



ESWATINI WATER SUPPLY AND SANITATION ACCESS PROJECT (EWSSAP)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

September, 2021

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List of Acronyms

CANGO	COORDINATING ASSEMBLY FOR NGO'S
CLO	COMMUNITY LIAISON OFFICERS
DWA	DEPARTMENT OF WATER AFFAIRS
EHD	ENVIRONMENTAL HEALTH DEPARTMENT
EEA	ESWATINI ENVIRONMENTAL AUTHORITY
ESRC	ENVIRONMENTAL AND SOCIAL RISK CATEGORY
ESS	ENVIRONMENTAL AND SOCIAL STANDARD
ESIA	ENVIRONMENTAL AND SOCIAL IMPACT ASSESSMENT
ESMP	ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN
ESWADE ENTERPRISE	ESWATINI WATER AND AGRICULTURAL DEVELOPMENT
EEC	ESWATINI ELECTRICITY COMPANY
EWSC	ESWATINI WATER SERVICES CORPARATION
FBOS	FAITH BASED ORGANIZATIONS
GRM	GRIAVANCE REDRESS MECHANISM
GOKE	GOVERNMENT OF KINGDOM of ESWATINI
I&Aps	INTERESTED & AFFECTED PERSONS
IBRD DEVELOPMENT	INTERNATIONAL BANK FOR RECONSTRUCTION AND

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LMP	LABOUR MANAGEMENT PLAN
MoH	MINISTRY OF HEALTH
NDMA	NATIONAL DISASTER MANAGEMENT AGENCY
NGO's	NON-GOVERNMENTAL ORGANIZATION
PSC	PROJECT STEERING COMMITTEE
PAPs	PROJECT AFFECTED PERSONS
PIU	PROJECT IMPLEMENTING UNIT
PASCM	PUBLIC AFFAIRS CUSTOMER SERVICE MANAGER
PE	PROJECT ENGINEER
PM	PROJECT MANAGER
PIT	PROJECT IMPLEMENTATION TEAM
RA	REGIONAL ADMINISTRATOR
RAP	RESETTLEMENT ACTION PLAN
RFP	REQUEST FOR PROPOSAL
SEP	STAKEHOLDER ENGAGEMENT PLAN
SWAGAA	SWAZILAND ACTION GROUP AGAINST ABUSE
SDGs	SUSTAINABLE DEVELOPMENT GOALS
WASH	WATER, SANITATION AND HYGIENE

1. INTRODUCTION

1.1 Overview

This document is an update of the original Stakeholder Engagement Plan (SEP) that was prepared during the project preparation phase and disclosed on June 19, 2019. The original SEP forms part of the Environmental and Social Impact Assessment (ESIA) for the Eswatini Water Supply and Sanitation Access Project (EWSSAP) – hereafter referred as “Project”. This version of the SEP is updated to mirror: i) Project Development Objective (PDOs), project’s components and subcomponents with the latest PAD that was finalized and disclosed in September 19, 2020, ii) Covid-19 Considerations and tools to be used to engage stakeholders in time of Covid-19, iii) incorporate stakeholders' engagements that took place after the disclosure of the preparation phase SEP in June 19, 2019 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 . It also mirrors the updated GRM Procedure and Action Plan designed for the project including an action plan developed to address Gender Based Violence/ Sexual Exploitation (GBV/SEA) grievances.

1.2 Project Information

The Government of the Kingdom of Eswatini (GoKE) applied for a loan from the World Bank's International Bank for Reconstruction and Development (IBRD) to finance the EWSSAP (From Nhlanguano-Siphambanweni) which was approved on 19 October 2019. This is a US\$45 million Investment Project Financing (IPF) that will target improved access to water supply and sanitation as well as increase the resilience of water supply in the Shiselweni region. It will also strengthen sector institutions and policies for drought and disaster risk management, water resources management, as well as water supply and sanitation.

1.3 Project Development Objective (PDO)

The Project Development Objective is to:

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

1.4 Project Network

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

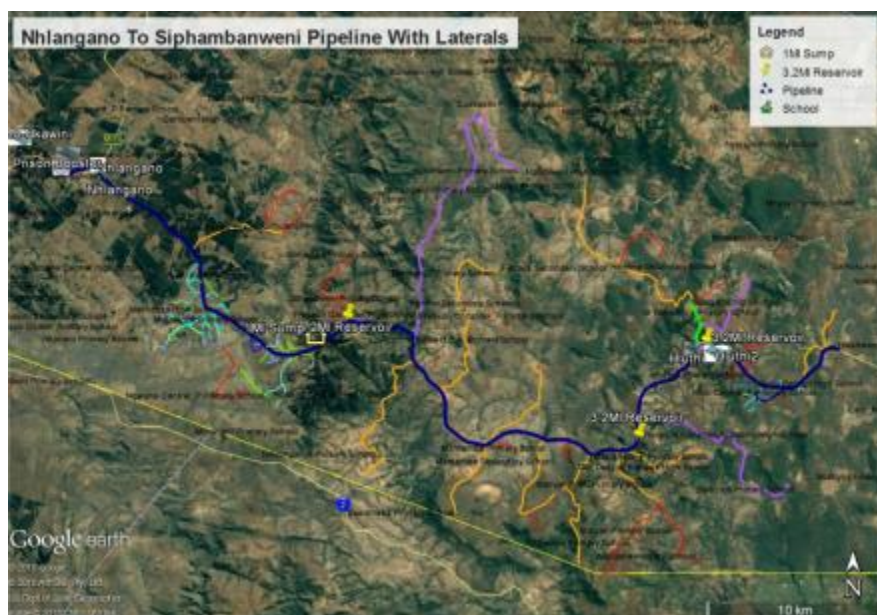


Figure 1: Nhlangano-Siphambanweni Pipeline Laterals

1.5 Project Components

The project has four components, namely (1) Resilient Water Access and Management; (2) Improved Sanitation Access; (3) Project Management; and (4) Contingency Emergency Response Component (CERC). Each component is discussed below:

Component 1: Resilient Water Access and Management (US\$28 million): This component provides financing to increase potable water supply coverage in the Shiselweni region; improve long-term management of water resources, investment planning, and sustainability of water supply service provision; and build resilience to climate and disaster risks, with a focus on droughts.

- **Subcomponent 1.1: Improved Water Access:** This subcomponent will provide financing to the ESWC for the expansion of the water supply transmission and distribution systems that will increase potable water access to an additional 18,478 people in rural areas and small towns from Nhlangano to Siphambanweni and interconnect the Nhlangano and Lavumisa water supply systems. This will include a transmission pipeline, reservoirs, pumping station, and distribution network, as well as the detailed engineering designs and construction supervision activities. This subcomponent will also support the EWSC on efficiency improvements in areas such as energy efficiency, strategic asset management, and nonrevenue water reduction.
- **Subcomponent 1.2: Resilient Water Management:** This subcomponent focuses on improved long-term management of water resources, investment planning, and sustainability of water supply service provision, particularly in rural areas, which will

contribute toward increasing these areas' resilience to droughts. The DWA will lead the implementation of this component.

- **Subcomponent 1.3: Improving Eswatini's Drought Preparedness and Resilience:** This subcomponent concentrates on building resilience to climate and disaster risks, with a focus on the frequency and intensity of droughts. Activities financed under this subcomponent include the development and implementation of a drought monitoring and early warning system, as well as the development of a framework that will allow for a comprehensive countrywide assessment of potential climate and disaster risks. The National Disaster Management Agency (NDMA) will lead the implementation of this subcomponent.

Component 2: Improve Sanitation Access (US\$15 million): This component will build on the ongoing work that has been done by the EHD on appropriate technology/sanitation service delivery for rural domestic sanitation to arrive at an open defecation-free corridor in the three tinkhundla¹⁹ (Zombodze, Hosea, and Shiselweni I) that will benefit from improved access to water services.

This component provides finance to a range of sanitation interventions aimed at reducing the incidence of water related diseases and improving the quality of life of the beneficiaries in the project area, including (a) expanding access to domestic sanitation services in the project area; (b) assessing and piloting the use of appropriate technologies for on-site sanitation in informal settlements, health centres, and schools; (c) piloting child-centric WASH interventions (baby WASH) in households with children under three years old; (d) undertaking complementary sanitation communication and behaviour campaigns (including menstrual hygiene management [MHM]), supply chain enhancement, and consistent behaviour change programs to create sustained behaviour change and buy-in to the project outputs; and (e) supporting the establishment of a rural water supply and sanitation system that will assess the functionality of water supply and sanitation services over time to better inform policy formulation, planning, and resource allocation for the provision of better quality and more sustainable water supply and sanitation services. This component will also provide support to strengthen institutions, policies, data collection and planning, and long-term sustainability of sanitation services.

The implementation of this component will contribute to a reduction in the volume of untreated faecal sludge ending up in water bodies, helping reduce water stress by avoiding the pollution of water resources, thereby augmenting the availability of water supply that can be used in situations of water stress. This component will also directly enhance human capital

through improved sanitation and hygiene infrastructure and related behaviours, targeting women and children, the most vulnerable people in society.

Component 3: Project Management (US\$1.89 million): This component provides project management support including operating costs, the preparation of progress reports, and independent audits, as well as support on project financial, procurement, environmental, and social management, as needed.

Component 4: Contingency Emergency Response Component (CERC) (US\$0): This component is designed to support potential disaster recovery needs by providing immediate response to an eligible crisis or emergency, as needed. This may consist of immediate support in assessing the emergency's impact and developing a recovery strategy or the restructuring of existing or provision of new IPF and may also include operating costs, supply of critical parts and equipment, minor civil works rehabilitation, supply of fuel, rent of generators, as well as rapid transportation of chemicals and critical parts by express mechanisms.

2. REGULATIONS AND REQUIREMENTS OF THE STAKEHOLDER ENGAGEMENT PLAN

2.1 Statute and Regulations

This SEP considers the existing institutional and regulatory framework within the context of the following Kingdom of Eswatini legal instruments:

- Water Services Act of 12 of 1992
- Water Act of 2003
- Environmental Management Act, 2002
- Industrial Relations Act, 2000
- Employment Act 1980
- Occupational Health and Safety Act, 2001
- Factories, Machinery and Construction Works Act, 1972
- Workman's Compensation Act 7, 1983
- Sexual Offences and Domestic Violence Act, 2018
- Children's Protection and welfare Act 6, 2012
- The Constitution of Eswatini, 2005

2.2 Scope of Stakeholder engagement

Stakeholder engagement within the project environment is guided by the Environmental and Social Standard- 10 and the Water Services Act 12 of 1992, Environmental Management Act, 2002, and the Constitution of Eswatini which stipulate that a person shall not be deprived of land without the due process of the law and where a person is deprived, that person shall be entitled to prompt and adequate compensation for any improvement on that land or loss consequent upon that deprivation unless otherwise provided by law. The water services act states that the Corporation may place any conduit below the ground across any land upon which no buildings have been constructed in consultation with the municipality, chiefdom, whichever is applicable.

2.3 Covid-19 Considerations

In consideration of Covid-19 restrictions in Eswatini, alternative ways will be adopted to manage consultations and stakeholder engagement in accordance with the local laws, policies, WHO Health and Safety Guidelines and new social norms in effect to prevent virus transmission. This means effective and meaningful consultations to meet project and stakeholder needs and adhere to the restrictions put in place by the government and international best practices to contain virus spread. The alternate approaches to be practiced for stakeholder engagement will include: having consultations in small groups as smaller meetings were now permitted while ensuring that distance and mask requirements are adhered to during the meeting, or else make reasonable efforts to conduct meetings through

online channels (e.g., Zoom, Skype, etc.); diversifying means of communication and relying more on social media, chat groups, dedicated online platforms and mobile Apps (e.g., Facebook, Twitter, WhatsApp groups, project web links/websites, etc.). In cases where stakeholders do not have access to online channels or do not use them frequently traditional channels of communications such as TV, radio, dedicated phone-lines, SMS broadcasting, and public announcements will be used.

2.3.1 Specific Covid-19 Engagement Tools to be used

i. Community Level Engagements

Since in the country smaller meetings are permitted, consultations will be conducted in small-group sessions where no more than the country permitted number per period will be exceeded but kept even lower (at least 75% of the allowed number of people). Newspaper, radio stations will also be used to reach stakeholders in communities.

ii. Project level Engagements

The expectation is that stakeholders at this level such as government ministries, departments, NGO;s etc have access to ICT solutions effective for communication hence meetings through online channels (e.g., Zoom, Skype, etc.)will be employed for their engagement. This aims to diversifying means of communication and relying more on social media, chat groups, online platforms and mobile Apps (e.g., Facebook, Twitter, WhatsApp groups, project web links/websites, etc.) for meeting, workshops and or feedback lines of communication.

The above-mentioned approaches shall be reviewed and adjusted from time to time to stay in alignment with current country and corporation level regulations and or changes.

2.4 World Bank Requirements

Stakeholder engagement is a requirement for Investment Project Financing (IPF) supported by the World Bank. This SEP is designed to fulfil the project's requirements as stated in ESS-10 of the ESF. Its goal is to promote and support inclusive and transparent participation of all stakeholders in the design and implementation of the EWSSAP. Specific objective of this SEP is to promote inclusiveness by crafting project level engagement plan (s) that will:

- Identify stakeholders and build and maintain a constructive relationship,
- Assess the level of stakeholder interest and support for the project,
- Promote and provide means for effective and inclusive engagement with project- affected parties,
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed

- Provide project-affected parties with accessible and inclusive means to raise issues and grievances
- Establish reporting and monitoring mechanisms to ensure the effectiveness of the SEP and periodical reviews of the SEP based on feedback.
- Define roles and responsibilities for the implementation of the SEP.

3. OVERVIEW OF STAKEHOLDER ENGAGEMENT

The Stakeholder Engagement processes will be free of manipulation, interference, coercion, and intimidation, and conducted based on timely, relevant, understandable, and accessible format and location, in a culturally appropriate manner. It will involve interactions between affected and interested parties and provides stakeholders with a platform to raise their concerns and opinions (e.g. by way of meetings, surveys, interviews and focus group discussions) and ensures that stakeholders' inputs and gathered information are taken into consideration in project design and implementation.

3.1 Principles for effective stakeholder engagement

The project's Stakeholder Engagement Plan (SEP) shall be informed by a set of principles defining its core values underpinning interactions with identified stakeholders. Common principles based on "International Best Practice" include the following:

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

3.2 Primary objectives of Stakeholder Engagement

The stakeholder engagement objectives as informed by the ESS-10 Standard are as follows:

- To inform Interested and Affected Parties (I&APs) and key stakeholders of the proposed application and environmental studies;
- To initiate meaningful and timeous participation of I&APs;
- To identify issues and concerns of key stakeholders and I&APs with regards to the application for the development (i.e. focus on important issues);
- To promote transparency and an understanding of the project and its potential environmental (social and biophysical) impacts (both positive and negative);
- To provide information used for decision-making;

- To provide a structure for liaison and communication with I&APs and key stakeholders;
- To ensure inclusivity (the needs, interests and values of I&APs must be considered in the decision-making process);
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance;
- To anticipate and avoid risks and impacts and where possible, minimize or reduce risks to acceptable levels;
- To focus on issues relevant to the project, and issues considered important by I&APs and key stakeholders; and
- To provide responses to I&AP queries.

3.3 Stakeholders Engagement Update

The overall motivation for updating the SEP is to disclose project engagements after every phase of the project. As a living document, the SEP shall be updated through Section 5 of the document using **Table 3** (mainly under **status column** and the key **issues/concerns column**). Consequently, the updates shall report on project engagements undertaken during that project phase and those that are on-going according to project phases. Annex I to III provides details of engagements including detailed minutes of meetings held, issues raised, responses given, agreed actions (if any) dates, reports generated based on engagements with stakeholders as well as meetings pictures.

