude towards the project for engaging a service provider (NATICC) to help deal with issues of GBV/SEA/SH that may emanate as a result of bringing new people to the community -Requested that the contractor to consider hiring people from the community for unskilled labour -Agreed to be of assistance in cases where the project will need to acquire land

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
	Property/Land owners for reservoir sites and pump station	-Land Acquisition for areas where project will require land owned by community members/property owners	-Meetings -Letters	Property owners homesteads or offices	-Land owners where reservoir 1,2, 3, and the pump station are situated granted EWSC permission to utilise land within their properties at a compensation fee.
	Contractor (Inyatsi Construction)	-Construction of Package 1 infrastructure -Introduction to the different communities within the three Tinkhundla	-Meetings	EWSC Nhlanguano Auditorium	-Expressed gratitude for the opportunity to be awarded as the contractor for Package 1 works -Agreed to outsource unskilled labour from the community -Requested communities to work collaboratively with the contractor
Subcomponent 1.3: Improving Eswatini Drought Preparedness and Resilience					
	Fourteen (14) Municipalities in the country (municipal leadership, Councillors, and residents and users)	-Introduce the Drought Management Plans for Urban Areas and Towns in the Kingdom of Eswatini -Collect baseline data that include critical infrastructure, population and livelihoods, municipal boundaries, drought management systems, historical drought impacts, etc	Meetings	Municipality halls, and auditoriums	<ul style="list-style-type: none"> - Unclear roles of municipalities in disaster risk management - Some municipalities do not budget for disaster management - Data unavailable (data gaps). - Need for review of bylaws to empower municipalities in disaster management.
	Government Ministries	-Discuss data access, collection, and utilization for the Development of Comprehensive Disaster &	Door-to door meetings or consultations	Government offices	<ul style="list-style-type: none"> - Not all required data for the assignment is available. - Some of the available data not in required format. - Risk profiles important for disaster management and planning

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
		Vulnerability Risk Profiles for the Kingdom of Eswatini			
	Disaster management stakeholders	-Delivery of inception report for the Development of Comprehensive Disaster & Vulnerability Risk Profiles for the Kingdom of Eswatini	Workshop	Mountain View Hotel	<ul style="list-style-type: none"> - Explore if CMIP-6 data can be incorporated into the weather generator to optimise usefulness - Show the linkages with CDI-E, the UNESWA work, DRF Diagnostic/Strategy, and the Drought Preparedness Plans for Cities and Towns
	Disaster Management stakeholders	-Historical CDI-E validation for the operationalization of the Composite Drought Indicator (CDI-E) Eswatini	Workshop	Bethel Court	<ul style="list-style-type: none"> - Appreciate implementation of CDI for drought monitoring - How is the CDI available and accessible? - How regular is the CDI updated
	One thousand (1000) households in forty (40) Chiefdoms spread in the four (4) Agro-ecological or livelihoods zones	-Qualitative understanding of the utilization of indigenous knowledge systems and traditional drought indicators used for drought monitoring and associated impacts and establishment of citizen science network	Survey questionnaire	20 Tinkhundla (sampled) in the 4-agro-ecological zones	<ul style="list-style-type: none"> - Some households depend on indigenous knowledge systems for drought monitoring. - Amenable to the prospects of integrating modern and traditional drought monitoring systems, as integration will improve drought monitoring and impacts reduction in the country
	National Drought Monitoring Centre (NDMC)	Access to and provision of MODIS Collection 6.1 datasets and downscale the CDI-E outputs to a 1km resolution by the NDMC to	e-mail	On-line	<ul style="list-style-type: none"> - We would also approach this as a database-based project rather than file based as the current project is, to circumvent limitations in implementing advanced ideas. - All datasets would have to be gathered. This may be time consuming as it calls for daily data collection.

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
	- Nebraska United States	NDMA improve the applicability of the index for drought monitoring and assessment in Eswatini			<ul style="list-style-type: none"> - Data will need to be aggregated and stitched to sections that make sense for country size. - Data will need to have the cell QC process figured out e.g. what constitutes good and bad cell values. - Low resolution data will need to be resampled using several methods to find the one that best integrates with the hi-res data. - Determine the best process for history extension (If this is not done the record will be too short to show all desired categories with about twenty (20) years of MODIS) - Data download script or processes for hi-res will need to be developed as this system will not be as easily populated with new data once a month. - Once coding is relatively complete the code will require testing this usually take several weeks. - The last piece will likely take more time than the whole development. - With new inputs and timescales, I believe several versions of the CDI will need to be created before it can even be sent out for general validation.
Subcomponent 1.2: Resilient Water Management					
	Eswatini Water Services	Collect primary and secondary data amongst other regarding:	Letters, Meetings, site visits,	Ezulwini (HQ) and regional offices	Most of the requested data were delivered to the Consultant. During the first stages of the project, joint site visits were organized in:

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
	Corporation (EWSC)	<ul style="list-style-type: none"> - Service areas, customers and DMAs; - Existing WASH infrastructure (details, age, designs, as built, O&M); - Operational data (Water and wastewater treatment plants, key infrastructure, Hawane Dam); - NRW; - Surveys and reports of ongoing sub-projects under EWSSAP; - Carbon emission estimates, - Financial statements, tariff structures, billing and revenue collection; - Corporate structure and operational capacity. 	Questionnaires		<ul style="list-style-type: none"> - 21 Urban Water Supply systems (networks and treatment facilities); - 11 Urban Wastewater Management systems (networks and treatment facilities). <p>Certain datasets were not delivered to the Consultant (apparently the data are missing from the Corporate records):</p> <ul style="list-style-type: none"> - Design Reports for a number of treatment plants (water supply and wastewater) - As Built documentation for a large number of treatment plants (water supply and wastewater) - O&M manuals for most wastewater treatment plants - Operational data (Hawane dam, water production data for certain water treatment plants)
	Ministry of Natural Resources and Energy (MoNRE) / Department of	<p>Collaborate for the WPM-MIS update and hydrologic modelling. Collect primary and secondary data amongst other regarding:</p> <ul style="list-style-type: none"> - Existing and planned rural WASH infrastructure; 	Letters, Meetings, Site visits, Questionnaires	DWA and regional offices	<p>All requested data were delivered to the Consultant upon demand. Through joint site visits (organized in collaboration with the DWA regional authorities) data were collected from</p> <ul style="list-style-type: none"> - 71 Rural Water Supply Schemes; - 245 sanitation facilities of rural households.