This SEP is updated to reflect engagements that have occurred within **Component 1: Finalization of Designs (Preliminary & Final Design)** phase while also mirroring activities to come within the **Preconstruction** Phase of the project for **all Components**.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

4.1 Identification of Stakeholders

In fulfilment of its requirement, the EWSC, through the Project Implementation Team (PIT), has identified all the stakeholders and intends to build and maintain a constructive relationship with them. This is important to understand the stakeholder's needs and expectation for engagement as well as their priorities and objectives in relation to the project. As part of this process, it has been critical to identify vulnerable and disadvantaged groups such as women, children, people living with disabilities etc. This SEP has thus been used by the project to identify and will continue to identify stakeholder as: i) project-affected parties, ii) interested parties, and those who have the potential to influence project outcomes. Among those identified as relevant stakeholders includes project affected communities, NGOs, government agencies, academia, media, etc.

4.1.1 Project-affected parties

Project-affected parties under EWSSAP include households and communities that are likely to be impacted¹ in the project area from Nhlngano 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 treatment plants 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 will be the responsibility of EWSC. The direct responsibility of implementation is the responsibility of the project coordinator, the public affairs manager, and the project social specialist.

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.

The project will positively impact targeted beneficiaries. These include (a) time savings to beneficiaries, resulting from some 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 cost 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.

4.1.2 Other 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, the scientific community, 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 project's 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 25 stakeholders have been identified (Table 1). The relationship between EWSC and the identified stakeholders is currently encouraging and 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.

Table 1: List of Stakeholders Identified

	Primary	Potential Role in the SEP
01	Ministry of Natural Resources and Energy	Line Ministry that needs to be informed about project progress.
02	Ministry of Public Works	Ministry responsible for use of road reserves and sleeves. They have to be engaged to give authority on use of road reserves and for construction of crossings.
03	Ministry of Health	Responsible for sanitation component of the project thus must be informed of progress of component 1 of the project and messaging around the project must be coordinated.
04	Ministry of Education & Training	The Ministry is part of the Project Steering Committee. It is also responsible for beneficiary schools in the area. They must be engaged as potential customers for purposes of new connections.

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	Primary	Potential Role in the SEP
05	Ministry of Finance	Responsible for the administration of the Loan received from World Bank
06	Ministry of Commerce	Ministry that is responsible for development and economic growth, hence to be updated on project activities as development works.
07	Regional Development Team and Regional/ Regional Administrator RA	Responsible for development in the region and they coordinate development activities in the region. They have to be informed about the project and attributes.
08	Project Affected Persons	Potential Project Affected Persons (PAPs) shall be consulted using the plan outlined in the Stakeholder Engagement Plan. This will be done throughout the project cycle. To ensure their views are incorporated in the RAP and project design.
09	Town Councils of Nhlangano, Hluthi, and Lavumisa	Local Authorities are responsible for all Town planning, administration and land access in towns, basic service delivery and hence they have to be engaged on providing information and access
10	Beneficiaries	These include Communities, Schools, Clinics, Tinkhundla and Government administration centres, Security Forces institutions and individuals to benefit from the project, who's opinion matters throughout the project cycle as direct beneficiaries
11	Traditional Authorities	Responsible for affected properties on Swazi Nation Land
12	Department of Water Affairs	Department responsible for water supply in the rural areas.
13	NGOs – NERCHA, CANGO, women groups, disabled people organizations	NGO's that have on-going initiatives in the area. Additionally, their nature and scope of work services shall be needed from time to time during construction phase particularly (e.g provision of health kits, capacity building etc)
14	Eswatini Environment Authority (EEA)	Institution responsible for the protection of the environment.
15	Eswatini National Trust Commission (ENTC)	Institution responsible for preservation of natural and cultural heritage of the people of Eswatini including management of protected areas.
16	Eswatini Royal Police Services	Responsible for public safety, law and order GBV case reporting
17	Eswatini Water and Agricultural Development Enterprise (ESWADE)	ESWADE has a project constructing a Dam with the project network along that Dam line hence they need to be engaged to share drawings and agree on alternatives.
18	RED-CROSS	Is implementing a water project in kaLiba umphakatsi under Hosea Inkhundla which includes the rehabilitation of existing water infrastructure.

	Primary	Potential Role in the SEP
19	WASH stakeholders	Development Community - water supply in the rural areas
20	Swaziland Action Group Against Abuse (SWAAGA)	The organization as lead experts in GBV in the country will be implementing the GBV GRM for the project.
21	Nhlangano AIDS training information and counselling centre	Institution to assist with SEA related cases that require response such as counselling and or HIV testing
22	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 impacts by the project.
23	Pro-base Construction	Constructing a road in D23 which is along the project network hence they have to be engaged
24	World Vision	NGO funding water related projects such as rehabilitation of existing water scheme network.
25	Ministry of Tinkhundla Administration & Development	Responsible for development in the region hence must be informed with project activities.

4.2 Stakeholders Analysis

A preliminary stakeholder analysis was conducted during the preparation phase of EWSSAP. The analysis involved assessment of stakeholders' perception of the potential changes (negative and positive) to be brought about by project implementation. The stakeholders' analysis is a dynamic process that will be done on regular basis with the aim of tracking changes in the stakeholders' perceptions throughout the project cycle while also noting that their influence and interest may change according to the project phase. Table 2 below presents the stakeholders' analysis according to their interest, influence and other details.

The EWSC, through its project team, shall continuously classify stakeholders based on: i) their power to influence and their interest on the project, ii) the legitimacy of each stakeholder's relationship with the project, and iii) the urgency of the stakeholder's claim on the project activities, - potential risks and impacts. According to the preliminary stakeholder's analysis conducted by PIT, 25 stakeholders have been identified with potential interest and influence on the project. The table below shows the outcome of the analysis.

Table 2: Preliminary Stakeholders Analysis

SN #	Primary	Interest	Influence	Platform	Frequency
1	Ministry of Natural Resources and Energy	High	High	Meetings	Monthly
2	Ministry of Public Works	High	High	Letter	Once off
3	Regional Development Team	High	High	Meetings	Quarterly
4	Property Project Affected Persons	High	High	Meetings	Regularly
6	Beneficiaries	High	High	Meetings	Regularly
7	Traditional Authorities	High	High	Meetings	Regularly

SN #	Primary	Interest	Influence	Platform	Frequency
8	Eswatini Environment Authority	High	High	Meetings/Reports	Quarterly
9	Department of Water Affairs	High	Low	Meetings	Regularly
10	NGO's, FBOs, CANGO	High	Low	Meetings	Regularly
11	Ministry of Health	High	High	Meetings	Monthly
12	ESWADE	High	High	Meetings	Regularly
13	Ministry of Education	High	Low	Letters	Once off
14	Town Councils of Nhlanguano, Hluthi, and Lavumisa	High	High	Meetings	Quarterly
15	Eswatini National Trust Commission (ENTC)	High	Low	Letters	Biannually
16	Ministry of Finance	High	High	Meetings	Regularly
17	Ministry of Commerce	High	Low	Meetings	Regularly
18	WASH Stakeholders	High	High	Meetings	Regularly
19	UNICEF	High	Low	Meetings	Biannually
20	Swaziland Action Group Against Abuse (SWAAGA)	High	High	Reports/Meetings	Quarterly
21	Nhlanguano AIDS training information and counselling centre	High	Low	Letters	Biannually
22	Pro-base Construction	High	Low	Meetings	Biannually
23	RED-CROSS	High	Low	Meetings	Regularly
24	World Vision	High	Low	Meetings	Regularly
25	Ministry of Tinkhundla Administration & Development	High	High	Meetings/Reports	Regularly

The objective of the stakeholders 'analysis was 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. Based on this preliminary finding, the communication strategy and the coordination mechanism to be developed by EWSSAP shall incorporate strategies to address elements in the engagement plan below.

4.3 Stakeholder Engagement plan

The goal of the project's Stakeholder Engagement Plan is to promote and provide means for effective, inclusive, accessible and, meaningful engagement with project- affected and interested parties throughout the project life cycle on issues that could potentially affect their livelihoods and properties as well as their interests.

While advancing effective, inclusive and, meaningful engagement with project- affected and interested parties, the EWSC, through PIT, shall conduct consultations that will ensure two-way communication processes.

The objective of the engagement and consultations plan under the project is to:

- (a) Begin early in the project planning process to gather initial views on the project proposal and inform project design;
- (b) Encourage stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts;
- (c) Ensure that stakeholders understand how the project is likely to affect them;
- (d) Ensure consistency in messaging;
- (e) Continue engagement on an ongoing basis as risks and impacts arise and manage stakeholders' expectations;
- (f) Ensure prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders;
- (g) Consider and responds to feedback;
- (h) Support active and inclusive engagement with project-affected parties;
- (i) Ensure that consultation(s) is/ are free of external manipulation, interference, coercion, discrimination, and intimidation; and
- (j) Ensure consultation (s) is/are documented and disclosed by the ESWC/EWSSAP.

Informed by the stakeholder's analysis above the proposed stakeholder engagement plan would be as follows:

- *Engaging high interest and high influence stakeholders:* the plan is to fully engage this group and apply all effort to ensure that they are satisfied and fully informed of the project at all times. This will be done by: i) focusing efforts on these groups of stakeholders throughout the project cycle; ii) involving most influential stakeholder (s) in EWSSAP governance decision making bodies and, iii) engaging them and consulting them regularly. Annual, bi-annual, and quarterly engagement plan. Targeting these groups of stakeholders shall be incorporated into the EWSSAP annual work plan.

Engaging high interest and low influence: the plan is to keep this group informed, ensuring that no major issues arise because of the Project. The Project will maintain this group's

interest, particularly in component 2. This will be done by: i) involving this group of stakeholders in the implementation arrangement of component 2 of the Project, ii) tapping into their interest and use them as a goodwill ambassador while advancing component 2 works in the respective influence areas, iii) keeping them in the loop on decision that will influence component 2 design and implementation.

5. STAKEHOLDER ENGAGEMENT PROCEDURE

The stakeholders' engagement procedure chart the plan for engagement and clearly indicates:

- The project stage at which the engagement should take place
- The objective of the engagement
- Key activities to be undertaken at each project's stage
- The target stakeholder (s) to be engaged
- The venue of the engagement and
- The date of the engagement

Table 3 below provides the planned engagements under EWSSAP and the status of each planned engagement:

Table 3: Stakeholder Engagement Process in the Phases of the Project

Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
<p>Component 1; Subcomponent 1.1 Preliminary Engagements</p> <p>Key Activities:</p> <ul style="list-style-type: none"> Identify key stakeholders Stakeholder analysis Inform Interested and Affected Parties 	<p>Regional Development team (RDT)</p>	<ul style="list-style-type: none"> Information and inputs to project scope Information to aid compilation of project inception Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts presenting brief differentiated measures taken to avoid and minimize these 	<ul style="list-style-type: none"> Preliminary engagements were conducted from January – June 2019 in the three affected constituencies; Zombodze, Hosea, and Shiselweni 1, as shown in Annex I Shiselwen1 Regional Development Team engaged 14 March 2019 Zombodze Emuva Constituency engaged 16 March 2019 Hosea Constituency engaged 23 March 2019 Shiselweni 1 Constituency 30 March 2019 Hluthi Sub-regional Offices (Scoping Meeting) conducted 4 April 2019 	<ul style="list-style-type: none"> Presentation of project to RDT (scope and works) by EWSC Regional team were keen to know the exact mapping of the project including which communities stand to benefit. Regional team was assisted with mapping of project area beneficiaries by EWSC Enquired was will the project be implemented regardless of the fact that some areas are lagging behind on issues of sanitation. EWSC responded that yes, the project is on track to be implemented, but it also has a sanitation component

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
	Youth and WASH community representatives	<ul style="list-style-type: none"> • Presentation of project (scope and works) • Discussion on current Water and Sanitation issues 	<ul style="list-style-type: none"> • Engaged during scoping, women only discussions held March to July 2019 	<ul style="list-style-type: none"> • Water and Sanitation issues experienced per Inkhundla captured • Issues expressed included no access to reliable clean sources of water, unsafe drinking water and no proper toilets which exposes children mostly to diarrhea. • Project scope and works presented • Stakeholders wanted to know if individual connections shall be made and who exactly is covered by the project. • EWSC team briefly explained about connections and highlighted the imiphakatsi to benefit.
	Traditional authorities/leadership	<ul style="list-style-type: none"> • Presentation of project to local authorities • Provision of project acceptance including access letter 	<ul style="list-style-type: none"> • Engaged during project brief with RDT 	<ul style="list-style-type: none"> • There are areas that are not covered in the proposed development, are

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
				<p>there any future plans to include those areas</p> <ul style="list-style-type: none"> EWSC will consider new areas as time progresses.
	<p>Government (CTA, Education, Commerce, Rural Water, Health)</p>	<ul style="list-style-type: none"> Provide background information about the purpose, nature and scale of the project Gather Information on current Socio-economic status of project area 	<ul style="list-style-type: none"> All engaged during ESIA process (public consultations) which began 14 March 2019 	<ul style="list-style-type: none"> Rural Water is in the process of implementing some water projects (Bethel, Paradise) within the proposed project area. What will happen to the existing water projects? Assessment of existing water schemes to be done to evaluate their effectiveness and sustainability. For ease of sustainability, water supply from EWSC should not be supplementary to other water supply projects.
	<p>Project Households</p>	<ul style="list-style-type: none"> Presentation of project (scope and works) Address social, technical and environmental issues 	<ul style="list-style-type: none"> Woman only focus group discussion was conducted to understand female specific considerations for the project, 	<ul style="list-style-type: none"> The women highlighted the need to ensure that the water kiosks are

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
		<ul style="list-style-type: none"> Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts presenting brief differentiated measures taken to avoid and minimize these 	<p>determine current water challenges</p>	<p>centrally placed and reasonably distributed to allow for ease of access.</p> <ul style="list-style-type: none"> Unemployment issues and the need for fair consideration by the contractor of women in the jobs to be available. Project scope review to cover nearby areas that were also not covered by the EU project.
<p>Environmental and Social Impact Assessment Key Activities:</p> <ul style="list-style-type: none"> Scoping meeting Social Impact Assessment Noise Survey Environmental Studies (Ecological Study, Water Quality Analysis) Preparation of the draft RPF Preparation of draft SEP Compilation of Preliminary ESIA and ESMP reports 	<p>Project Beneficiaries</p> <hr/> <p>Interested and Affected Parties (IAPs)</p> <hr/> <p>Royal Eswatini Police Services</p>	<ul style="list-style-type: none"> Community acceptance and ownership of project Compilation of Scoping Report Compilation of ESIA and ESMP <hr/> <ul style="list-style-type: none"> Assessing public interest in project Compilation of Scoping Report Compilation of ESIA and ESMP <hr/> <ul style="list-style-type: none"> Demographic profile of project areas Compilation of ESIA and ESMP 	<ul style="list-style-type: none"> All engagements for this stage completed Scoping report approved by the EEA All data requested received for input into the study All surveys conducted, information inserted into the ESIA/ESMP Social Impact Assessment completed, data from the questionnaires analyzed 	

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
	Eswatini Environment Authority	<ul style="list-style-type: none"> Review and approval of reports Environmental Compliance Certificate for project implementation 	<ul style="list-style-type: none"> ESIA/ESMP approved by the EEA for public review ESIA/ESMP passed public review stage Compliance certificate issued out by the EEA for project implementation 	
	Rural Health Motivators – in targeted Tinkhundla	<ul style="list-style-type: none"> Social issues related to water and sanitation for compilation of the ESIA and ESMP 		
	Ministry of Health	<ul style="list-style-type: none"> Health status Options for sanitation 		<ul style="list-style-type: none"> Health outcomes in the clinics within each of the targeted Tinkhundla Methods used for sanitation in targeted areas
	Eswatini Meteorological Station	<ul style="list-style-type: none"> Climatic data for the Shiselweni Region 		<ul style="list-style-type: none"> Past and current weather conditions (temperature and rainfall patterns/trends)
<p>Component 1; Subcomponent 1.1 Consultative Engagements</p> <p>Key Activities:</p> <ul style="list-style-type: none"> Setting up of Water Committees Identification of Sites for Placement of Water Kiosks Land Valuations for Reservoir land Land Valuation Reports Land Access for Project pipelines from Imiphakatsi Land Access compensation under SNL Engagement on Existing Water Schemes in project area Operationalization of GRM 	Project Beneficiaries	<ul style="list-style-type: none"> Identification of sites for placement of Water Kiosks per <i>umphakatsi</i> Existing water schemes beneficiaries consulted GRM Log book and form availability awareness 	<ul style="list-style-type: none"> Hosea <i>Inkhundla</i> – 08 July 2020, Shiselweni 1 – 09 July 2020 and Zombodze Emuva – 10 July 2020 engaged on identifying sites and submitted signed list of locations identified by <i>Inkhundla</i> Zombodze Water scheme has shown EWSC their pipeline but engagement on how EWSC will work with existing scheme is still on going with beneficiaries having highlighted to need more time to discuss and agree amongst each other. 	<ul style="list-style-type: none"> Not everyone can afford EWSC individual connection, can we keep both schemes for those reasons. EWSC project includes Water kiosks that will be placed as chosen by the communities to accommodate those that will not

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
			<ul style="list-style-type: none"> In Shiselweni 1 <i>Inkhundla</i> two schemes exist in different communities, one is KaThandizwe where engagement was held 04 November 2020. The community pointed out that the project will affect the existing scheme and existing pipelines which may be to other communities without water supply. In the other community engagements are still pending and on-going. In Hosea, last engagement held was 04 November 2020 where the final outcome of the meeting was that the <i>umphakatsi</i> needs more time to engage scheme beneficiaries on one decision as they had differing opinions on same meeting day. A report including minutes from these meetings are attached in Annex 2 CLO's have started creating awareness, even through Water committees and Rural Health Motivators (<i>Bagcugcuteli</i>) all through November 2020 	<p>make individual connections.</p> <ul style="list-style-type: none"> Who will maintain the infrastructure? Will the community have to build the network themselves? EWSC will engage consultants for Construction and mains all their infrastructure (except meters before the reading meter)
	Traditional Authorities/Leadership	<ul style="list-style-type: none"> Land acquisition process under SNL (<i>kukhonta</i>) for Reservoir Presentation of CLOs to affected <i>Tinkhundla</i>. Securing and fencing reservoir land Attain names of representatives from each <i>Umphakatsi</i> for Water Committee 	<ul style="list-style-type: none"> Traditional Leadership as well as Water Committees which have been set up and introduced as of June 2020 have been held. 	<ul style="list-style-type: none"> Urging Traditional leadership to formally introduce CLO to communities and make community aware of their work.

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
	PAP's	<ul style="list-style-type: none"> • Provision of representatives from each project affected Imiphakatsi for Water Committees • Affected persons/parties all aware of how the project affects them • Resettlement studies/survey • Compensation negotiation and • Grievance handling on compensation and conclusion of compensation 	<ul style="list-style-type: none"> • CLO's have preliminary engaged those identified to be affected at <i>Inkhundla</i> level • Procurement of RAP consultant are still on-going. 	<ul style="list-style-type: none"> • Will EWSC compensate for affected property such as home fences, maize fields etc. • Should my wall crack during blasting, who will compensate us. • EWSC shall compensate affected persons prior to any construction works. • EWSC to ensure safety during blasting, including raising awareness before any works and note conditions of houses and should any crack happen due to EWSC works, affected persons shall be compensated accordingly.

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
	Government Valuator	<ul style="list-style-type: none"> Valuation reports for land to be purchased for Reservoirs under Title Deed Land 	<ul style="list-style-type: none"> Reports have been received from government and attached in Annex 2 	
	Montigny	<ul style="list-style-type: none"> Land access consultation for placement of Reservoir Land valuation for purchasing Valuation negotiation 	<ul style="list-style-type: none"> Valuation report was accepted by Montigny and it was agreed that they shall await communication from EWSC on further documentation and payment arrangements. 	<ul style="list-style-type: none"> EWSC requesting change of owner prior to compensation payment being made Montigny willing to assist with the process and receive payment only after.
	Edgar Hillary	<ul style="list-style-type: none"> Land access consultation Land valuation for purchasing Valuation negotiation 	<ul style="list-style-type: none"> Valuation from government valuator was sent to Hillary and a meeting to discuss it was held. He did not agree to the valuation report on the ground that the value placed is way below than the value of his property. Agreed was that EWSC makes an offer to Hilary again and then his private valuator will give their report. 	<ul style="list-style-type: none"> Change of amount of land required caused a significant change of the first valuation done by government on behalf of EWSC Private valuator to make a revised report that incorporates the hectares of land adjusted (decreased).
	Red cross & World Vision	<ul style="list-style-type: none"> Engaged as funders of existing water schemes and rehabilitation water projects 	<ul style="list-style-type: none"> Meeting was held 10 August 2020 and the main outcome was that Red cross should continue implementing their project as their expected completion date is December 2020. 	<ul style="list-style-type: none"> The Projects will commence way before the EWSC project hence EWSC has to allow them to continue so that

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
			<ul style="list-style-type: none"> Drawings were discussed and shared accordingly between the two projects Meeting minutes attached in Annex 2 	people have water.
Component 1; Subcomponent 1.1 Finalization of Design (Inception, Preliminary & Final Design) Key Activities: <ul style="list-style-type: none"> Update of the existing environmental and social assessment (EISA) Resettlement Action Plan (RAP) Water balance exercise Detailed Engineering Design Operationalization of GRM (active system) 	PAP	<ul style="list-style-type: none"> Resettlement related studies/surveys Ensuring access which has an influence on final design 	<ul style="list-style-type: none"> RAP Consultant selected Individual was been invited for interview meeting to be held at EWSC offices 18 November 2020 RAP Consultant engaged on board officially 12 April 2021. No grievance received yet via online platform, noir via community Log book 	
	Traditional Leadership	<ul style="list-style-type: none"> Introduce Final Design Consultants Introduce RAP Consultant 	<ul style="list-style-type: none"> Final Design Consultants introduced February 2021 to all three Constituencies. RAP Consultant to be introduced 15 April 2021 to leadership 	Leadership expressed excitement that the introduction of Consultants means that the work has really began and they shall support in every way possible.
	Project beneficiaries	<ul style="list-style-type: none"> Knowledge on water network and what is on the ground Introduce Final Design Consultants 	<ul style="list-style-type: none"> Final Design Consultants introduced via traditional leadership to communities 	
	Ministries: Natural Resources, Works, Economic Planning & Development, Commerce and Finance	<ul style="list-style-type: none"> Updating line ministries on project activities Negotiation for permission and access road access, valuations etc. consultation 		
	ESWADE	<ul style="list-style-type: none"> Consolidation of designs to ensure adequate water supply for project 		

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
	EEC	<ul style="list-style-type: none"> Consolidation of designs to ensure adequate water supply for project 		
	Rural Water Schemes (including DWA, Red cross, World Vision, Micro projects)	<ul style="list-style-type: none"> Rural water schemes network pipelines made known to be considered during development of final design. 	<ul style="list-style-type: none"> Rural water has shared designs with EWSC Schemes have also done site visit with CLO's showing them their network which is along the project proposed pipeline Meeting held (virtually) 16 February 2021 with the Rural Scheme funders to deliberate a way of working as all government entities. 	<ul style="list-style-type: none"> Stakeholders not happy with EWSC previously seen to kill schemes without engaging them. Highlighted that this further does not paint a good picture about the Eswatini government that receives the funding for these schemes In reaction to the above concerns, EWSC set out to assess all existing schemes infrastructure for possible integration EWSC highlighted that challenges of integration include: i)EWSC water pressure is way too high than community pipes can handle ii) Schemes steal EWSC water iii)

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
				Illegal connections leading to great water loss and revenue • EWSC to share assessment report to be accompanied by beneficiaries' engagement report.
	Pro-base construction	<ul style="list-style-type: none"> Final design to incorporate the existing pro base project 	<ul style="list-style-type: none"> Meeting was held 21 October 2020 at Pro-base sites 	EWSC enquired about sleeves and that the project should make provision for them
	Project Steering Committee (PSC)	<ul style="list-style-type: none"> Update regularly on project progress and challenges. 		
Pre-Construction (Procurement of Contractor Stage) Key Activities: <ul style="list-style-type: none"> Ensure that Construction Contractor(s) develop, implement and maintain the following instruments; Traffic management Plan, C-ESMP, Health and Safety management Plan, Labour Management Plan, Emergency Response Plan and OHS Plan with GBV action Plan, Community Awareness on project risks through meetings and training Operationalization of GRM (active system) 	PAP	<ul style="list-style-type: none"> Ensuring access for construction 		
	General Public	<ul style="list-style-type: none"> Inform public prior to commencement of works and adhere to all policies, regulations, guideline in relation to stakeholder notifications/publications prior to commencing with construction 		
	Project beneficiaries	<ul style="list-style-type: none"> Project beneficiaries know the project area hence key informants on network and what is on the ground. Creation of GRM awareness Awareness on GBV GRM process GBV roadshows 		
	Ministries: Natural Resources, Works, Commerce and Finance,	<ul style="list-style-type: none"> Ministries to be updated quarterly/as required on project activities 		

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
	Economic Planning & Development			
	Regional Development team	<ul style="list-style-type: none"> EWSC to introduce appointed Project Design Consultants EWSC to introduce appointed Contractor(s) for the works 	<ul style="list-style-type: none"> Consultants were introduced to Tinkhundla leadership through the Indvuna yenkhundla who was requested by EWSC to make further introductions to Traditional Leadership All introductions done 15 February 2021 at project Constituencies 	<ul style="list-style-type: none"> Leadership excited that this is now a sign for them that indeed EWSC is bringing them water. They fully welcome the team and willing to assist throughout as they carry out their studies and or surveys.
	Regional Secretary office	<ul style="list-style-type: none"> Introduction of appointed Contractor(s) for the works 		
	Eswatini Royal Police	<ul style="list-style-type: none"> Scope of project and implementation arrangements Crime awareness roadshows Provide security during GBV trainings/awareness roadshows 		
	SWAGGA	<ul style="list-style-type: none"> Scope of project SWAAGA to handle all GRM related to GBV/SEA Draw up reporting templates (Log book for GBV cases) 	<ul style="list-style-type: none"> A meeting was held in December 2020 where SWAAGA was briefed on the project and requested to handle all GBV cases of the project 	<ul style="list-style-type: none"> SWAAGA wanted to know the period of the project SWAAGA to undertake

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
			<ul style="list-style-type: none"> Log book meeting yet to be held 	GBV awareness in project area, to lead trainings for project team (Contractors) as well as create awareness on GBV grievance handling in project area.
	NGO's	<ul style="list-style-type: none"> Scope of project and implementation arrangements 		
	Project Steering Committee	<ul style="list-style-type: none"> Update regularly on project progress and challenges. 		
Construction Key Activities: <ul style="list-style-type: none"> Laying of main pipeline and laterals Construction of reservoirs Construction of pump house Construction of kiosks Construction of sanitation facilities 	PAP	<ul style="list-style-type: none"> Ensuring compensation process to be completed and finalized with no grievances unresolved prior to works 		
	Project beneficiaries	<ul style="list-style-type: none"> Awareness on construction works at start of construction and bi-annually to completion of project or as needed 		
	Ministries: <ul style="list-style-type: none"> Natural Resources, Works, Commerce, Economic Planning & Development and Finance 	<ul style="list-style-type: none"> Feedback on progress to line ministries on project works 		
	ESWADE	<ul style="list-style-type: none"> Engage or consult with Design consultant/project team from ESWADE 		

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
	EEC	<ul style="list-style-type: none"> Engage or consult with consultant/project team from EEC 		
	Eswatini Royal Police	<ul style="list-style-type: none"> Project progress Advice of safety measure during construction Sensitizing workers on crime and alcohol and drug abuse 		
	NGO's (CANGO, SWAGGA)	<ul style="list-style-type: none"> Project progress 		
	Eswatini Environment Authority	<ul style="list-style-type: none"> Project compliance status and progress 		
Decommissioning Key Activities: <ul style="list-style-type: none"> Removal of temporary structures Rehabilitation of exposed areas Landscaping 	PAP	<ul style="list-style-type: none"> Inform PAP on completion of project 		
	Project beneficiaries	<ul style="list-style-type: none"> Awareness on construction works completion and education on EWSC connections process. 		
	Ministries: Natural Resources, Works, Commerce, Economic Planning & Development and Finance	<ul style="list-style-type: none"> Feedback on progress to line ministries on project works 		
	ESWADE	<ul style="list-style-type: none"> Engage or consult with Design consultant/project team from ESWADE 		
	EEC	<ul style="list-style-type: none"> Engage or consult with consultant/project team from EEC 		
	Eswatini Environment Authority	<ul style="list-style-type: none"> Project completion report 		
Component 1: Subcomponent 1.2 Master Plan Key Activities/Outcomes:	MNRE/DWA	<ul style="list-style-type: none"> Information on status of WASH Interventions that have been done in relation to WASH Future needs of WASH stakeholders and relevant sectors 	<ul style="list-style-type: none"> Activities to be undertaken by Consultant. 	

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
<ul style="list-style-type: none"> Comprehensive diagnosis of the water supply, sanitation and hygiene sector and its linkages with other relevant sectors. Selection of at least 3 high priority investments (in the Mbuluzi and Usuthu River basins) Feasibility studies (up to bidding documents) and propose options for their financing. 	EWSC	<ul style="list-style-type: none"> Information on Water supply and Sanitation especially in urban areas 	<ul style="list-style-type: none"> Process to engage the Consultant for this component have begun. Currently awaiting World Bank to approve the EOI Report. 	
	NDMA	<ul style="list-style-type: none"> Information on water, sanitation and hygiene related disasters 		
	Ministry of Health	<ul style="list-style-type: none"> Information on Sanitation and hygiene status 		
	Ministry of Agriculture/ ESWADE	<ul style="list-style-type: none"> Update on water use in rural areas Information on Water for Irrigation against domestic/ potable water 		
	Project Beneficiaries	<ul style="list-style-type: none"> Information on status of WASH 		
	Mbuluzi, Lusutfu, Ngwavuma, Komati and Umlumati River Basin Authorities	<ul style="list-style-type: none"> WASH interventions that have been done in each river basin 		
	WASH Stakeholders	<ul style="list-style-type: none"> Interventions that have been done in relation to WASH 		
<p>Component 1: Subcomponent 1.3 Identification of operational drought mitigation measures for reducing vulnerabilities, establish operational contingency response procedures</p> <p>Key Activities/Outcomes:</p> <ul style="list-style-type: none"> Comprehensive drought risk and vulnerability assessment Establishing an effective and fit-for-purpose drought monitoring and early warning system for respective cities and towns, building on existing and forthcoming systems Operationalization of GRM (active system) 	Project Beneficiaries	<ul style="list-style-type: none"> Assessed on current drought challenges Beneficiaries engaged on possible drought relief systems 		
	EWSC	<ul style="list-style-type: none"> Updated on key activities Lead procurement of Consultant to undertake Drought assessment 		
	Meteorology dept/ Municipality	<ul style="list-style-type: none"> Effective monitoring and early warning system 		
<p>Component 1: Subcomponent 1.3 Drought vulnerability profiles and costing the impacts to quantify drought risk in key sectors of Eswatini</p>	<ul style="list-style-type: none"> Citizen Scientists NDMA Volunteers 	<ul style="list-style-type: none"> Enhanced drought awareness, preparedness and creating network of citizen scientists for feedback mechanism and product validation 		

EWSSAP Stakeholder Engagement Plan - September 2021

Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
<p>Key Activities:</p> <ul style="list-style-type: none"> Comprehensive drought risk and vulnerability assessment Establishing an effective and fit-for-purpose drought monitoring and early warning system for respective cities and towns, building on existing and forthcoming systems Operationalization of GRM (active system) 				
<p>Component 1: Subcomponent 1.3 Drought vulnerability profiles and costing the impacts to quantify drought risk in key sectors of Eswatini</p> <p>Key Activities:</p> <ul style="list-style-type: none"> Comprehensive drought risk and vulnerability assessment including an assessment of existing disaster risk management policies 	<p>Agriculture, Water, Health, and Education sectors</p>	<ul style="list-style-type: none"> Assess drought risk to inform profiling 		
<p>Component 1: Subcomponent 1.3 Drought contingency plans for local municipalities and towns</p> <p>Key Activities:</p> <ul style="list-style-type: none"> Identify operational drought mitigation measures for reducing vulnerabilities, Establish operational contingency response procedures Establish an effective and fit-for-purpose drought monitoring and early warning system for respective cities and towns 	<p>Local Government Authorities</p>	<ul style="list-style-type: none"> Drought risk management data and awareness 		
<p>Component 1: Subcomponent 1.3 Risk financing/insurance mechanisms analysis to identify the most appropriate risk financing and insurance mechanisms for mitigating the impacts of droughts.</p> <p>Key Activities:</p>	<p>Local government, authorities, and Central Agencies (Finance, Economists and Public Administration)</p>	<ul style="list-style-type: none"> Drought risk financing information 		