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	Water Affairs (DWA)	<ul style="list-style-type: none"> - Water Point Mapping and Groundwater Databases; - Existing hydrologic models; - Operational data for large dams across Eswatini; - Water permits and flow measurements; - Reports of ongoing sub-projects under EWSSAP; - Surface water quality data - Groundwater/borehole data; - Department structure and operational capacity. 			
	Communities, Water Development Committees (WDCs), Households, Private Service Providers	Inform about the Master Plan, conduct Focus Group Discussions, Key Informant Interviews and Household Survey, in order to collect (nationwide) Primary Quantitative and Qualitative Data, and assess WASH coverage and conditions	Meetings and Questionnaires	Nationwide	Received required nationwide data regarding <ul style="list-style-type: none"> - Current WASH coverage; - WASH service levels and conditions across the complete service chain; - Understanding the WASH Master Plan project, record and discuss challenges in WASH service provision.
	Municipal and Town Councils	Inform about the Master Plan and collect secondary	Letters, Meetings, Site visits	Respective cities and towns	- Received secondary quantitative and qualitative data (current and future plans, environmental hotspots and other).

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
		quantitative and qualitative data regarding: <ul style="list-style-type: none"> - Town planning and reports - Sludge emptying service providers and public toilets - Environmental conditions and hotspots - Interaction of WASH with Municipal systems (stormwater, solid waste) Previous experiences and planning regarding WASH in Informal settlements			<ul style="list-style-type: none"> - Data not yet communicated by Mbabane and Manzini Councils. - Follow-up meetings were requested (through DWA) with these Councils.
	National Disaster Management Agency (NDMA)	Inform about the Master Plan and collect secondary data from the ongoing EWSSAP sub-projects and reports/data from recent disasters (droughts and floods)	Letters and meetings	NDMA - Mbabane	<ul style="list-style-type: none"> - All requested data were shared upon the Consultant's demand
	Central Statistics Office (CSO)	Inform about the Master Plan, request secondary data: <ul style="list-style-type: none"> - Nationwide population data, projections and growth rates (Regional and Tinkhundla 	Letters and meetings	CSO Head Office - Mbabane	<ul style="list-style-type: none"> - Nationwide population data and projections were shared, at Tinkhundla (administrative) level. - Current and projected population estimates, and growth rates for key urban centers and large settlements across the Country not yet shared by CSO.

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
		level, key urban centers and settlements) Previous reports and estimates on climate change and climate shock effects to population mobility and growth rates			- Previous reports and estimates on climate change (and climate shock) effects to population mobility and growth rates not yet shared by CSO. - The missing data are considered necessary for the preparation of the Master Plan. The Consultant shall make the necessary assumptions and project populations based on the available data.
	Ministry of Health - EHD	Collect secondary quantitative and qualitative data on sanitation and hygiene across the whole service chain (coverage, current conditions, operations, specifications, designs and reports on ongoing and recently completed projects, other)	Letters, questionnaires and meetings	Mbabane	All requested data were shared by the MoH/EHD
	Ministry of Agriculture/ Eswatini Water & Agricultural Development Enterprise	Inform about the Master Plan and collect secondary data regarding existing and planned rural WASH systems under the Enterprise's authority.	Letters and meeting	ESWADE (now EWADE) Head Office	No data were communicated to this point by EWADE
	Micro Projects	Inform about the Master Plan, collect secondary data on existing rural WASH infrastructure	Letter	Mbabane	Data were collected, communication continues for clarifications

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
	JRBA	Inform about the Master Plan and collect secondary quantitative and qualitative data (water use and water permit, current and future plans on water resources management, reports from recently completed and ongoing projects).	Letter, meetings	JRBA offices	All requested data were received from JRBA
	MoTEA/ Department of Meteorology	Collect secondary quantitative hydrological data (precipitation and temperature)	Letter (through DWA)	Mbabane	Monthly and yearly data were shared. Daily rainfall data not yet received.
	MoNRE - Surveyor General, and Geological Survey and Mines Department	Collect secondary quantitative and qualitative data relevant to: <ul style="list-style-type: none"> - Topographic maps; - Ortho-photo maps; Groundwater resources.	Letter, meetings (through DWA)	Mbabane	All requested data were received
	International Organisations, IFIs and NGOs involved in WASH (UNICEF, UNDP, WBG, EU, Red Cross, Global Water	Inform about the Master Plan, collect secondary quantitative and qualitative data on WASH across the whole service chain (coverage, current conditions, existing and planned infrastructure, reports on	Letters and meetings	Mbabane	Most of the requested data were received, except data on rural WASH schemes implemented by certain NGOs.

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
	Partnership, WaterAid, Thirst Projects, other)	ongoing and recently completed projects, other)			
	Private drilling companies	Collect borehole data	Meeting	Mbabane	All requested data were received
	<p>Package 2 Engagements:</p> <p>Package 2 entails construction of main pipeline from Nhlangano connection point to Reservoir 1 in Zombodze. Civil works have not commenced on this package, however, the contractor has been appointed. Works are planned to begin on the 19th of February 2024 and be completed in February 2025.</p>				
	Property/Land owners along pipeline route	<ul style="list-style-type: none"> -Project scope -Project progress -Grievance redress process -Progress on Resettlement Action Plan -Land Acquisition for areas where project will require land owned by community members or property owners 	-Meetings	Tinkhundla Centres	<ul style="list-style-type: none"> -Welcomed the project and expressed that they are looking forward to the start of works. -Requested that they be hired for unskilled labour during construction -Acknowledged the project GRM -Requested that there be safety measures put in place for traffic accommodation during construction -Requested for proper rehabilitation after construction. Currently, rehabilitation at reservoir sites and pump station is at 0%, awaiting Supervising Engineer's instruction to grass areas.
Nhlangano Town Council (NTC)	<ul style="list-style-type: none"> -Update on project progress for package 2 -Presentation of final design drawing within title deed land 	<ul style="list-style-type: none"> -Meetings -Letters 	Nhlangano Town Council Board Room	<ul style="list-style-type: none"> The following outcomes are a summary of three (3) meetings held with NTC. -Expressed its gratitude towards EWSC for engaging NTC on the different aspects of the project and communicating 	