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
<ul style="list-style-type: none"> Detailed cost estimation and provide a breakdown of costs for undertaking various activities, and mitigation and response measures outlined in the drought management plan. Identify existing funding sources (e.g., national allocations for disaster risk management, local contingency funds, etc.), Assessment of funding gaps, and feasible financial instruments that could be used to address gaps. 				
<p>Component 2: Project Introduction</p> <p>Key Activities:</p> <ul style="list-style-type: none"> Project Presentation and Introduction 	<ul style="list-style-type: none"> Inkhundla Committees Traditional leadership Project beneficiaries' representatives 	<ul style="list-style-type: none"> Support and cooperation 	<p>Meeting was held on the 17/09/2017 (Report is attached in Annex 3)</p>	
<p>Component 2: Behavioral change campaign (Preconstruction Phase)</p> <p>Key Activities:</p> <ul style="list-style-type: none"> Introduction of Consultant Undertaking a situation analysis Developing a SBCCS (social and behavior change communication strategy) Develop technical specifications for the procurement of construction materials 	<ul style="list-style-type: none"> WASH Stakeholders Community Leaders Project Beneficiaries (Households and Institutions) 	<ul style="list-style-type: none"> Support and cooperation 		
	<p>WASH Stakeholders</p>	<ul style="list-style-type: none"> Interventions that have been done in relation to WASH Challenges on sanitation and hygiene interventions Sanitation options/technologies implemented 		
	<p>Project Beneficiaries</p>	<ul style="list-style-type: none"> Information on status of WASH Sanitation options/technologies available in the community 		
	<ul style="list-style-type: none"> WASH Stakeholders Project Beneficiaries (Households and Institutions) 	<ul style="list-style-type: none"> Validated SBCCS 		

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
	<ul style="list-style-type: none"> Project beneficiaries (Households) 	<ul style="list-style-type: none"> Preferred sanitation technologies 		
Component 2: Behavioral change campaign (Construction Phase) Key Activities: <ul style="list-style-type: none"> Implementation of the SBCCS Supporting households to construct the domestic rural sanitation and hygiene facilities Provision of trainings for ongoing operation and maintenance of sanitation facilities 	<ul style="list-style-type: none"> WASH Stakeholders Project Beneficiaries (Households and Institutions) 	<ul style="list-style-type: none"> Improved sanitation and hygiene behaviors 		
	<ul style="list-style-type: none"> Project Beneficiaries (Households) 	<ul style="list-style-type: none"> Constructed sanitation facilities 		
	<ul style="list-style-type: none"> Project Beneficiaries (Households) 	<ul style="list-style-type: none"> Sustained sanitation facilities 		
Component 2: Assessment of Existing Sanitation Conditions of Informal Settlements (Preconstruction Phase) Key Activities: <ul style="list-style-type: none"> Introduction of Consultant Assess the current WASH service provision in informal settlements Assess different sanitation technologies suitable for informal settlements 	<ul style="list-style-type: none"> WASH Stakeholders Municipalities (Nhlangano and Hlathikhulu) Project Beneficiaries (Informal settlements households) 	<ul style="list-style-type: none"> Support and cooperation 		
	<ul style="list-style-type: none"> Municipal Authorities WASH stakeholders Project Beneficiaries (Informal settlements households) 	<ul style="list-style-type: none"> WASH status report 		
	<ul style="list-style-type: none"> Municipal Authorities WASH stakeholders Project Beneficiaries (Informal) 	<ul style="list-style-type: none"> Sanitation options suitable for informal settlements Identification of suitable options 		

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
	settlements households)			
Component 2: Assessment of Existing Sanitation Conditions of Informal Settlements (Construction Phase) Key Activities: <ul style="list-style-type: none"> • Training of beneficiaries on operation and maintenance of sanitation facilities • Design and construction of sanitation facilities for informal settlers 	<ul style="list-style-type: none"> • Municipal Authorities • Project Beneficiaries (Informal settlements households) 	<ul style="list-style-type: none"> • Improved knowledge • Good hygiene practices 		
	<ul style="list-style-type: none"> • Municipal Authorities • WASH stakeholders • Project Beneficiaries (Informal settlements households) 	<ul style="list-style-type: none"> • Availability of inclusive sanitation facilities 		
Component 2: Assessment of Existing Sanitation Conditions of Institutions (Preconstruction Phase) Key Activities: <ul style="list-style-type: none"> • Training of beneficiaries on operation and maintenance of sanitation facilities • Assess the current WASH service provision in institutions • Assess different sanitation technologies suitable for institutions 	<ul style="list-style-type: none"> • Ministry of Education (REOs, Schools' Management) • School committees • WASH stakeholders • Traditional leaders 	<ul style="list-style-type: none"> • Support and cooperation 		
	<ul style="list-style-type: none"> • Ministry of Education (REOs, Schools' Management) • School committees • WASH stakeholders • Pupils 	<ul style="list-style-type: none"> • WASH status report 		
	<ul style="list-style-type: none"> • Ministry of Education (REOs, Schools' Management) • School committees 	<ul style="list-style-type: none"> • Sanitation options suitable for institutions • Identification of suitable options 		

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Project Phase	Key Stakeholder	Purpose of Engagement	Status/Feedback	Key Outcomes & Concerns
	<ul style="list-style-type: none"> • WASH stakeholders • Pupils 			
<p>Component 2: Assessment of Existing Sanitation Conditions of Institutions (Construction Phase)</p> <p>Key Activities:</p> <ul style="list-style-type: none"> • Training of beneficiaries on operation and maintenance of sanitation facilities • Design and construction of sanitation facilities for informal settlers 	<ul style="list-style-type: none"> • Ministry of Education (REOs, Schools' Management) • School committees • WASH stakeholders • Pupils 	<ul style="list-style-type: none"> • Improved knowledge • Good hygiene practices 		
	<ul style="list-style-type: none"> • Ministry of Education (REOs, Schools' Management) • School committees • WASH stakeholders • Pupils 	<ul style="list-style-type: none"> • Availability of inclusive sanitation facilities 		

6. INFORMATION DISCLOSURE

6.1 Objective in Information Disclosure

The objective of the information disclosure plan is to ensure that appropriate project information, particularly activities related to component 1 and 2 on environmental and social risks and impacts are disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format. The World Bank standards require that the SEP be disclosed after each updating process. The last update of the SEP was done in September 2019 and was disclosed in both the EWSC and World Bank websites. Other important documents that have since been disclosed in EWSC and World Bank websites include the draft ESIA, RPF in May, 2019 respectively. The LMP is expected to be disclosed before construction works begins. The EWSC, through EWSSAP PIT, shall disclose project information to project-affected and other interested stakeholder mapped during stakeholder's identification exercise. Potential risks, impacts and benefits expected from components 1 and 2 of the project and potential opportunities that may emerge shall be explained and discussed during consultation (s).

Moreover, the EWSC, through EWSSAP PIT, will ensure that stakeholders are provided with access to the information listed in a timeframe that enables meaningful consultations with them on project design² including:

- (a) The purpose, nature and scale of the Project, particularly activities associated with component 1 and 2;
- (b) The duration of proposed project activities;
- (c) Potential risks and impacts of the project on local communities, and the proposals for mitigating potential impacts,
- (d) Highlighting potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups and describing the differentiated measures taken to avoid and minimize impacts;
- (e) The proposed stakeholder engagement process highlighting the ways in which stakeholders can participate;
- (f) The time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported;
- (g) The process and means by which grievances can be raised and will be addressed.

² All this information has been provided to stakeholders as of December 2020 and further engagements to occur specifically for provision of information related to grievance

6.2 Guiding Principles of Disclosure

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 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;
- Issues raised must be answered, at the meeting or later.

6.3 Stakeholder Engagement Techniques

The project shall be responsive to requests for information from project-affected parties and other interested parties throughout the project cycle. Project level information sharing strategy and communication mechanism shall be developed by EWSSAP and be put in place to make information available on a continuous basis.

The EWSC, through the EWSSAP PIT, shall make special efforts to inform, engage with, and understand disadvantaged or vulnerable groups with regard to risks and impacts associated with component 1 and 2 activities and the means of obtaining access to compensation and benefits where appropriate, and how and when to raise grievances. Moreover, the Corporation shall solicit collaboration with local organizations working with disadvantaged and vulnerable people. These include World Vision, Save the Children, the Deputy Prime Minister's Office and others (as listed in stakeholder list). These organizations shall assist EWSC with strategies of incorporating the views of the disadvantaged and vulnerable people.

Table 4 below presents techniques that will be utilized to the stakeholder engagement process.

Table 4: Stakeholder Engagement Techniques

Engagement Technique	Stakeholders	Appropriate Application of the Technique
Correspondences (Phone, Emails)	<ul style="list-style-type: none"> • PIT • Ministry of Natural Resources 	<ul style="list-style-type: none"> • Distribute information to Government officials, NGOs, Local Government, and organizations/agencies • Invite stakeholders to meetings and follow-up
One-on-one meetings	<ul style="list-style-type: none"> • PAP's 	<ul style="list-style-type: none"> • Seeking views and opinions • Enable stakeholder to speak freely about sensitive issues • Build personal relationships • Record meetings
Formal meetings	<ul style="list-style-type: none"> • Ministry of Natural Resources and Energy • Ministry of Finance • Ministry of Commerce • Ministry of Health • Deputy Prime Minister's Office • Eswatini National Trust Commission (ENTC) • Eswatini Royal Police Service • Town Councils of Nhlhlangano, Hluthi, and Lavumisa • Ministry of Tourism and Environmental Affairs • ESWADE • NGO's 	<ul style="list-style-type: none"> • Present the Project information to a group of stakeholders • Allow group to comment – opinions and views • Build impersonal relation with high level stakeholders • Disseminate technical information • Record discussions
Public meetings	<ul style="list-style-type: none"> • Communities • Regional Development Committee • Beneficiaries 	<ul style="list-style-type: none"> • Present Project information to a large group of stakeholders, especially communities • Allow the group to provide their views and opinions • Build relationship with the communities, especially those impacted • Distribute non-technical information • Facilitate meetings with presentations, PowerPoint, posters etc. • Record discussions, comments, questions.
Focus group meetings	<ul style="list-style-type: none"> • NGOs • FBO's • Youth • Physically Challenged 	<ul style="list-style-type: none"> • Present Project information to a group of stakeholders • Allow stakeholders to provide their views on targeted baseline information • Build relationships with communities • Record responses
EWSC website	<ul style="list-style-type: none"> • Public • Service Providers 	<ul style="list-style-type: none"> • Present project information and progress updates

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Engagement Technique	Stakeholders	Appropriate Application of the Technique
	<ul style="list-style-type: none"> • Academic Institutions • Media 	<ul style="list-style-type: none"> • Disclose ESIA, SEP, ESMP and other relevant project documentation
Direct communication with affected crops/asset owners (Road component only)	<ul style="list-style-type: none"> • PAPs 	<ul style="list-style-type: none"> • Share information on timing of road clearance • Agree on options for removing crops and relocation of fences.
Road signs	<ul style="list-style-type: none"> • Municipalities • Ministry of Works and Transport • Affected communities 	<ul style="list-style-type: none"> • Share information on project activities • Reminders of potential impacts (e.g. for road clearance activities; remind crop owners to harvest crops and replant outside the road reserve)
Project leaflet, media (newspapers, radio etc)	<ul style="list-style-type: none"> • Public • Media • Affected Communities 	<ul style="list-style-type: none"> • Brief project information to provide regular update • Site specific project information.

6.4 Avenues for Information Disclosure

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

- i. **Community Forums:** To facilitate effective consultation with the communities during implementation of the project, the Project Manager (PM), will establish community forums through local established **Traditional leadership** or authority to disseminate project information to community members. Chiefdoms through Chief's Royal kraals shall also be used.
- ii. **Local Government:** Government representatives, District/Town Officers as development agents
- iii. **Tinkhundla Centers:** as a channel to disseminate information on the project.
- iv. **Information Boards:** Notice boards 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.
- v. **The Media:** Newspapers commonly read in the project area will be used to notify the public.

6.5 Stakeholder Engagement Within Project Lifecycle

The process of updating this SEP will be guided by the project phases and the stakeholders that need to be engaged through all the phases of the project. In all the project phases, the focus and scope of the SEP will be updated to ensure that the EWSC addresses external changes and adheres to its strategy.

The key life-cycle of the project phases to be considered when implementing stakeholder engagement are portrayed in Figure 2 below and they include Planning (design), Pre-construction, Construction and Commissioning.

6.5.1 Planning / Design (Pre-construction)

This is the process of ensuring that systems and components of the Project are designed, installed, and maintained to prescribed / agreed requirements. It involves clearly setting out objectives and activities of the project³. Key Activities that will need engagement of stakeholders include:

- Identify key stakeholders
- Stakeholder analysis
- Inform Interested and Affected Parties
- Update of the existing environmental and social assessment (EISA)
- Resettlement Action Plan (RAP)
- project background information and disclosure

³ Consultations or issues that will be dealt with in each and every phase of the project are outlined in Table 3

- Water balance exercise
- Detailed Engineering Design
- Operationalization of GRM (active system)

6.5.2 Implementation (Construction)

This is the process of undertaking activities as planned from the design or planning phase of a project cycle. It involves turning inputs into outputs towards the realizing of project goals (impact level). Key Activities that will need engagement of stakeholders include:

- Ensure that Construction Contractor(s) develop, implement and maintain the following instruments; Traffic management Plan, C-ESMP, Health and Safety management Plan, Labour Management Plan, Emergency Response Plan and OHS Plan with GBV action Plan;
- Community Awareness on project risks through meetings and training;
- Full operationalization of GRM (active system);
- Laying of main pipeline and laterals;
- Construction of reservoirs;
- Construction of pump house;
- Construction of kiosks,
- Construction of sanitation facilities.

6.5.3 Commissioning (Post-construction)

Stakeholder engagement within the project preparation and implementation process is critical for supporting the project's risk management process, specifically the early identification and avoidance/management of potential impacts (negative and positive) and cost-effective project design. Key Activities that will need engagement of stakeholders within this phase of the project include:

- Removal of temporary structures;
- Rehabilitation of exposed areas;
- Landscaping;
- Continue operationalization of GRM.