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
		<ul style="list-style-type: none"> -Update on commencement of civil works -Introduction of Contractor (Stefanutti Stocks) -Grievance Redress Mechanism and appointment of NTC representative to handle GRM issues on Title Deed Land -Informal settlements and business structures along pipeline route -Discussion on existing services -Project documentation required by the council for review -Environmental Management of wetland during construction 			<ul style="list-style-type: none"> expectations of the project and the importance of creating a good relationship -Expressed its concern on potential damage done by contractors during construction works, either roads or any other civil works -Requested EWSC to ensure that the contractor complies with safety and environmental issues -Explained the importance of EWSC to engage EEC and EPTC since these companies have existing infrastructure within the pipeline route -Requested sharing of the Traffic Accommodation Plan and final design drawings, with keen interest on where the pipeline will be traversing within Nhlangano town -Requested sharing of programme during construction, so they are aligned with ongoing works and inform stakeholders accordingly -Agreed to assist the contractor in identifying existing drainage systems -Explained that the NTC will engage the Eswatini Environment Authority (EEA) regarding guidelines for working in a wetland
	Contractors interested in tendering for package 2 construction	<ul style="list-style-type: none"> -Discussion on project scope -Discussion on Environmental and Social Requirements as per the World Bank Standards -Billing of E&S requirements in the Bills of Quantities (BoQs) 	-Meetings	EWSC Nhlangano Auditorium	<ul style="list-style-type: none"> -Acknowledged and thanked the EWSC for guidance and project requirements, more especially E&S requirements as per the World Bank's Standards -Requested for a site tour to have a better understanding of the site

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Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
		-Presentation of project designs -Required project documents -Tendering process and costs implications during submission of tender documents			
	Awarded Contractor (Stefanutti Stocks Holdings Limited)	-Tender submission <ul style="list-style-type: none"> • Pressure testing procedure • BoQs – re-submission -Road crossings – MOW requirements -E&S strategies submitted and outstanding items <ul style="list-style-type: none"> • Municipality requirements • Existing services • Land access • Resettlement action plan -Performance guarantee -Advance payment guarantee	-Meetings -Letters	EWSC Headquarters Boardroom	-Acknowledged and thanked the EWSC for guidance on project requirements, more especially E&S requirements as per the World Bank’s Standards -Agreed to submit the required documents before start of civil of civil works -Pressure testing procedure – it was agreed that the EWSC pressure testing procedure would be considered as part of the contract, pending review by the Contractor -BoQs – It was indicated that the BoQs submitted by the contractor had incomplete descriptions, it was indicated that these are to be re-submitted to form part of the contract -Contractor was required to confirm availability of personnel for the project as per the Tender Document -As part of Ministry of Public Works and Transport Road reserve requirements, the Contractor was required to submit detailed method statements for construction including methodology for road crossings and drawings for temporary roadwork signs. A draft construction programme with clear milestones and completion dates will also be required

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					<ul style="list-style-type: none"> - E&S strategies to be made project site specific and Chance Find Procedure to be submitted by Contractor before start of works -The Nhlangano Town Council requested traffic accommodation plan, construction methodology before commencement of works to ensure existing services are dealt with adequately -It was confirmed that the contractor has access to all portions of land, however the Employer is still finalizing compensations, which are anticipated to be completed before commencement of works -For the Resettlement Action Plan, it was agreed that the Contractor has a provisional sum in the bill of quantities that caters for all compensations of affected parties related to temporary disruptions; crops, driveways, relocation of small spaza shops, temporary storage areas -Performance guarantee of 10% and E&S guarantee of 2% of the contract sum shall be submitted within 28 days of the issue of the letter of acceptance -Advance payment guarantee to be prepared and submitted -It was agreed that the commencement date shall be 3 weeks following the date of final signature of contract, tentatively in January 2024, depending on contract signature dates -Contractor was requested to train E&S personnel on E&S requirements as per the World Bank Standards
	Zombodze Emuva Traditional	<ul style="list-style-type: none"> -Project scope and rationale -Project progress -Revised project designs 	-Meetings	Zombodze Emuva Inkhundla Centre	-TAs requested for pegging to be done so that PAP know where exactly the pipeline will be traversing within their properties The PIU Project Coordinator responded that the contractor will do pegging before start of works. Thereafter,

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	Authority Leaders	<ul style="list-style-type: none"> -Updated Grievance redress process -Issues of GBV/SEA/SH within the project area -Introduction of awarded contractor and contractor's needs from the community 			<p>the EWSC Land Acquisition Officer will further engage project affected people regarding project affected assets noticed after pegging.</p> <ul style="list-style-type: none"> -TAs asked if laterals will be extended to other parts of the Zombodze Emuva Inkhundla. EWSC responded that because of budget constraints, the laterals will not be extended -TAs asked if there is a pipeline that will be directed to the Royal Kraal of Zombodze. The response was that there will be none because of budget constraints -TAs questioned if the hiring process of unskilled personnel will require any qualifications. The response was that the appointed contractor will communicate expectations through the Community Liaison Officers -TAs raised concern on business structures along the road. The response was that the Contractor has a provisional sum in the bill of quantities that caters for compensation of temporary disruptions; crops, driveways, relocation of small spaza shops, temporary storage areas -EWSC mentioned that after construction of infrastructure is completed, customer education on billing, connections and operation of the infrastructure will be conducted -TAs acknowledged GRM and thanked the project team for considering issues of GBV/SEA/SH during project implementation
	Benefiting communities	<ul style="list-style-type: none"> -Project scope -Project progress 	-Meetings	Zombodze Emuva Inkhundla	-Thanked the contractor for considering hiring of unskilled labour from the community instead of coming with its own

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	within Zombodze Emuva	<ul style="list-style-type: none"> -Grievance redress process -Progress on Resettlement Action Plan -Land Acquisition for areas where project will require land owned by community members/property owners -Issues of GBV/SEA/SH within the project area -Introduction of awarded contractor (Stefanutti Stocks) and contractor's needs from the community 			<ul style="list-style-type: none"> -Requested contractor to prioritize equality during recruitment as the Zombodze Emuva Inkhundla has many communities under it so there should be balance between the communities during the hiring process -Encouraged contractor to report issues of theft experienced during construction to the TAs for them to be able to assist using existing traditional disciplinary structures if the person involved in theft is found -Requested that contractor should have a GBV/SEA/SH Action Plan and also have every hired employee sign code of conduct. The response was that the project has an existing GBV/SEA/SH Action Plan and the appointed contractor will also develop and implement its own with a Code of Conduct for employees to sign before start of work -Requested contractor to consider requests from communities during construction The contractor's Site Agent expressed concern that in most cases communities submit a lot of requests which may in turn affect production, however, the contractor has a procedure in place where all requests from communities are passed through the head office for consideration. -Asked if employees hired for package 1 will be allowed to apply during package 2 recruitment. The response was that everyone is allowed to apply.