The following phases will be used to guide stakeholder engagement within EWSSAP:

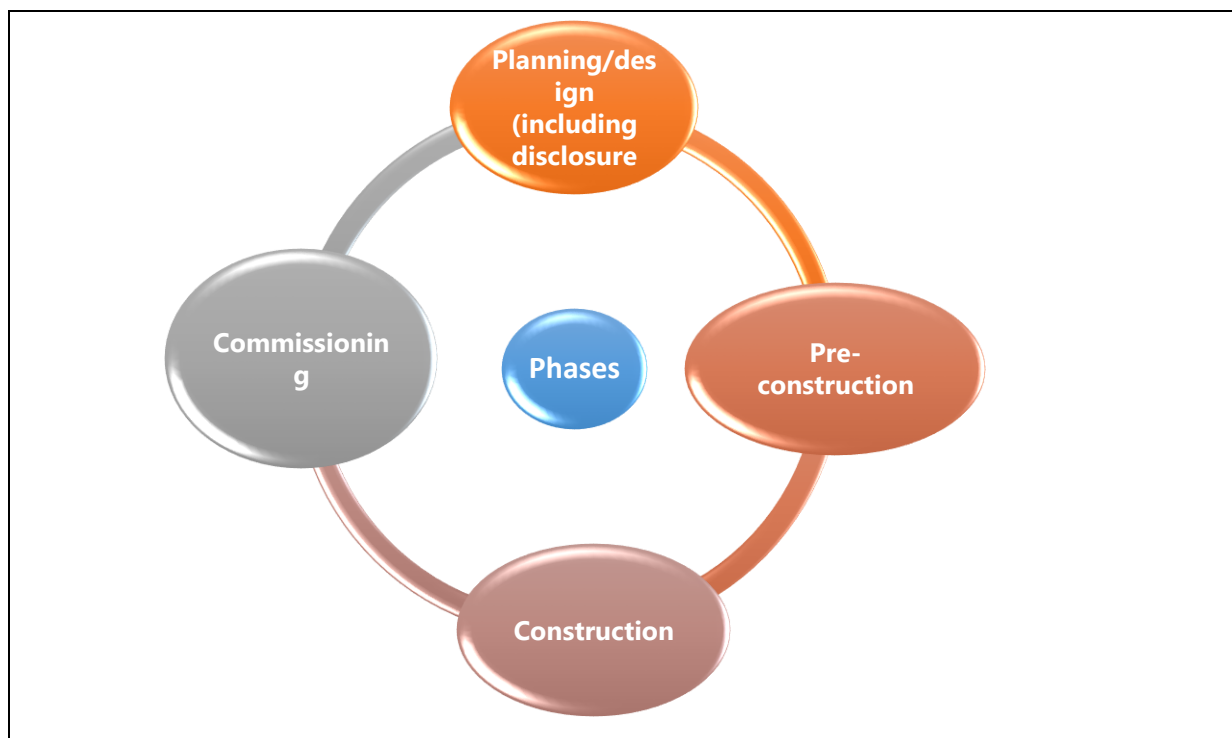


Figure 2: EWSSAP Project phases/cycles

Figure 2 above shows the different phases/cycles of the project which are **Planning/design (including disclosure), Pre-construction, Construction and Commissioning** which will guide Stakeholder engagement within the project cycle. At each and every stage of the different phases, specific stakeholders will be targeted at a time. This means that at each phase, activities to be undertaken will determine which stakeholders are engaged at that phase. All components of the project fit within the 4 phases of the project. The detailed of which stakeholder is to be engaged at which phase is detailed in table 3 above.

7. RESPONSIBILITIES AND RESOURCES

7.1 Roles and Responsibilities of Project Unit

In this sub-section the proposed organizational structure and management functions for the stakeholder engagement function at EWSC are described. The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within the Project Implementing Unit (PIU), EWSC Project Implementation Unit (PIT), its regional offices and local sub-contractors. The PIT will be responsible for the preparation and physical implementation of the project while the overall PIU is responsible for the implementation of all four components of the project. The PIT and PIU are explained and differentiated below:

Project Implementation Unit (PIU)	Project Implementation Team
Definition – EWSC core project implementing with focus on Component 1,3 and 4 of the project components. Supporting and overseeing Component 2.	Definition –supporting implementing govt agencies with Sanitation Lead by MOH with responsibility of Component 2, Water Supply Sustainability Management Lead by the DWA with responsibility of Sub-component 1.2 as well as the Disaster Risk Management Lead by the NDMA as Sub-coordinator for Sub-component 1.3.
Staff:	Staff:
EWS Project Engineer/Coordinator, Procurement Specialist, Financial Accountant, Environment and Social Specialists	Environmental Health Department staff representative, Department of Water Affairs staff representative and National Disaster Management Agency staff representative

Table 5: Project Implementing Unit and Team Definition

As this SEP is applicable for component 1 & 2 only, only the PIT will be described in this section. The PIT unit is under the oversight of the Technical Services Director comprising various staff as listed in Table 6 below.

Table 6: Roles and Responsibilities

Position	Role	Responsibility
Project Manager	<ul style="list-style-type: none"> Manage the PIU 	<ul style="list-style-type: none"> Oversees implementation of the project to ensure its completion within the allocated project timelines
Project Engineer	<ul style="list-style-type: none"> Manage the overall implementation of the Project 	<ul style="list-style-type: none"> Manage and lead the Project Implementation Team and the Project Implementation Unit (Sub Coordinators) Coordinate and supervise the implementation of the project to ensure timely completion of deliverables, within budget and the required quality Manage and supervise the work of consultants and contractors Ensure relevant stakeholders are engaged at all phases of the project Oversee the commissioning of the project
Procurement Specialist	<ul style="list-style-type: none"> Manage the overall procurement of goods, services under the project and assist in contract management 	<ul style="list-style-type: none"> Timely preparation and updating of procurement plans Monitoring and control of procurement processes Management of contracts and procurement reporting Compliance with internal, Government of the Kingdom of Eswatini (GoKE) and World Bank control systems and procurement rules, policies, guidelines, regulations etc
Environmental Compliance Officer	<ul style="list-style-type: none"> Monitor implementation of the ESMP 	<ul style="list-style-type: none"> Conduct site inspections Compile reports
Environmental Specialist	<ul style="list-style-type: none"> Monitor implementation of the ESMP Monitor implementation of instruments such as the C-WMP and LMP Monitor/control environmental impacts 	<ul style="list-style-type: none"> Notify EEA of significant environmental impacts/aspects that arise during project implementation Compile Project Compliance Reports to report quarterly to the EEA on the compliance status Inspect the site Compile reports
Social Specialist	<ul style="list-style-type: none"> Manage all social development aspects of the project Oversee all planned stakeholder engagement activities or in process of being implemented Update SEP as and when necessary 	<ul style="list-style-type: none"> Develop, implement and monitor all stakeholder engagement strategies/plans for the Project; Manage the grievance 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 Proactively identify stakeholders, project risks and opportunities and inform the PM/PE/PASCM to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.

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Position	Role	Responsibility
Community liaison Officers	<ul style="list-style-type: none"> Directly contact PAP in the local communities 	<ul style="list-style-type: none"> Facilitate stakeholder engagements at community level under the supervision of the SS Provide EWSC with assistance during consultations, identification of PAPs, and conducting of interviews, where required.
Design Consultant	<ul style="list-style-type: none"> Provide institutional capacity and support to the Project Implementation Unit (PIT) Undertake detailed designs 	<ul style="list-style-type: none"> Overall project management and supervision including procurement, design, contract management Oversee the overall implementation Monitor and report on safeguards aspects such ESMPs, LMP, SEP and RAPs Familiarizing themselves with the project area through reading and consultations with the EWSC Project Unit Design appropriate questionnaires intended for data collection at project location levels Design questionnaires for data collection from various households, individual farm units, depending on the nature of information source
Project Accountant	<ul style="list-style-type: none"> manage the overall financial aspect of the project 	<ul style="list-style-type: none"> Maintenance of project accounts and financial records, clearly detailing expenditures by categories and components Coordinating the external audit on all matters concerning project matters Ensuring implementation of all audit recommendations by external auditors on project finance matters

7.2 Resources

The EWSC Public Affairs Department is responsible for the design and proper implementation and monitoring of the SEP. This department is responsible for the company-wide stakeholder management program at EWSC. The Public Affairs Manager together with the PIT will provide management oversight of SEP working closely with the Social Specialist and PIU Members for expertise in the different functions required in the project. This is to ensure that the SEP is implemented in a successful manner. All stakeholders' activities will be financed from component 1 resources of the project.

7.3 Integration and support

Since stakeholder engagement activities will influence other departments or require their inputs, the Social Specialist, through the 'Public Affairs Manager', needs to ensure that the various managers are included or kept informed on the stakeholder engagement process. Decisions taken by managers might have a direct or indirect impact on communities which would need to be communicated at the appropriate time.

Anticipated stakeholder engagement roles for the various decision-makers are outlined below:

- Project Manager: is be responsible to sustain relationships and communicate with Government entities and the media. These engagements will be required throughout the Project's life and decisions taken as a result of these engagements could potentially impact EWSC's relationships with communities e.g. site selection or compensation agreements;
- Contract Manager: opportunities for contractor/employment are a key concern for community members. They are also very sensitive about appointing people from local community's opposed to communities located further away from the project site. This requires that a defined process of employment developed in line with the project's Labour Management Procedure (LMP) and clearly communicated to the project's E&S officers, and shared to community leadership and members through the SEP and other official means of communication.

In order to advance the Project, the PIT will work collaboratively with relevant EWSC's departments and stakeholders such as:

- (i) Purchasing, (ii) Finance, (iii) Customer Services, (iv) Technical Services Department, (v) Strategic Services , (vi) Tender Committee, (vii) Public Affairs Department (including the SS), (viii) SHEQ Department (including the ES). The roles and responsibilities, their interest and potential influence, and the internal coordination and communication arrangements are summarised below.

Table 7: Internal Departments

EWSC Departments	Role	Interest	Influence	Co-ordination	Frequency
Purchasing	<ul style="list-style-type: none"> Coordinate overall procurement under the project and prepare and revise Procurement Plans as needed 	High	High	<ul style="list-style-type: none"> Hold meetings to update procurement plans and review delivery timelines that have high project risk impact Integrate ESHS requirements into the bidding document and contractors' contracts 	Regularly
Finance	<ul style="list-style-type: none"> Account for the deposits and withdrawals of project funds with Financial institution(s) Perform the audits and provide financial reports in accordance with the World Bank rules and guidelines 	High	High	<ul style="list-style-type: none"> Serve in safeguarding the project fund as well as to prepare and ensure RAP payments Hold meetings to evaluate project financial performance 	Regularly
Public Affairs	<ul style="list-style-type: none"> Work with the Social Specialist to conduct stakeholder engagement, project disclosure and outreach activities 	High	High	<ul style="list-style-type: none"> Hold meetings to review and update stakeholder engagement plan i) interface with stakeholders, handle E&S matters. iii) Liaison with CLOs and iv) interact with GRCs. 	Regularly
SHEQ Department	<ul style="list-style-type: none"> Work with the Environmental and Social Specialists to finalize ESIA/ESMP reports, project disclosure and project implementation 	High	High	<ul style="list-style-type: none"> Hold meetings to give updates on the update and finalize the ESIA/ESMP 	Regularly
Technical Services Department	<ul style="list-style-type: none"> Ensure timely and efficient construction and commissioning of Pipe line, reservoirs and pump stations. 	High	High	<ul style="list-style-type: none"> Hold project progress meetings to highlight project challenges and risks 	Regularly

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EWSC Departments	Role	Interest	Influence	Co-ordination	Frequency
Strategic Services	<ul style="list-style-type: none"> Recruitment of PIT staff such as the Social Specialist and Procurement Officer 	Medium	Medium	<ul style="list-style-type: none"> Share PIT staff requirements 	As needed
Tender Committee	<ul style="list-style-type: none"> Ensure timely approval of procurement processes 	High	High	<ul style="list-style-type: none"> Provide updates on project progress through reports and meetings to discuss project risks that need their intervention Approve procurement evaluations 	Regularly

7.4 Training

All parties involved in implementing this SEP will attend a workshop that will orient everyone about the Project and appraise all individuals of responsibilities and reporting structures.

7.5 Budget

The SEP is financed from the project resources under component 3 of the project's components with a sum of **E 430, 000.00**. A detailed budget for the implementation of this SEP is detailed below:

Stakeholder Engagement Activities	Qty	Unit	Unit Cost	Total Cost
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/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/SH	4	No.	15,000.00	60,000.00
Resettlement Action Plan				
Issue of Public Notice of Cut of 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

Table 8: Stakeholder Engagement Budget Plan

8. Grievance Redress Mechanism (GRM)

The objective of the project Grievance Redress Mechanisms (GRM) is to provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow EWSC through the EWSSAP project team to respond to and manage grievances filed by affected people and other parties. Grievances may emerge from directed and indirect interventions related to component 1 and 2 civil work activities. Grievances may arise among affected households and communities on a variety of issues ranging from compensation rates and eligibility criteria to the relocation sites and the quality of services available at those sites, where applicable. Sexual Exploitation/Harassment (SEA/SH) related grievance are also expected to arise from the project implementation activities particularly during construction phase. Workers' related grievances mechanisms are addressed in Section 9 of the Labour Management Procedure (LMP) and Resettlement related grievance shall be addressed in accordance with Section 10 of the Resettlement Policy framework (RPF).

8.1 Objectives of the GRM

EWSSAP has established GRMs as part of the accessible and inclusive means to raise issues and grievances and allow EWSC through the EWSSAP project team to respond to and manage grievances filed by affected people and other parties. The key objectives of the GRM are therefore to:

- Record, categorize and prioritize the grievances;
- Settle the grievances via consultation with all stakeholders (and inform those stakeholders of the solutions)
- Forward any unresolved cases to the relevant authority.

As the GRM works within existing legal and cultural frameworks, it is recognized that the GRM will comprise community level, project level, and Eswatini judiciary level redress mechanisms. The details of each of those components are described as follows.

8.2 Design of the GRM

The design of the GRM takes into consideration the views of affected communities expressed during the resettlement planning process. It also takes into consideration the location of the intended, their language use and level of education. It is for this reason that simple forms written in Siswati have been placed within communities with the main logbook placed at Constituency level within all three project Constituencies. The guiding principles in the GRM design include the following:

- ✓ **Fairness** - Grievances are treated confidentially, assessed impartially, and handled transparently.

- ✓ **Objectiveness and independence** - The GM operates independently of all interested parties in order to guarantee fair, objective, and impartial treatment to each case. GM officials have adequate means and powers to investigate grievances (e.g., interview witnesses, access records).
- ✓ **Simplicity and accessibility** - Procedures to file grievances and seek action are simple enough that project beneficiaries can easily understand them. Project beneficiaries have a range of contact options including, at a minimum, a telephone number (preferably toll-free), an e-mail address, and a postal address. The GM 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. The GM does not use complex processes that create confusion or anxiety (such as only accepting grievances on official-looking standard forms or through grievance boxes in government offices).
- ✓ **Responsiveness and efficiency** - The GM 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 project-affected people—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. Special attention is given to ensure that poor people and marginalized groups, including those with special needs, are able to access the GM.

8.2.1 Guiding procedure of the GRM

The PIT is required to disclose and explain to affected persons, communities' stakeholders the procedure for complaints filing as early as possible and on a regular basis throughout the project cycle. 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 PIT will ensure that the grievance procedure is accessible, adequately registered and tracked, and resolution is affirmed within one month of registration as outlines in the **Figure 3** below.

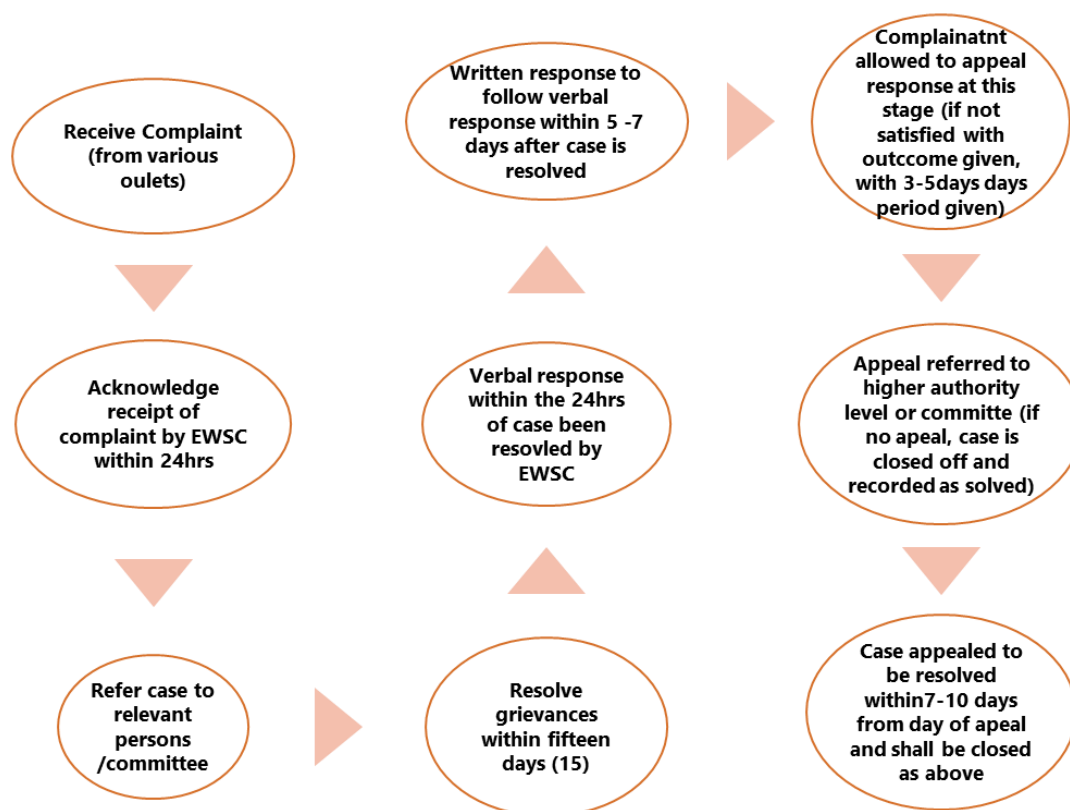


Figure 3: EWSSAP GRM Process Flow

The following procedures shall be followed while filing and processing complaints through the above described GRM process in Figure 3:

Grievance Register Book:

- A grievance register book shall be opened and kept in the office of resident engineer, Community Liaison officer and at the Inkhundla. All grievances shall be registered when and upon the receipt of complaints from the aggrieved. The book shall have: i) case reference number, ii) the aggrieved name, iii) the date the case is received, iv) the date the case is resolved and, v) a remarks column.

Responsibility for Registering Complaints:

- The Resident Engineer, CLO, and Indvuna yeNkhundla in the project area shall register in the Grievance Register Book all complaints received.

Case Receipt:

- Within 24 hours of receiving complaints, the monitoring consultant shall issue a letter to the aggrieved acknowledging receipt of the case and providing a date when the case will be reviewed as well as the venue.

Public Access to the book:

- The book shall be accessible to the public,

SEA/SH

- SEA/SH grievances will not be documented in the public accessible book. However, a SEA/SH action Plan has been prepared to manage related risks, and a specialized NGO will be engaged for awareness and will develop a system that will capture SEA/SH and HIV/AIDS related issues. It is attached in this section below.

PAPs:

- All PAPs who have issues with their compensation and assistances are required to submit written complaints to the appropriate level of GRMs.

Recording

- Mediation meetings and outcomes will be recorded and kept in safe places at each of the Grievance Redress Mechanism Committee's locations.

8.2.2 Potential issues and complaint filing

Within the context of the Project, grievances are understood to be issues, concerns, problems or claims (perceived or actual) that an individual or a community group wants a EWSC, through the project, to address or resolve. Grievances are expected to arise:

- a) directly from affected property owners or water users and will be handled as follows;
 - The aggrieved person will first report his/her case to the Project Area Community Liaison Officer⁴ working in the Zombodze, Hosea and Shiselweni
 - The Community Liaison Officer will report the grievance to the Project Engineer/ Resident Engineer⁵ who will address the grievance and feedback the Community Liaison Officer within five working days.
- b) Grievances may also be reported through EWSC's 24-hour Call Centre, which uses a system called MAXIMO⁶ that allows for the tracking of issues as they are scaled up and resolved allowing for feedback to the complainant. When the complaint is raised, it is registered and a job card to resolve the complaint is issued. Once the complaint is resolved, the job card is signed off.

Through the office of the Project Engineer, the EWSC will systematically track grievances lodged related to Project implementation and, as part of the tracking system, keep a separate record of any grievances that may arise as part of the resettlement and compensation process. It shall ensure that grievances are sorted at the point of registration is to specifically address

4 Community Liaison Officers provide an interface between the Corporation and the project area

5 Resident Engineer refers to the Contractor lead that shall be doing the Construction.

6 MAXIMO is a Work Management system employed by EWSC that involves all tasks associated with the management and delivery of work at EWSC including the generating of a Service Requests for follow up of complaints.

the special concerns which relate to compensation, relocation or livelihood restoration in a timely manner.

The points of access for grievances will be shared as part of consultation with all PAPs and through broader community consultation. The Community Liaison Officers and the Social Officer will serve as the points of registration for any resettlement related complaints and his terms of reference will reflect the same and oversee the process to reach resolutions. The issue can be logged as an anonymous grievance. Below is a non-exhaustive list of possible access points for grievances of the project (these shall be updated as and when new outlets are identified):

No.	Grievance Outlet/Access point
01	Verbal through reporting to CLO's
02	Verbal through reporting to Water Committee member
03	Verbal through reporting to Social Specialist/Project Engineer
04	GRM forms available at national, regional and community level
05	Constituencies Log Book
06	EWSC website
07	EWSC Contact Centre

Figure 4: Grievance Outlet/Access points

When a grievance is logged by the Resident Engineer, he will then liaise with additional members⁷ of the Project Implementation Team to seek resolution of the issue. The Resident Engineer will acknowledge the complaint, unless the issue is logged anonymously. If the issue is registered anonymously it will be automatically referred to the head of the Project Team. Upon registration, the Resident Engineer will refer the issue for resolution or mediation to relevant officials. The aim is to resolve all grievances within four weeks. Any grievance which is not resolved within that timeframe will be reported in detail in monthly Project Team report and quarterly reports to the World Bank. All other grievances will be aggregated to track trends for managerial response. In principle, where the complaint is related to Swazi Nation Land, the Resident Engineer will seek to mediate the situation through the Chief (Traditional Leader). Where an issue related to deeded or land on 99-year lease, the Resident Engineer will liaise with Public Affairs Office and Compliance Office to determine proposed resolution.

⁷Depending on what the case is for instance if its Environmental related, then the Environmental Specialist shall be engaged by the Engineer to assist or handle the case depending on the grievance nature.

Below is a diagram displayed in picture form how grievance shall be handled using MAXIMO (EWSC Complaints system)

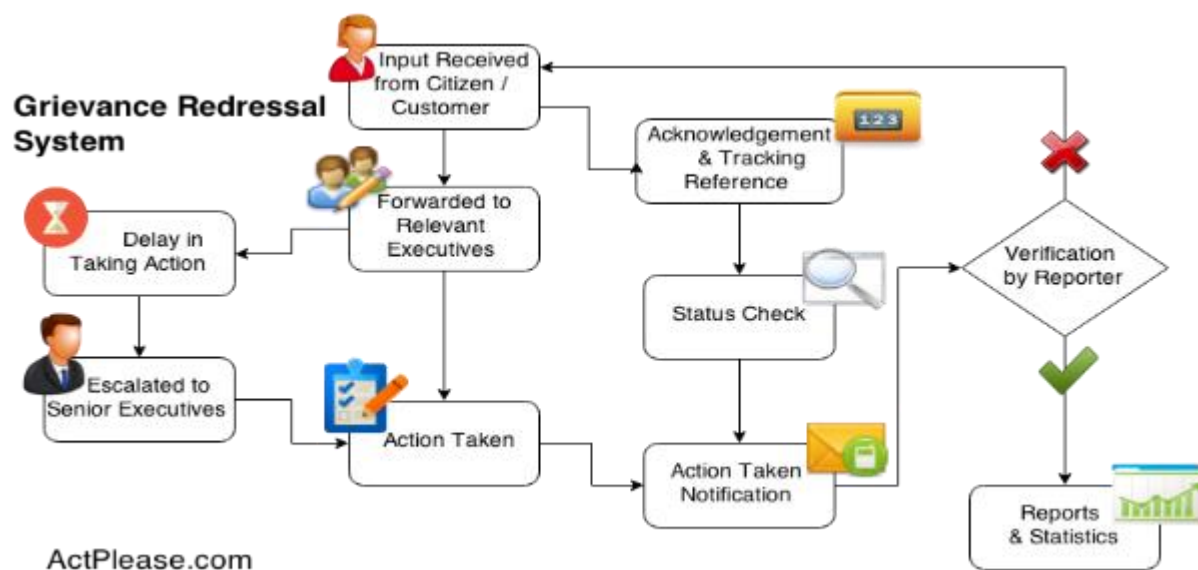


Figure 5: GRM processing using Maximo

Source: ActPlease.com

8.3 Grievance Redress Mechanism Structure

In the Project's GRM, grievances will be handled following a hierarchical structure of dealing with all complaints received. The entry level structure is the **Community Level GRM**, this level is followed the **Project Level GRM** where cases not solved at first entry are taken to this level. **Regional Level structure** is also another structure which shall solve cases not solved at Project Level and cases not solved here shall be taken to the **EWSC Level structure**. The final structure in the hierarchy is the **National Level GRM structure** which shall have all cases resolved at this level as the final structure in resolving grievances related to the project. The **GRM grievance resolution process** involves the following main steps at each level:

1. Receipt of grievances and acknowledgement
2. Screening for standing and/or acceptance or rejection
3. Processing of complaint
4. Grievance resolution approach
5. Closure of grievances;
6. Handling of grievance records and documentation.

For handling grievances relating to sexual exploitation and abuse (SEA) and sexual harassment (SH), please refer to SEA/SH action plan prepared in below sections. The **fivefold GRM**

structures are explained each in detail below including the different composition of GRM Committees set up within each structure:

8.3.1. Community Level Grievance Redress Mechanism

It is recognised that local communities have existing traditional and cultural grievance redress mechanisms. Therefore, it is expected that some disputes at the community level may be resolved using these mechanisms, without the involvement of EWSC, contractor(s), and or Government representatives at local and national level.

PAPs may complain or raise grievances over a variety of reasons associated with resettlement impact and compensation, including but not limited to:

- (a) Identification of affected land and associated assets within the Project area;
- (b) Ownership/responsibility for the land and associated assets;
- (c) Valuation of land or associated assets;
- (d) Quality of replacement assets;
- (e) Other compensation allowances;
- (f) The timing or manner of compensation payments;
- (g) Conduct of Project staff/representatives, or their methods in dealing with compensation.

It is expected that most issues may arise around land issues at this level and to shall involve the SNL traditional leadership while those under TDL the Nhlanguano Municipal shall be involved in resolving the dispute.

Grievance handling Process:

- ✓ CLO provide first receiving platform for issues,
- ✓ When a grievance is logged to the CLO's, they must acknowledge the complaint within **24 hours of receipt** of the complaint.
- ✓ The Social Specialist must acknowledge the complaint within **24 hours of receipt** of from CLO.
- ✓ If the complaint is logged anonymously it will be automatically referred to the head of the Project Unit which is the Project Coordinator.
- ✓ If not anonymous, upon registration, the Social Specialist will refer the issue for resolution or mediation to relevant officials.
- ✓ The SS shall sort feedback from the relevant officials handling the case within 5 days so to update the Complainant of the status

- ✓ If a hearing through the GRM Committees (explained below) at this level is required, the grievant shall be notified at this stage
- ✓ All cases should be resolved within 10 – 15 days at this level

Community Level GRM Committee

At community level the project will establish a GRM committee and shall have the following members:

- The Supervising Consultant, Chair
- The Resident Engineer, Member
- The Contractor, Member
- Community Liaison Officer
- Social Specialist
- PAPs' representative

Community Level GRM Access Points:

The **points of access** for grievances shall include and not limited to the following:

- i) GRM Form available in both local languages – placed with Water Committees, Bucopho, Constancies, and project CLO's.
- ii) EWSC Tol free line – 800 5000
- iii) EWSC WhatsApp line – 7806 5000
- iv) Complaints Form on EWSC website – www.swsc.co.sz
- v) CLO's on the ground
- vi) Water Committee Members

CLO's on the ground are sharing as part of consultation with all PAPs and through broader community consultation these access point. The Social Specialist shall serve as the overall point of registration for any resettlement related complaints coming from each royal kraal Community Liaison Officer and oversee the process to reach resolutions. The SS shall view and verify contents of the log-books bi-weekly during the initial stages of the project (6 first months) and then monthly thereafter.

8.3.2. Project Level Grievance Redress Mechanism (GRM)

A project level GRM is a harmonised system for all project related disputes and resolutions. Its objective is to bring the GRM closer to all stakeholders at various levels of project implementation. Issues that are not resolved at first instance dispute/grievances resolution shall be escalated to the next level. All effort shall be made to resolve issues at the first instance.

Grievance handling Process

- ✓ The SS shall refer cases not solved at first instance within 24hrs after evidence that case resolution is not being reached at first instance.
- ✓ The project level GRM committee shall resolve or reach a decision five (5) days from the date the complaint is received.
- ✓ The chairperson of the GRM committee shall communicate the committee's decision to the aggrieved PAPs in writing and keep record of all decisions related to each case
- ✓ SS shall keep records of all the writings and update records related to the case accordingly

Project Level GRM Committee

The Project level GRM shall comprise of the following members:

- ✓ Projects Manager
- ✓ Project Coordinator
- ✓ Social Specialist
- ✓ Environmental Specialist
- ✓ EWSC Compliance Officer
- ✓ EWSC Land Acquisition Officer
- ✓ Public Affairs Manager

8.3.3. Regional Level Grievance Redress Mechanism (GRM)

The objective of the Regional level GRM is to resolve complaints that the project level GRM is unable to handle.

Grievance handling Process

- ✓ The Project Coordinator shall refer cases not handled at project level to this level in writing requesting intervention
- ✓ Regional level GRM shall do everything possible to resolve issues within fifteen (15) days from the date the case has been transferred to it from the project level GRM.
- ✓ The chairperson of the GRM committee shall communicate the committee's decision to the aggrieved (PAPs) in writing and keep record of all decisions related to each case.
- ✓ SS shall keep records of all the writings and update records related to the case accordingly

Regional level GRM Committee

The Regional level GRM shall comprise of the following members:

- Regional Secretary, Chair person
- Municipality CEO
- Ministry of Housing Regional Representative

- EWSC Regional Manager
- Social Specialist
- Public Affairs Manager
- Environmental Specialist
- Project Coordinator

8.3.4. EWSC Level Grievance Redress Mechanism

A committee of company personnel qualified and experienced in dispute resolution shall be constituted at the ESWC to handle complaints that have not been addressed or resolved at the regional level in the impact area or the project area corridor.

Grievance handling Process

- ✓ The EWSC level GRM committee shall do everything possible to resolve issues within fifteen (15) days from the date the case has been referred to it from the National Level GRM committee.
- ✓ The chairperson of the committee shall communicate the committee's decision to the aggrieved PAP(s) in writing.
- ✓ The committee shall keep record of all decisions related to each case.
- ✓ Project Coordinator shall keep records of all the writings and share with SS to update records related to the case accordingly

EWSC level GRM Committee

- The EWSC level GRM shall be comprised of the following members:
- EWSC Technical Director, Chair person
- EWSC Strategic Services Director, Member
- EWSC Compliance Officer, Member
- Social Specialist, Member
- EWSC Public Affairs Manager
- Government Certified Property Valuator, Member
- EWSC Internal Audit Manager, Member
- Project Coordinator

8.3.5 GRM at National Level

Objective of the National level GRM is to resolve complaints that the EWSC level GRM is unable to handle through Minister for Natural Resources office.

Grievance handling Process

- ✓ This level of GRM will involve the corporation engaging or seeking National Judiciary systems to solve the case depending on the type of case.

- ✓ For instance, if it is employment related, the Industrial court shall be involved, and all judgement shall now depend on the courts and shall be deemed final after following all court procedures.
- ✓ The time frame of resolving cases at this level are now beyond the control of the EWSC hence cases timeframe shall be deemed by the Court engaged.
- ✓ Decisions taken here shall be deemed final decision for all cases of the project at country level.

8.3.6. World Bank Grievance Redress Service

Grievances are referred to the World Bank GRM Service in situations where the Project GRM has failed to reach an amicable resolution of disputes lodged.