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	Eswatini Electricity Company (EEC)	-Discussion on existing services along the pipeline route	-Meetings	Nhlangano Town Council Board Room	-EWSC requested to share design drawings with EEC for EEC to be able to share locations where there are underground cables
	Eswatini Posts and Telecommunications (EPTC)	-Discussion on existing services along pipeline route	-Meetings	EPTC Offices	-EWSC requested to share design drawings with EPTC for EPTC to be able to share locations where there are underground cables
	Small Enterprises Development Company (SEDCO)	-Services for financial literacy training for PAPs before receipt of compensation	-Meetings	SEDCO Boardroom	-The training on financial literacy includes Personal and Business Financial Literacy training and takes three (3) days with certificates given to all trainees -Developing business plans will be taught to those whose businesses will be disrupted
	Ministry of Public Works and Transport (MoPWT)	-Request to utilize road reserve and cross the road in some sections	-Meetings -Letters	MoPWT Offices	-MoPWT granted EWSC permission to utilize road reserve -EWSC currently response from the ministry on road crossings
	NATICC	-Refresher trainings within communities before start of Package 2 works and throughout project implementation	-Meetings	-EWSC Nhlangano Auditorium -Tinkhundla Centres	-NATICC requested list of chiefdoms requiring refresher training for Package 2 works and confirmation of timelines for trainings
	<p>Package 3 Engagements: Package 3 entails construction of a distribution network which measures approximately 30km. Currently, a Resettlement Action Plan is underway. Appointed consultancy is collecting socio-economic information of project affected people and identifying affected assets within the three Tinkhundla. Civil works for this package are expected to commence in July 2024 and be completed in October 2025.</p>				

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	Traditional Authority Leaders within the three (3) benefiting Tinkhundla)	<ul style="list-style-type: none"> • Presentation of proposed re-design plan • Request to mobilise communities for presentation of new design and to give them platform to share views before final design 	-Meetings	Tinkhundla Centres	<p>-Expressed their concern on the reduction of scope in comparison to the original scope</p> <p>-Agreed on mobilising communities for the presentation of the new laterals design</p>
	13 benefiting chiefdoms where laterals are traversing	<ul style="list-style-type: none"> • Presentation of new proposed laterals design • To give communities a platform to raise concerns and share their views on the proposed design for the project to make adjustments where necessary as per he communities' request 	-Meetings	Chiefdoms	<p>Communities:</p> <p>-Requested EWSC to extend the laterals a bit further since there are a number of homesteads on the far side that are in desperate need for the water The PIU Project Coordinator explained that additional costs will be required for extension of laterals and due budget constraints, the project will not be able to extend further, however, if there will be additional funds, the laterals will be extended.</p> <p>-Requested EWSC to oversee contractor's recruitment process to ensure fairness</p> <p>-Noted that the kiosks in the re-design are situated close to each other and requested that they be spread them further apart so that people in further locations are able to reach the kiosks The PIU Project Coordinator responded that kiosks</p>

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					<p>close to each other will be adjusted according to communities' preference.</p> <p>-Asked if homesteads will be able to connect to the mainline and if they would need to buy their own water pipes when they want to draw water into their homes? In response, the PIU Project Coordinator explained that upon application, homesteads will be able to connect if within 15m, if above, homeowners should engage EWSC for quotation and guidance.</p> <p>-Asked when will the project water be available for usage? The PIU Project Coordinator mentioned that the project will be completed in September 2025.</p> <p>- Expressed disappointment because of the reduced scope of works and raised a concern that looking at the revised design, most homesteads situated far away from the lateral and kiosk whilst they are in desperate need of the water</p> <p>-Asked what happens if the pipes traverse through peoples' properties like land, assets etc</p> <p>-Asked if EWSC will assist when communities raise funds to extend project</p> <p>-Asked if they will be allowed to use the water for agricultural purposes, since most homesteads in rural areas rely on farming?</p> <p>-Mentioned that most homesteads in the area have sanitary facilities that will need water</p>

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					<ul style="list-style-type: none"> -Raised concern on EWSC standing water charge even if the water is not used -Asked about the criteria used when selecting schools since some schools were left out? -Asked if EWSC will allow existing systems to be connected to EWSC infrastructure? -Asked if EWSC will allow communities to form schemes that will raise its own funds to buy pipes in order to connect to the laterals? -Asked if the EWSC project team alerted the World Bank that the project is implemented in rural areas where most homesteads do not have money? -Asked on the anticipated date of commencement and completion of main pipeline and laterals? -Expressed excitement that they are now finally involved and considered in the project -Expressed concern that no one has been hired from Shiselweni 1 ever since works for package 1 started
	Consultants tendering for Resettlement Action Plan development	<ul style="list-style-type: none"> -Discussion on RAP requirements as per the World Bank's ESS5 on Land Acquisition and Restrictions on Land Use and Involuntary Resettlement -Project Procurement Procedure 	-Meetings	EWSC Projects Boardroom	-Acknowledged the World Bank requirements on RAP and procurement procedure

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	Awarded Resettlement Action Plan Consultant	<ul style="list-style-type: none"> -Discussion on commencement of package 3 works -Communication line for reports/documents submission -Discussion on duration of contract -Consultant's work program 	-Meetings	EWSC Projects Boardroom	<ul style="list-style-type: none"> -Consultant raised the issue of the festive season as it might have an impact in the carrying out of the activities. In response, the Project Coordinator responded that we will stick to the timelines and have the cooperation of the Traditional Authorities and property owners -In relation to variation issues, the Project Coordinator requested the consultant not to undertake work that is not part of the contract, until an agreement is reached
SANITATION COMPONENT					
	Nhlangano Town Council and Mathendele Residents, Ward 3 and 4 Residents	<ul style="list-style-type: none"> -Pilot presentation of sludge toilets (CONLOO and AMALOOLOO) in informal settlements on how they work and perform with time -Site seeing -Communities decision making on the type of toilet convenient for their set ups 	-Meetings	Mathendele Informal Settlement	<ul style="list-style-type: none"> NTC explained that, -The pilot project came at the right time when dignified sanitation was an imperative to communities -They would like to have the CONLOO toilets due to that it has two panels which make it easy to move around once one is full than AMALOOLOOO where you had to wait for the sludge to dry up before removing with your hands. All attendees of the meeting supported the CONLOO technology toilet -The project will succeed because of the level of support from the community
	Hlathikhulu Town Board, and Ward 3 Residents	<ul style="list-style-type: none"> -Official handover of demonstration structures on separate sites -Discussion on construction, operation, and maintenance of toilets 	-Meetings	Hlathikhulu Town Board	<ul style="list-style-type: none"> -The residents opted for the CONLOO toilets due to that it has two panels which make it easy to move around once one is full than AMALOOLOOO where you had to wait for the sludge to dry up before removing with your hands

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		-Residents' decision on the structure they prefer for their homes			
	Heads of the 32 benefiting schools and 4 Benefiting Clinics	-Sanitation Technologies' Options and Discussions -Sanitation challenges in the country, national and international targets as well as the benefits of improved sanitation and good hygiene practices -Advantages and disadvantages of the toilets options in relation to construction, operation & maintenance, and sustainability -Request for schools and clinics to register functional boreholes	-Meetings	Regional Offices Hall	Three sanitation facilities namely; Ventilated Improved Pit (VIP) Latrine, Ventilated Improved Double Pit (VIDP) Latrine, and Water Borne/Flush system presented during the meeting had the following responses from the stakeholders: -The participants noted that the VIDP seems interesting, but they would like to see it in practice since it is a new concept in the country -A majority of the schools went for the Flush system for teachers and the Ventilated Improved Double Pit (VIDP) Latrine for students, however, some schools chose the flush even for students
	Ministry of Health – Environmental Health Department EWSC, and Nhlngano and	-Sanitation Technologies' Options suitable for informal areas and requirements from municipalities concerning such interventions -Discussions on sub-components of the project -Areas of intervention in informal settlements -Advantages and disadvantages of the toilets	-Meetings	EWSC Nhlngano Auditorium	Four sanitation facilities namely; Ventilated Improved Pit (VIP) Latrine, Ventilated Improved Double Pit (VIDP) Latrine, Container Sanitation, and Water Borne/Flush system presented during the meeting had the following responses from stakeholders: -Both municipalities informed the meeting that in informal areas, they only allow temporal structures -The municipalities proposed that VIP latrines with precast/moveable superstructures be implemented in the informal areas

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	Hlathikhulu Municipalities	options in relation to construction, operation & maintenance and sustainability			-All stakeholders proposed that the MoH lead the intervention -All stakeholders agreed that the EHD and both municipalities visit the project areas to get a buy in from the project beneficiaries concerning the proposed sanitation technology, and assess the availability of space for construction of the proposed structure -Furthermore the MOH-EHD together with the municipality agreed to collect sanitation data, on how many toilets to be constructed in each informal settlement and how many sharing ,non-sharing and toilets for disabilities
	Contractors interested in tendering for construction of Sanitation facilities	-Presentation on the Sanitation Component and scope of work and targeted areas -Site seeing -Environmental and Social Requirements as per the World Bank Standards -Tendering process and cost implication when submission tender documents	-Meetings	EWSC Nhlanguano Auditorium	-Expressed gratitude for guidance on the World Bank E&S requirements
Construction Phase	WATER SUPPLY COMPONENT				
	Package 1 Engagements:				

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	Construction Employees	-Code of Conduct -GBV/SEA/SH -Operation of Worker Grievance Redress Mechanism and complaints reporting procedure -Employees trainings on social related issues	-Meetings	Contractor's Site Offices	-All employees recruited signed code of conduct -All employees trained and sensitized on GBV/SEA/SH issues and Worker GRM as construction work continues - Some of the grievances lodged by employees lodged were on inadequate PPE, unreliable transport for reservoir 3 employees, pension fund not updated, bullying amongst subcontractor's workers, and delayed medical attention by the contractor when employee is injured. All lodged grievances were resolved -Employees expressed gratitude for the frequent trainings on GBV/SEA/SH issues
	Homeowners along reservoir sites and pump station	-Pre-crack survey procedure -Request for allocation laydown areas at compensation fee -Discussion on traffic safety -Discussion on GRM Procedure -Community awareness campaigns	-Meetings	Reservoirs and pump station area	- Home/Property owners offered space for laydown areas at a compensation fee and requested contractor to properly rehabilitate disturbed areas before leaving site -Grievances lodged through CLOs were on speeding construction vehicles and dust emissions as works continued. The lodged complaints were promptly resolved. -Residents expressed gratitude towards the contractor for raising awareness on traffic and GBV/SEA/SH issues
	Department of Water Affairs	-Request for permission to draw water from dams for construction activities	-Letters	DWA Offices	-DWA issued water abstraction permits and requested contractor water abstraction records in all water sources to be kept as per the requirement of the River Basin Authority
	NATICC	-Request to train employees on GBV/SEA/SH and manage cases lodged throughout project implementation	-Meetings	-NATICC Offices -Contractor's Offices	-NATICC agreed to offer GBV/SEA/SH services throughout project implementation

STAKEHOLDER ENGAGEMENT PLAN FOR ESWATINI WATER SUPPLY AND SANITATION ACCESS PROJECT

Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
	Chiefdoms within Zombodze Emuva and Hosea Inkhundla	-Request for permission to spoil material legally and source gravel material -Request for unskilled labour for opened positions throughout project implementation -Complaints resolutions using traditional structures	-Meetings	-Chiefdoms	-Chiefdom Representatives issued approvals for use of spoil sites and borrow pits -Chiefdom Representatives agreed to notify communities on available job opportunities as per the contractor's advice
	Nhlangano Town Council	-Request for permission to dispose waste at the waste disposal facility within Nhlangano Town	-Meetings	Nhlangano Town Council Offices	-The Council issued an approval to dispose waste with conditions
	Nhlangano and Hluthi Royal Eswatini Police Force	-Request to assist in solving/investigating theft, lodged GBV/SEA/SH and traffic issues	-Meetings	Nhlangano and Hluthi Royal Eswatini Police stations	-Both police stations agreed to offer assistance and guidance whenever necessary
	Eswatini Environment Authority (EEA)	-Request for permission to spoil material legally -Request for special waste carrier license -Compliance monitoring throughout project implementation	-Letters	EEA Offices	-All borrow pit permits were obtained -EEA continuously assess state of the borrow pits and give feedback to the contractor and also discuss proposal to rehabilitate all disturbed sites -EEA issued special waste carrier license to the subcontractor providing sanitary services to the contractor

STAKEHOLDER ENGAGEMENT PLAN FOR ESWATINI WATER SUPPLY AND SANITATION ACCESS PROJECT

Project Stage	Target Stakeholder	Reason (s) of Engagement	Method (s) used	Location	Feedback
Decommissioning Phase					
Project Close-out Phase					

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

In this sub-section, the proposed organizational structure and management functions for the stakeholder engagement function at EWSC are described.