Grievance handling Process

- ✓ 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 Panel⁸ which determines whether harm occurred, or could occur, as a result 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.
- ✓ For information on how to submit complaints to the World Bank's corporate Grievance Redress Service, please visit; <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, **please visit:**
- ✓ www.inspectionpanel.org.
- ✓ Email: grievances@worldbank.org
- ✓ Fax: +1.202.614.7313
- ✓ Mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street,

8.4 GRM Forms

The Log book kept at *Inkhundkla* level is informed by forms that are placed at the *Inkundla* offices and *umphakatsi* level for easy access for all. The CLO's are then tasked with recording

⁸ The Inspection Panel is an independent complaints mechanism for people and communities and people who believe they have been, or are likely to, adversely affected by a World Bank-funded Project. The World Bank's Board of Executive Directors created the Inspection Panel in 1993 to ensure access to an independent body to express concerns and seek recourse. The Panel assesses allegations of harm to people or the environment and reviews with the World Bank followed its operation policies and procedures. Claims can be raised by any group or two or more people in the country of the World Bank finances project. Additional details of procedures on www.inspectionpanel.org.

all GRM forms submitted to the Log book for candid handling of grievances, however for those recorded anonymously shall be submitted straight to the Social Specialist. The GRM form to use at community level to report grievances related to the project is attached below:

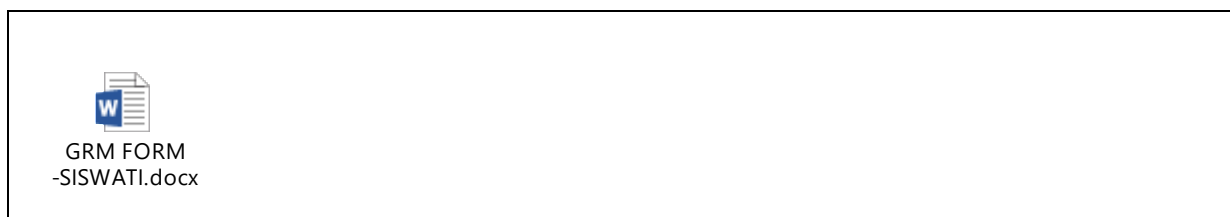


Figure 6: EWSSAP GRM Form

8.5 Received Cases/Grievances

All cases received will be reported in Table 3 under each specific phase, stakeholder (grievant) and the activity that was being done.

8.6 Grievance training

In an effort to make the projects GRM process and procedure to be effective and efficient as possible the World Bank team through The Social Development team have designed and will deliver a participatory GRM Assessment and Training Workshop which aims the following:

- i) Raise the PIUs' (PITs) awareness on the importance of GRMs in development projects;
- ii) Build PIUs capacity in grievance management, resolution and feedback as well as reporting and analysis of grievances to improve project implementation;
- iii) Assess existing project GRMs and identify corrective measures through a participatory process to build PIUs ownership of corrective measures;
- iv) Help the PIU team formulate for each component of the project a GRM actionable plan/activities for an effective implementation of the corrective measures identified during the GRM assessments.

8.7 Specific Roles and Responsibilities in the Implementation of the GRM

Person's	Role	Responsibility
CLO's	Receive complaint on the ground	Report and Record complaint within 24hrs after receipt
	Ensure timely resolve of cases	Feedback Complainant
	Advice in some cases resolution (GRM Committee)	Keep Complainant updated
		Keep cases records up to date

Social Specialist	Receive cases from CLO	Refer cases received to relevant authority within the project GRM Committee.
	Refer cases to relevant authorities	
	Report to the Bank monthly on cases received including their status.	Ensure cases are resolved within 15 days through liaising with the relevant GRM Committee solving that case.
	Assess effectiveness of the GRM including revising tools as and when needed	Ensure verbal and written feedback to all complainants
		Keep records of all solved cases
Project Coordinator	Ensure all cases are resolved timely	Ensure written communication is sent to all complainants
	Resolve cases	Ensure Contractors solve cases directly related to construction impacts.
	Identify recurring cases for higher level intervention to source of problem	
Public Affairs and Customer Experience Manager	Ensure all cases are resolved	Communicate in writing feedback to all complainants
	Ensure active feedback communication of cases	
Environmental Specialist	Assist in handling of cases related to environmental complaints	Part of GRM Committee
GRM Committees	Resolve cases directed to Committee	Resolve cases timeously
	Advice in cases through written feedback on complaints submitted to the committee	

Table 9: Roles and Responsibilities in the Implementation of the GRM

8.9 Awareness raising and GRM Disclosure

Part of an effective GRM is an adequately disclosed process and procedure to all Stakeholders of the project at all levels. As part of ensuring an effective GRM and disclosure of it, EWSC developed the below Action plan that details how awareness will be raised on the availability of the GRM and its use.

EWSSAP Stakeholder Engagement Plan - September 2021

ACTIONS	Deadline	Risks / Constraints	Planned proposed solutions /	Responsible Persons (Name, email & Tel)	Actors involved	Additional human resources	Cost
ACTIVITY 1 : Awareness raising on the GRM							
Duration							
Prior Action 1: Raising awareness (staggered training) at Regional Level (targeting local NGOs, IAPs, local GRM Committee)	May 2021	COVID-19 Restrictions	Multiple training sessions with small groups	Zandile Ndlovu PE Zandile.Ndlovu@swsc.co.sz	SS CLOs	-	
		Low attendance of target audience	CLOs to extend invite for trainings in local constituencies	Tel: 2416 9000 Nomahlubi Matiwane PACSM			
		Unavailability of actors		Nomahlubi.Matiwane@swsc.co.sz Tel: 2416 9000			
Prior Action 2: Raising awareness at National level (targeting NGOs at a higher level, Project Interested Parties)	June 2021	Low attendance of target audience	Radio announcement on existing Radio program (emat'empompi) and	Zandile Ndlovu PE Zandile.Ndlovu@swsc.co.sz	SS PE PACSM	-	E10,000.00
		Engaging a diverse group of people		Tel: 2416 9000 Nomahlubi Matiwane PACSM			
		COVID-19 Restrictions	Multiple training sessions with small groups	Nomahlubi.Matiwane@swsc.co.sz			
		Unavailability of project team		Tel: 2416 9000			
		Unavailability of actors					
ACTIVITY 2 : Trainings on the GRM process and procedure							
Duration							
Prior Action 1: Training of Contact Centre Attendants	May 2021	COVID-19 Restrictions	Multiple training sessions with small groups	Zandile Ndlovu PE Zandile.Ndlovu@swsc.co.sz	SS ITM	-	
		High volume of calls	Training during non-shift hours	Tel: 2416 9000 Nomahlubi Matiwane PACSM			
		Unavailability of actors	Early engagement and regular check-ins to ensure availability	Nomahlubi.Matiwane@swsc.co.sz Tel: 2416 9000			
Prior Action 2: Training of EWSC GRM Committee	July 2021	Unavailability of actors	Early engagement and regular check-ins to ensure availability	Zandile Ndlovu PE Zandile.Ndlovu@swsc.co.sz Tel: 2416 9000 Nomahlubi Matiwane PACSM	SS	Trainer (World Bank)	

				Nomahlubi.Matiwane@swsc.co.sz Tel: 2416 9000			
ACTIVITY 3 : GBV/SEA/SH Plan							
Duration							
Prior Action 1: -Sensitizing workers and the surrounding communities on awareness, prevention and management of HIV/AIDS through staff training, awareness campaigns, multimedia and workshops or during community barazas. -Provide an on-site clinic to provide Voluntary Counselling and Testing (VCT) services to construction crew	August/September 2021	COVID-19 Restrictions	Multiple training sessions with small groups	Zandile Ndlovu PE Zandile.Ndlovu@swsc.co.sz Tel: 2416 9000 Nomahlubi Matiwane PACSM Nomahlubi.Matiwane@swsc.co.sz Tel: 2416 9000	SS CLOs PE	FLAS	
		Low numbers reach for VCT					
Prior Action 2: Awareness raising at Regional Level of GBV Complaint/grievance process including training of Contractors and project area citizens.	June/July/August 2021	COVID-19 Restrictions	Multiple training sessions with small groups	Zandile Ndlovu PE Zandile.Ndlovu@swsc.co.sz Tel: 2416 9000 Nomahlubi Matiwane PACSM Nomahlubi.Matiwane@swsc.co.sz Tel: 2416 9000	SS CLOs PE	SWAAGA	

Table 10: Awareness raising and GRM Disclosure Action Plan

8.10 Treatment of Gender Based Violence (GBV) including Sexual Exploitation/Abuse/Harassment (SEA/SH) Cases

8.10.1 Gender Based Violence Action Plan

During the compilation of the ESMP of the project, the following risks were identified accompanied by mitigation measures in as far as health and safety of citizens is within the project area:

HIV & AIDS Impacts

In migration of people from different regions may lead to behavioral influences which may increase the spread of diseases such as Human Immuno-Deficiency Virus (HIV), Acquired Immune Deficiency Syndrome (AIDS) and other Sexually Transmitted Infections (STIs).

Mitigation:

- Sensitize workers and the surrounding communities on awareness, prevention and management of HIV/AIDS through staff training, awareness campaigns, multimedia

and workshops or during community barazas. Provide information, education and communication about safe uses of drinking water.

- Provide an on-site clinic to provide Voluntary Counselling and Testing (VCT) services to construction crew

Gender Equity, Sexual Harassment

The construction of the septic tanks will be in schools and the risk of sexual harassment by workers on the school going children is likely to be high. Construction workers are predominantly younger males. Those who are away from home on the construction job are typically separated from their family and act outside their normal sphere of social control. This can lead to inappropriate and criminal behavior, such as sexual harassment of women and girls, exploitative sexual relations, and illicit sexual relations with minors from the local community. Influx of male labor may also lead to an increase in exploitative sexual relationships and human trafficking whereby women and girls are forced into sex work.

Mitigation:

- Ensure all workers sign code of conduct
- Training on Gender Based Violence (GBV)
- Prepare GBV/SEA Action Plan

As a result of the above, this action plan is adopted by the Eswatini Water Supply and Sanitation Access Project (EWSSAP) as Gender Based Violence (GBV) including Sexual Exploitation/Abuse/Harassment (SEA/SH) grievances will not be documented in the public accessible book provided by the project's Grievance Redress Mechanism (GRM) including HIV/AIDS related issues. The GBV action plan will be implemented by the Swaziland Action Group Against Abuse (SWAGAA) and monitored by EWSC. SWAAGA is a non-governmental organization that has been working tirelessly for almost 30 years to eradicate gender-based violence (GBV), child sexual abuse and human trafficking in eSwatini.

The organization is the lead organization framing the national agenda on GBV, and it has partners with multi-sectoral stakeholders to provide technical expertise on best practices in GBV prevention and response. SWAGAA has adopted an integrated approach to addressing GBV and sexual abuse through the following three key areas: Prevention, Care and Support and Access to Justice. Consequently, the organization has been engaged by EWSC to handle

all GBV related cases of the project. All GBV related cases will be referred to SWAAGA with a clear and active feedback on progress to EWSC. SWAAGA partners with different stakeholders to manage and address GBV in the country such as Hospitals, Police Stations, Psychologist and Social Workers.

Process/procedure

The process/procedure is highlighted below:

- A GBV Log Book will be used to record all cases received related to GBV which will be kept and monitored by EWSC social team. This Log book will record the case numbers, who received the case, who made the referral and the person who received it from SWAAGA including a status column which will show pending or closed case.
- To make referral for a GBV case received by the project through any GRM outlet, the case shall be referred to SWAAGA which has offices in Hlatsi (near project area) via the national referral tool by SWAAGA.
- Upon receiving cases, SWAAGA shall make contact to the victim within 5 days of cases being submitted and they do physical contact hence the need for a 5 days period (especially for sexual assaults cases).
- EWSC shall then await feedback from SWAAGA on the proceeding of the case (in some cases it will not be the full details of the case as some are kept highly confidential) in the form of either case is pending or case has been resolved.
- The Log book shall make it easier to track all cases. Case numbers and status on them will be the only reported component of GBV cases to the Bank.

GBV/SEA/SH Framework/Guideline:

STEPS	RESPONSIBLE ORGANIZATION	ACTION	FEEDBACK/FOLLOW UP	TIME LINES
1. Receiving GBV Complaint	EWSC (CLO, Social Specialist, Contractors, Contact Centre)	Logging case in Log Book	Acknowledge receipt of complaint and advice that case will be referred to SWAAGA (via phone)	Within 48hrs
2. Make Referral	EWSC (Social Specialist)	Use national referral form and submit with SWAAGA	Record in Log book that case has been referred so easy follow up/tracking.	Within 48hrs
3. Receive referral	SWAAGA	Contact the person/victim reporting a case and submit to EWSC Form 2 which is Receipt of referral form	Acknowledge receipt from EWSC through signing in Log Book. Victim given a Feed-back Slip.	5 days

		for Client requiring care and protection		
4. Case handing	SWAAGA	Fact finding, counselling and protection if need be, court proceedings if need be till case is resolved	Victim shall be communicated to through-out and at every step. EWSC shall be feedback only on status of the case (for confidentiality issues).	Dependent on the type of case (e.g. sexual vs emotional or financial abuse)
5. Solved Case	SWAAGA & EWSC	SWAAGA to feedback victim on resolved case including the resolutions taken and assessment of if such solutions are satisfactory and do not impose any future danger to victim.	SWAAGA to notify EWSC on case resolved and EWSC to update Log Book accordingly.	Within 24hrs
6. Record keeping of case	EWSC & SWAAGA	Log all cases received, update status on cases as they are being resolved.	EWSC and SWAAGA social team to discuss Log books and consolidate accordingly.	Monthly

Table 11: GBV/SEA/SH Framework and Guideline

GBV/SEA/SH Reporting:

The reporting outlet for GBV/SEA/SH are varied to allow for anonymity reporting. The following will be used to report all GBV cases within the project:

1. **Physical reporting** – Aggrieved persons/victim may physically report to Resident Engineer, to Community Liaison Officer (CLO) at community level or physical visit SWAAGA offices in Hlathikhulu which operate Tuesday’s and Thursday with designated case worker. SWAAGA’s main offices are in the Manzini Region and can be accessed on all week days.
2. **Toll free line** – SWAAGA has toll free line for reporting any form of abuse or assault anonymously as no number shows on their side until victim is willing and free to share their number for further fact finding or protection of needed on the case reported. The number is **951** which is a 24hr help line.
3. **Toll free SMS** - SWAAGA has toll free SMS line for reporting any form of abuse or assault anonymously as no number shows on their side until victim is willing and free to share their number for further fact finding or protection of needed on the case reported. Victims may **SMS SWAAGA** to the number **500** which is also a 24hr help line. With the SMS, it works as an active conversation between case worker and the

aggrieved anonymously until victim is willing to share real names and details. This means that such conversations can be on-going without persons revealing their name until a time such a court case needed (where applicable).

4. **National Reporting tool** – SWAAGA has a national tool used to report/capture all GBV cases in Eswatini. EWSC shall use this form to report/refer all GBV/SEA/SH cases received by the project.

It worth noting that in the steps discussed above, some cases will not necessary follow step for step. For instance, some victims may choose to directly call the free line (951) for anonymity purposes to which then EWSC may not be aware of the case at first instance, hence SWAAGA has agreed to also keep the same Log Book the project will use so they record all cases there for tracking against the project Log book, so no case goes untraced or unknown by EWSC. A monthly review of the both Log Books shall be done in order to be able to report on all cases despite the channel used to report them. This is due to the sensitivity of the issues related to SEA/SH.

Training and Awereness on GBV/HIB/SEA/SH:

Activity	Timeline	Responsible persons	Implementing Organization
Sensitizing workers and the surrounding communities on awareness, prevention and management of HIV/AIDS through staff training, awareness campaigns, multimedia and workshops or during community barazas.	June/July 2021	SS/ES	EWSC & FLAS
Provide an on-site clinic to provide Voluntary Counselling and Testing (VCT) services to construction crew	Every 3 months during construction	SS	FLAS
Awareness raising at Regional Level of GBV Complaint/grievance process including training of Contractors and project area citizens.	March/April 2021 June/July 2021		SWAAGA

Table 12: Training and Awereness on GBV/HIB/SEA/SH Action Plan

9. MONITORING AND EVALUATION

Monitoring involves gathering information on the impacts of actions and progress towards objectives as a basis for future action (Jiggins & Roling 2002). Monitoring and evaluation of the stakeholder process is considered vital to ensure EWSC is able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective.