5.1 Resources

The Project Social Specialist (s) will be responsible of overseeing the implementation of the SEP. The specialist (s) will liaise with the Project Coordinator who is responsible for the overall program management of various programs and the monitoring, evaluation and reporting functions to report on progress and challenges against the plan.

5.1.1 Stakeholder Engagement Plan Budget

The SEP is financed from the project resources under component 3 of the project's components with a sum of **Four Hundred and Thirty Emalangi (E430, 000.00)** as outlined in the table below.

Table 3: Stakeholder Engagement Budget

Stakeholder Engagement Activities	Qty	Unit	Unit Cost	Total Cost (E)
Trainings and awareness raising				
Printing of GRM educational posters (both official languages)	100	No.	300	30,000.00
National Newspaper adverts - GRM	4	No.	15,000.00	60,000.00
Printing IEC material related to GBV/SEA/SH	100	No.	300	30,000.00
Provision of Services during Construction				
PA system for awareness raising of Mobile clinics	10	No.	2,000.00	20,000.00
National Newspaper advert - GBV/SEA/SH	4	No.	15,000.00	60,000.00
Resettlement Action Plan				
Issue of Public Notice of Cut off date (National Newspapers)	4	No.	15,000.00	60,000.00
Operational Costs				
Local travel to meet with stakeholders (diesel, mileage, servicing car) – assuming 20 meetings	1	Sum	10,000.00	10,000.00
Meetings refreshments – assuming 20 meetings	20	Meeting	3,000.00	60,000.00

Meeting venue (outside of EWSC) – assuming 10 meetings outside	10	Meeting	10,000.00	100,000.00
Total				430 000

5.2 Roles and Responsibilities for Implementing Stakeholder Engagement Plan

Table 4: Roles and Responsibilities for Implementing SEP

Position	Responsibility
Project Coordinator	<ul style="list-style-type: none"> Coordinate and supervise the implementation of the SEP to ensure timely completion of deliverables, within budget and the required quality. Execute SEP budget. Ensure relevant stakeholders are engaged at all phases of the project. Monitor performance indicators and reporting on them quarterly to the World Bank. Facilitate and coordinate with relevant stakeholders to ensure maximum efficiency in understanding the context and obtaining required data and information. Support all stakeholder engagement events. Participate in the stakeholder meetings.
Social Specialist (s)	<ul style="list-style-type: none"> Develop, implement, and monitor all stakeholder engagement strategies/plans for the Project. Manage the Grievance Redress Mechanism . Prepare documents related to the management of intensive stakeholder engagement. Liaise with the project coordinator to ensure that stakeholder engagement requirements/protocols are understood and followed. Monitor the progress of actions against the identified timeline which includes monitoring the communication and meetings that are held. Report to stakeholders including development partners on the progress including stakeholder engagement activities. Submit performance indicators to the Project Coordinator. Facilitate and coordinate with relevant stakeholders to ensure maximum efficiency in understanding the context and obtaining required data and information. Ensure stakeholders engagement and provide the needed support in this regard starting with developing the comprehensive SEP. Conduct all stakeholder engagement events. Ensure disclosure of information. Conduct stakeholder meetings and compile meeting minutes of all engagements. Maintain stakeholder database.
Community Liaison Officers (CLOs)	<ul style="list-style-type: none"> Assist in conducting community and stakeholder mapping activities. Organise, attend and facilitate engagement activities with community groups and individuals.

Position	Responsibility
	<ul style="list-style-type: none"> • Maintain documentation of engagement activities and submit to the Social Specialist (s). • Prepare and deliver presentations on project activities to community stakeholders and to PIU during monthly meetings. • Prepare reports and assist with the dissemination of results to the community and stakeholders, as needed. • Record and report lodged grievances to the Social Specialist (s). • Promote constructive partnerships and communication between the EWSC and the communities on issues relating to project development, implementation and monitoring with the key responsibility for implementing community engagement activities. • Support Project Coordinator and Social Specialist (s) during implementation of the SEP. • Participate in SEP Contribute to awareness of the community

6. GRIEVANCE REDRESS MECHANISM

This chapter describes the process by which people affected by the project can bring their grievances, questions and concerns to the project management's attention, and how they will be considered and addressed.

The objective of the project Grievance Redress Mechanism (GRM) is to provide project-affected parties with accessible and inclusive means to raise issues and allow for the EWSC through the project team to respond to and manage grievances filed by affected people and other parties. Grievances may emerge from direct and indirect interventions related to the project.

GBV/SEA/SH related grievances are also expected to arise from the project implementation activities particularly during construction phase, however, the project has GBV/SEA/SH developed and implemented. In addition, the appointed contractor also developed and implemented its own GBV/SEA/SH Action Plan in line with the project plan. Such grievances are managed by the engaged qualified service provider (NATICC).

6.1 Design of the GRM

The design of the GRM takes into consideration the views of affected stakeholders. It also takes into consideration the location of the intended, their language use and level of education. The guiding principles in the GRM design include the following:

- ✓ **Fairness** - Grievances are treated confidentially, assessed impartially, and handled transparently.
- ✓ **Independence** - The GRM operates independently of all interested parties in order to guarantee fair, objective, and impartial treatment to each case. GRM officials have adequate means and powers to investigate grievances (e.g., interview witnesses, access records).
- ✓ **Simplicity** - Procedures to file grievances and seek action are simple enough that project beneficiaries and PAPs can easily understand them.
- ✓ **Accessibility** - The GRM is accessible to all stakeholders, irrespective of the remoteness of the area they live in, the language they speak, and their level of education or income.

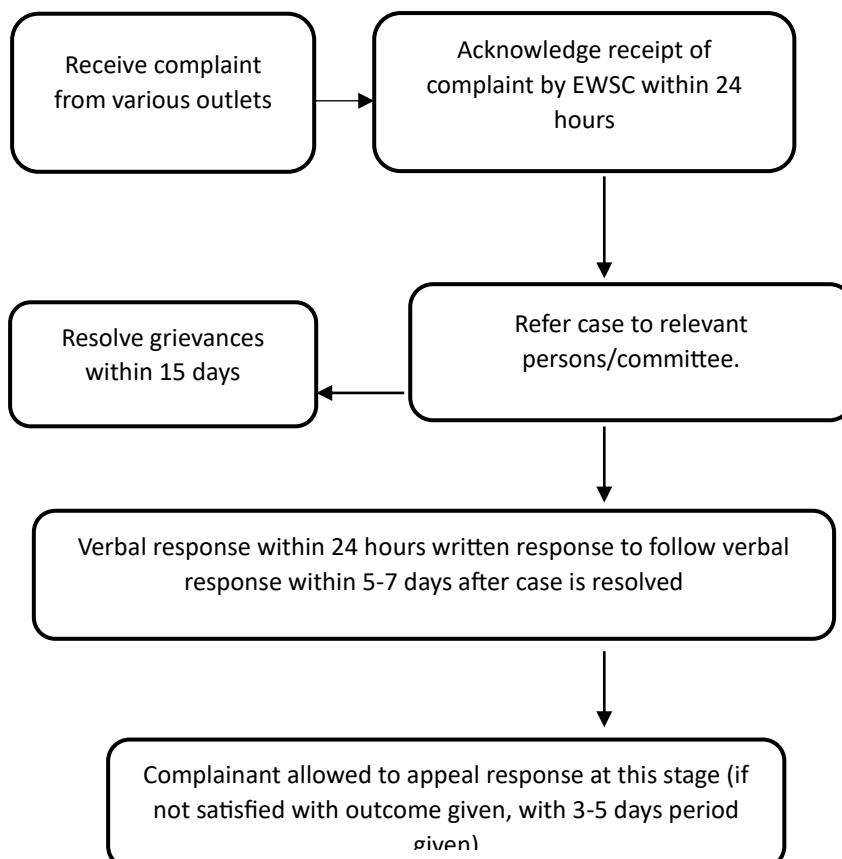
- ✓ **Responsiveness and efficiency** - The GRM is designed to be responsive to the needs of all complainants. Accordingly, officials handling grievances are trained to take effective action upon, and respond quickly to, grievances and suggestions.
- ✓ **Speed and proportionality** - All grievances, simple or complex, are addressed and resolved as quickly as possible. The action taken on the grievance or suggestion is swift, decisive, and constructive.
- ✓ **Participatory and social inclusion** - A wide range of PAP community members, members of vulnerable groups, project implementers, civil society, and the media are encouraged to bring grievances and comments to the attention of project authorities.

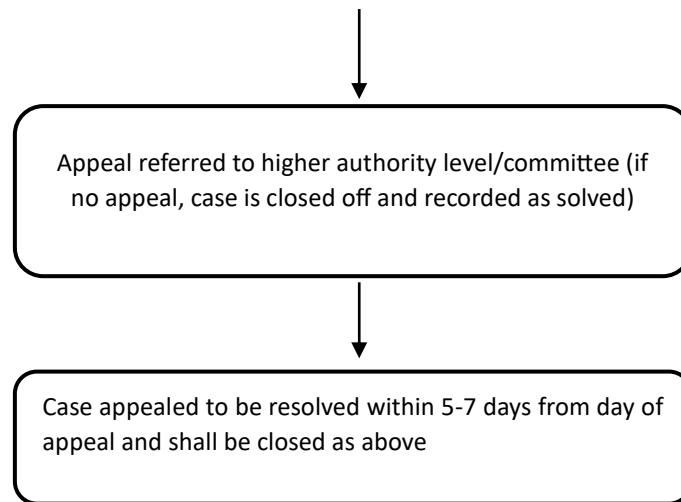
6.2 GRM Operation

The EWSC is required to disclose and explain to affected persons and other stakeholders the procedure for complaints filing as early as possible and on a regular basis throughout the project implementation. As alluded in the principles above, the GRM shall be available at no cost, and it is important that it be easily accessible, with special attention paid to accessibility for disadvantaged and vulnerable individuals or groups.

Additionally, the EWSC will ensure that the grievance procedure is accessible, adequately registered and tracked, and resolution is affirmed within one month of registration as outlined in the figure below.

GRM Process Flow





As described in the flow chart above,

- Upon receipt of grievance, the Supervising Consultant's E&S Compliance Officer issues acknowledgement letter(s) to the aggrieved through CLO within 24 hours.
- After issuing the acknowledgement letter, the Supervising Consultant's E&S Compliance Officer informs the EWSC Social Specialist (s) of the complaint within 24 hours for screening.
- The PIU Social Specialist and the Project Coordinator screen the grievance(s) and the PIU Social Specialist refers to a committee relevant for to the issue, for resolution.
- Each committee is required to resolve grievances within 15 days.
- A written response regarding resolution of the issue (s) is to be issued by the PIU Social Specialist to the aggrieved within 5-7 days after the case is resolved.
- If the aggrieved person is not satisfied, he/she should appeal to the next level through the PIU Social Specialist within 3-5 days after receipt of the letter.
- In the event there is an appeal, the committee that was responsible for resolving the grievance then refers the case to a higher authority level committee, through PIU Social Specialist.
- An appeal should be resolved within 5-7 days.
- However, if there is no appeal, the case is closed off and recorded by PIU Social Specialist (in log form) as resolved.
- The CLO is tasked to provide feedback to the aggrieved party and ascertain the grievant (s)' satisfaction with the action taken.
- The CLO then communicates feedback to Supervising Consultant's E&S Compliance Officer and PIU Social Specialist and the grievance is formally closed.

6.3 GRM Outlets

Grievance is received from various outlets as displayed below.

- 1) Community Liaison Officers (CLOs) [Zombodze (**7690 2248**), Shiselweni 1 (**76830 9941**), and Hosea (**7631 9780**)]
- 2) Reporting physically at Contractor's site offices situated in Zombodze Emuva; KuMahosha or Contractor's Social Specialist - Phone #: **7949 4493** Email: gcinileloma@gmail.com
- 3) EWSC Project Coordinator - Phone #: **7802 1826**. Email: Zandile.Mamba@ewsc.co.sz
- 4) EWSC Social Specialist - Phone #: **7613 5587**. Email: Lindokuhle.Methule@ewsc.co.sz
- 5) Reporting to the EWSC Head Office for the attention of the Project Manager [Contact: Email (Mlungisi.Simelane@ewsc.co.sz) Phone #: **7806 8803**]
- 6) EWSC Toll free line/Contact Centre - **800 5000**/ Service Centre: WhatsApp (**7806 5000**). Email: customercare@ewsc.co.sz
- 7) EWSC Senior Social Specialist - Phone #: **7802 8223**. Email: Lindelwa.Nxumalo@ewsc.co.sz
- 8) To submit complaints to the World Bank's Corporate Grievance Redress Service, Website: www.inspectionpanel.org Email: grievance@worldbank.org

6.4 Grievance Redress Committee Levels

6.4.1 Community Level GRCs

Role¹: At this level, grievances from Swazi Nation Land (SNL) are resolved using existing traditional and cultural grievance redress mechanisms with the involvement of the PIU Social Specialist, supervising consultant (s), and Government Representatives.

Role²: At this level, grievances from Title Deed Land (TDL) shall be referred to the Nhlangano Town Council to seek resolution of them through Town Council existing structures, with PIU involvement used to resolve grievances on TDL

Key Personnel (SNL): the GRC on SNL is located at the Chiefdom and consists of the Inner Council, Chief's Runner, Community Police, Female Representative, and Community Liaison Officer, PIU Social Specialist.

Key Personnel (TDL): the GRC on TDL will take responsibility for resolution of lodged grievances internally through the council existing structures and consists of the Ward Councilor, Ward Committees, and the PIU Social Specialist.

6.4.2 Project Level GRM

Role: Resolve grievances that cannot be resolved at the community level (the PIU Social Specialist refers cases not resolved at first instance to this committee within 24 hours). This committee should reach a decision within 5 days from the date the complaint is received.

Members: Project Manager, Project Coordinator, Senior Social Specialist, Social Specialist, Environmental Specialist, Compliance Legal Officer, and Land Acquisition Officer.

When necessary, EWSC Directors will be involved in the decision making for specific complaint (s). This includes for instance, EWSC Chief Operations Officer, Director of Business Enablement and Corporate Affairs, Strategy and Digitization Director, Internal Audit Manager, and Government Certified Property Valuer.

6.4.3 Regional Level

Role: Resolve grievances that have not been resolved at project level. This level serves as the last GRM committee level.

Members: Regional Secretary (Chairperson), Representatives from the Ministry of Natural Resources and Energy, the Ministry of Finance, the Ministry of Housing, Nhlangano Municipality CEO, EWSC Regional Manager, Project Coordinator, Environmental Specialist, Senior Social Specialist and Social Specialist.

6.5 National Judiciary System

If the complainant is unsatisfied with the resolution at any of the levels outlined above, they may approach the National Judiciary System to solve unresolved case(s). The timeframe is determined by the courts. Decisions taken here shall be deemed final for all cases of the project.

6.6 World Bank Grievance Redress Service (GRS)

Communities and individuals who believe that they are adversely affected by the Project can submit complaints to the World Bank's Grievance Redress Service (GRS) - known as the World Bank's independent Inspection Panel which determines whether harm occurred, or could occur, because of non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and World Bank Management has been given an opportunity to respond.

6.7 Grievances Related To Sexual Exploitation And Gender Based Violence

All GBV/SEA/SH related cases are reported directly to NATICC. These cases can be reported anonymously, meaning the person reporting the case is allowed to not give his/her personal details when reporting.

Contact details:

- ❖ **EMAIL:** info@naticc.org.sz | **TEL:** +268 2207 9797 | **FAX:** +268 2207 9796 | **WhatsApp:** +268 7965 3610 | **POSTAL ADDRESS:** P.O BOX 1683 Nhlangano Eswatini.
- ❖ Report in-person at NATICC offices in Nhlangano

7. MONITORING AND REPORTING

The Stakeholder Engagement Plan (SEP) will be periodically revised and updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Monthly summaries and internal reports on grievances, enquiries, and related incidents, together with the status of implementation of associated corrective or preventive actions will be collated by responsible staff and referred to the senior management of the project. The monthly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the project's ability to address those in a timely and effective manner.

Monitoring of the stakeholder engagement process allows the efficacy of the process to be evaluated. Specifically, by identifying key performance indicators that reflect the objectives of the SEP and the specific actions and timing, it is possible to both monitor and evaluate the process undertaken.

Two distinct but related monitoring activities in terms of timing will be implemented:

- **During the engagement activities:** short-term monitoring to allow for adjustments or improvements to be made during engagement; and
- **Following completion of all engagement activities:** review of outputs at the end of engagement to evaluate the effectiveness of the SEP as implemented.

7.1 Review of Engagement Activities in the Field

During engagement with stakeholders the engagement team will assess meetings using a feedback evaluation form or asking questions to participants, depending on the stakeholder group, to ensure that messages are being conveyed clearly.

The engagement team will conduct debriefing sessions while in the field. This assesses whether the required outcomes of the stakeholder engagement process are being achieved and provide the opportunity to amend the process where necessary.

The use of engagement tools developed through the ESIA engagement including:

- Stakeholder database;
- Issues Log or Issues and Response table; and
- Meeting records of all consultations held.

Moreover, the tool can be used to manage on-going Project issues, and for stakeholder identification and analysis processes.

7.2 Reporting Stakeholder Engagement Activities

Performance will be reviewed following the engagement sessions conducted in the field. In addition, there will be opportunity for the Project Team to review and assess performance in between the engagement sessions depending on the level of feedback received from stakeholders during these periods.

Evaluation of performance will be assessed based on the extent to which the engagement activities and outputs meet those outlined in this SEP. In assessing performance, the following will be considered:

- Materials disseminated: types, frequency, and location;
- Place and time of formal engagement events and level of participation including specific stakeholder groups (e.g., women, youth, community leaders);
- Number of people attending public or formal meetings;
- Number of comments received on specific issues, type of stakeholder and details of feedback provided;
- Numbers and type of stakeholders who meet the Project team by mail, telephone and any other means of communication;
- Meeting minutes, attendance registers and photographic evidence;
- Comments received by government authorities, community leaders and other parties and passed to the Project; and
- Numbers and types of feedback and/or grievances and the nature and timing of their resolution; and the extent to which feedback and comments have been addressed and have led to corrective actions being implemented.

The Social Specialist (s) play a critical role as internal change agent for social and stakeholder-related matters in EWSC. This becomes important if social and stakeholder risks identified need to be escalated for higher-level decision-making to identify a resolution. Moreover, grievances submitted as part the community development and land acquisition/resettlement processes need to be addressed under the GRM scheme.

7.3 Key Performance Indicators

A series of key performance indicators for each stakeholder engagement stage have been developed. A series of key performance indicators for each stakeholder engagement stage have been developed. The table below gives an outline of the key indicators.

Table 5: Key Performance Indicators

Project Phase	Key Activities	Indicator
Planning for construction	Preliminary Stakeholder engagement on project designs and anticipated impacts	Stakeholder engagement report
Project Implementation	Project Notices issued Grievance Redress	Newspaper clippings All grievances addressed as per grievance procedure
	SEP Implementation	SEP reports
	Pre EWSC-Customer Education	Customer Education reports
Project Completion	SEP implementation	Project SEP final report
	Post-EWSC Customer Education	Customer Education reports