Adherence to the following characteristics/commitments/activities will assist in achieving successful engagement:

- Sufficient resources to undertake the engagement;
- Inclusivity (inclusion of key groups) of interactions with stakeholders;
- Promotion of stakeholder involvement;
- Sense of trust in EWSC shown by all stakeholders;
- Clearly defined approaches; and
- Transparency in all activities.

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 timings, 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/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.

9.1 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.

9.2 Reporting Stakeholder Engagement Activities

Performance will be reviewed following the engagement sessions conducted in the field. In addition, there will be opportunity for the ESIA engagement 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;
- 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 SS plays 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. The SS needs to remain actively involved with the community development and land acquisition/resettlement planning and implementation in order to identify potential risks or opportunities and ensure that the needed administrative support is provided. Moreover, grievances submitted as part the community development and land acquisition/resettlement processes need to be addressed under the GRM scheme.

9.3 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. Table 8 shows the indicators, and performance against the indicators will show successful completion of engagement tasks.

Table 13: Key Performance Indicators by Project phase

Project Phase	Key Activities	Indicator
Planning for construction	<ul style="list-style-type: none"> Preliminary Stakeholder engagement on project designs and anticipated impacts. 	<ul style="list-style-type: none"> Stakeholder engagement report
Project Implementation	<ul style="list-style-type: none"> Project Notices issued Grievance Redress 	<ul style="list-style-type: none"> Newspaper clippings All grievances addressed as per grievance procedure
Project Implementation	<ul style="list-style-type: none"> SEP Implementation 	<ul style="list-style-type: none"> SEP reports
Project Implementation	<ul style="list-style-type: none"> Pre EWSC-Customer Education 	<ul style="list-style-type: none"> Customer Education reports
Project Completion	<ul style="list-style-type: none"> SEP implementation 	<ul style="list-style-type: none"> Project SEP final report

The identification of project-related impacts and concerns is a key element of stakeholder engagement that will occur over the complete project life-cycle. As such, the identification of new concerns and impacts as the ESIA and as the Project progresses will serve as an overall indicator for the utility of the stakeholder engagement process.

In the ESIA Reports there were reviews of the engagement activities conducted; levels of stakeholder involvement (particularly for affected communities, women and vulnerable people/groups); the issues discussed and outcomes; and the extent to which stakeholder issues, priorities and concerns are reflected in the ESIA Report, particularly with respect to mitigation and monitoring strategies contained in the Environmental and Social Management Plan.

9.4 Monitoring levels of Engagements

Low

High

Remain passive → Monitor → Inform → Transact → Consult → Involve → Collaborate → Empower

Inform	Consult	Involve	Collaborate	Empower
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To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions	To obtain public feedback on analysis, alternatives and/or decisions	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered	To partner with the public in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
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Figure 7: Monitoring levels of Engagements

9.5 Evaluation Levels of engagements

Quantitative indicators	Qualitative indicators
Numbers of project level meetings and attendance levels	Growing solidarity and mutual support between project and project area People begin to have a say in and to influence local politics and policy formulation related to Water and Sanitation
Percentages of different groups attending meetings (e.g. women, vulnerable groups)	Interest to be involved in decision making at different stages by stakeholders
Numbers of direct project beneficiaries	Increasing ability of stakeholders to propose and undertake actions
Take-up rates of project recommendations Received from stakeholders	Interaction and the building of contacts with other groups and organizations in the Water and Sanitation sector.
Numbers of local people who are involved in different stages of the project	

Table 14: Evaluation Levels of engagements

Links and Contacts

10.1 Links to disclosed SEP

World Bank (insert link)

EWSC: http://www.swsc.co.sz/notices/docs/SEP_EWSC_Water_Supply.pdf

10. 2 The Public Affairs Manger

Name: Nomahlubi Matiwane

Email: Nomahlubi.Matiwane@swsc.co.sz>

Tel: 7602 6926 / 24169000

Annex I

This section presents all reports, minutes, workshops, trainings, pictures and all other evidence of engagements done at preliminary stage for Component 1 of the project.

INITIAL STAKEHOLDER ENGAGEMENT MEETINGS REPORT

OVERVIEW OF THE PUBLIC CONSULTATION PROCESS

This section describes the outcomes of the stakeholder consultation process as part of the ESIA compilation, it provides details of the public consultation and participation activities undertaken during compilation of the ESIA for the Nhlngano - Siphambanweni Integrated Water Supply Project. The law states that public participation and provision of access to information are obligatory procedures of the environmental authorisation process and for that reason, these consultations were aimed at being fully-inclusive, open and transparent. Stakeholder engagement and participation is of essence in the planning and implementation of the proposed water project as it will provide an opportunity for the implementing agency (EWSC) and other stakeholders to engage extensively with project beneficiaries, identify stakeholder's interests and to collate feedback to assist in project planning and in the refinement of preliminary designs.

The consultation process was carried out in accordance with the requirements of the Eswatini Environment Authority (EEA) and the Environmental and Social Standards (ESSs) of the World Bank (ESS10 – Stakeholder Engagement and Information Disclosure in conjunction with ESS1 – Assessment and Management of Environmental and Social Risks and Impacts). Public consultation, disclosure and stakeholder engagement are key requirements of the World Bank because when done effectively, they can improve the environmental and social sustainability of projects and as well as allow these stakeholders to make significant contribution to successful project design and implementation. It assists also in the management of environmental and social impacts. The requirements for stakeholder engagement in projects require that stakeholder consultation and engagement should start as early as possible in the project cycle; continue throughout the life of the project; be free of external manipulation, interference, coercion, or intimidation; where applicable enable meaningful community participation; and be conducted on the basis of timely, relevant, understandable, and accessible information in a culturally appropriate format.

A number of various stakeholders are involved in this project; ranging from the Government Line Ministries, the community and other stakeholders. Noteworthy is that these consultations were carried out at both Regional and Constituency Level. At the Regional level, the following groups of people were inclusive; constituency leadership (Bucopho, Tindvuna), development partners (World Vision, Red Cross), security forces (Police, Correctional, USDF), the youth (ENYC) and Government (CTA, Education, Commerce, Rural Water, Health). For the Constituency Level, these groups of people were consulted;

the youth, water committees, WASH community representatives, social workers (Bagcugcuteli), traditional authorities and community police. The public consultation process began in March 14, 2019.

The public participation process for the proposed project was undertaken according to the stages outlined below.

✓ **Scoping phase stakeholder engagements**

Initial Stakeholder Consultations

At the inception of the ESIA process, the Development Teams from each benefiting community were engaged. Meetings were also held with the Ministry of health, which is driving the sanitation part of the project. Consultations were conducted at Regional level (Shiselweni Region Development Team) and further condensed to Constituency level (Zombodze Emuva Inkhundla Development Team, Hosea Inkhundla Development Team and Shiselweni 1 Development Team).

All I&AP information; including details on who was consulted, consultation dates, what was consulted on and general feedback on consultation process, responses, has been included and acts as a record of the communication/public involvement process. This has been attached as Appendix of this report. A total of five consultative meetings were held on the following dates, the last meeting was the scoping meeting:

Meeting	Date
Shiselweni Regional Development Team	14 March 2019
Zombodze Emuva Constituency	16 March 2019
Hosea Constituency	23 March 2019
Shiselweni 1 Constituency	30 March 2019
Hluthi Sub-regional Offices (Scoping Meeting)	04 April 2019

Table 15: Scoping meeting engagement dates

During these consultations, a PowerPoint presentation was presented by the EWSC's Project Manager; Mr Bongani Mdluli and the Corporation's Public Affairs Manager Ms Nomahlubi Matiwane explained the aim of the meeting which was to;

- Provide background information about the proposed water project (project brief)
- Gather feedback and identify stakeholders' interests
- Address social, technical and environmental issues

The people were then allowed to voice their comments and seek clarifications. Below is a summary of issues raised, responses provided and agreed actions of the various engagements outlined above:

#	Issues or challenges raised	Response provided	Agreed actions
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EWSSAP Stakeholder Engagement Plan - September 2021

01	Rural Water is in the process of implementing some water projects (Bethel, Paradise) within the proposed project area. What will happen to the existing water projects?	Assessment of existing water schemes to be done to evaluate their effectiveness and sustainability. For ease of sustainability, water supply from EWSC should not be supplementary to other water supply projects.	EWSC to conduct an assessment of existing water schemes to evaluate their effectiveness and possible integration.
02	There are areas that are not covered in the proposed development, are there any future plans to include those areas ?	EWSC will consider new areas as time progresses	EWSC to consider areas during final detailed designs
03	Are aspiring customers supposed to bear the costs of buying laterals(pipes) that connects them from water main?	No, EWSC provides all-inclusive service once payment by client has been made.	N/A
04	Water kiosks owners are supposed to sell water and collect money, will that not expose them to danger as they might be robbed ?	The security concerns are noted. The Kiosk operators will be trained on cash management to avoid possible risks and as well security options will be considered with the community.	EWSC to provide training post completion of construction of Kiosks
05	Why is EWSC not providing water through prepaid meter (card)	The company is always considering options of making their service better. These options will be considered.	N/A
06	When it comes to issues of employment, can there be transparency to avoid conflict ?	The comment is noted. the contractor will be given guidelines to work under, which will include collaboration with the community leaders to avoid unnecessary conflict.	N/A
07	What does CLO stand for and is there any specific age preference for the ideal candidate ?	It stands for Community Liaison officer.	N/A
08	Can EWSC give an assurance that the project will definitely be implemented because the communities have been subjected to unfulfilled promises in the past of imminent water projects that ended up not being implemented?	The project will go ahead since considerable work has been done to put in place preliminary designs and engage the communities.	N/A
09	Does the project has a provision for individual water connections or	The project will bring water pipeline close to the settlements, but the	EWSC to conduct customer education sessions in project

EWSSAP Stakeholder Engagement Plan - September 2021

	all community members have to access water from the water kiosks?	individual homes can then make connections from the pipelines to their homes. The water kiosks will help cater for those who cannot afford to do the connections and those for whom the pipeline does not reach yet.	areas to cover issues such as connections, billing etc.
10	Will the project be implemented regardless of the fact that some areas are lagging behind on issues of sanitation ?	Yes the project is on track to be implemented, but it also has a sanitation component	N/A
11	In some water projects, community members are required to contribute a certain amount of money towards the development(10%) , will they not be required to make that contribution?	The EWSC water supply is uses the meter system, which involves issuing of water bills to users. The community will be educated on billing and water conservation measures.	N/A
12	The community has existing water schemes, will the proposed project accommodate the existing water schemes or they have to apply for water connection as individuals?	The project will not disrpt existing water schemes, but will rely on te community to assist in location of pipelines to avoid disturbing their water supply during construction phase.	Community to assist EWSC to identify existing schemes pipeline.
13	EWSC should ensure that the construction companies (workers) uphold good moral behaviour to avoid perpertuation of increased HIV infections and unplanned pregnancies within the communities	The suggestion was noted. ESWC will ensure that the contractor adheres to good practices and has a health and wellness policy	EWSC to engage related NGO's to create awareness around HIV/AIDS closer to construction and during construction phase.
14	Who is responsible for water connections from the water main to the homesteads ?	EWSC is responsible for water connection from the water main up to the meter and after the meter it is the customers responsibility even in terms of maintainance	N\A
15	Will EWSC provide water for irrigation and livestock or its strictly for household consumption?	EWSC supplied water is basicaly for human consumption because there is a lot of work and processes that goes into treating and getting the water closer to the people. It is not advisable to use EWSC water for irrigating large hectares	N/A

		and livestock. The Ministry of Agriculture is responsible for irrigation schemes.	
16	Since the water main will be trarvesing on one side of the road, how will homesteads across the road be accomodated. ?	EWSC is responsible for provision and mainteinance of water infrastructure including water connections and in the event that a road crossing is necessary, EWSC will carry out the required works.	N/A
17	How many metres does EWSC accomodates and what happens in the event that the homestead is located a few kilometres from the water main?	During the tenure of the project community members will be educated on how EWSC operates and in relation to water connections ,the connection fee only accomodates 15metres from the water main. If the homestead is located further than the 15 metres, a customer is provided with a quotation for the additional metres .	EWSC to conduct customer education sessions in project areas to cover issues such as connections, billing etc.
18	How will the issue of private properties be addressed ?	EWSC has already started engaging property owners affected by the project	N/A

Table 16: Preliminary Engagements Issues and Concerns discussed

Overall the community members expressed their gratitude to the Government of Eswatini and the World Bank for the water project as currently they do not have a stable water supply.

The following photo plates show the pictures of the different consultations that have been carried out so far.

Photo Plate 1: A section of Attendees for the Shiselweni Regional Team meeting





Photo Plate 2: Project Manager presenting the project outline



Photo Plate 3: Interactions with the Shiselweni Regional Team



Photo Plate 4: Zombodze Emuva Consultations



Photo Plate 5: Interactions with Zombodze Emuva Attendees



Photo Plate 6: Hosea Inkhundla Consultation Attendees



Photo Plate 7: Submission of the Environmentalist at Hosea Inkhundla



Photo Plate 8: A section of Attendees for Hosea Inkhundla



Photo Plate 9: Some of the Attendees of the Consultative Meeting for Shiselweni 1



Photo Plate 10: A Presentation by Ms Matiwane during the Meeting



Photo Plate 11: Interactions with the Attendees who required Clarification

Focus Group Meeting - Women Only

One focus group meeting has been held thus far, with 25 women. In this meeting, the women were asked for their perceptions and expectations with respect to the proposed project and in particular the location of kiosks along the project area for ease of accessibility. They were also asked to indicate the main challenges they face as a result of the unavailability of potable water in the area. Issues of sanitation were also discussed as perpetuated by the lack of clean water.

Table 17: Women Only Focus Group Discussions

#	Issues or challenges raised	Response provided	Agreed action
	Can child-headed families who cannot afford meter installation fee be given a discount?	The project will consider vulnerable groups as guided by the Banks frameworks. Moreover, the project shall provide for the provision of kiosks, which provided water at E0.20 per litre, makes a provision for disadvantaged groups to access water at minimal cost.	Water Kiosks to accommodate even the most vulnerable
	Will multiple Water Kiosks be placed in densely populated areas?	Location of kiosks will be based on ease of accessibility, population coverage and	EWSC to engage communities on

		also the need to have individual kiosks service multiple people to sustain the business. areas with a high density of less privileged people will also be considered first. The placement and number of kiosks will be done in consultations with community and will ensure maximum coverage in these communities.	specific location to place Kiosks.
	They are eager to learn more about water conservation with a view to reducing costs.	EWSC to communicate the dates where water education to customers shall be undertaken.	EWSC to conduct customer education 1 months before Construction commences.
	They are looking forward to having the water project implemented and they would protect against anyone who stopped a water project	EWSC appreciates that the project is being welcomed with both hands as that is critically for successful implementation of the project.	

The following photo plates illustrates the discussion.



Photo Plate 12: The Focus Group Discussion



Photo Plate 13: Ms Matiwane Chairing the Discussion

Advertising for the Scoping meeting

✓ Site Notices

Site notices were erected at various noticeable locations along the MR11 corridor (Nhlangano-Siphambanweni). A3 size site notices in both English and Siswati were placed at the boundaries of the site and surrounding population concentrated areas (Hluthi Police Station, Siphambanweni Water Kiosk, Market Stalls and multiple Bus Stop Shelters along the aforementioned road amongst others), inviting interested and affected members of the public to a scoping meeting as part of the ESIA compilation process.

The photo plates below show some of the notices displayed;



Photo Plate 14: Advert displayed at the entrance of a local shop



Photo Plate 15: An Advert at Siphambanweni Kiosk

✓ **Advertising**

To support the project environmental review process, members of the public and I&APs were invited to a scoping meeting with the purpose of collecting public input and allowing the public and I&APs to express their views and concerns about the project. The primary aim of the advert was to ensure that the widest possible group of I&APs were informed of the project, and to elicit comments from the public regarding the proposed project. This interactive process is key in the determination of major issues and impacts that will be vital and need to be addressed in the ESIA. This advert was published in the local newspaper for two consecutive weeks on the following dates; 23rd March 2019, 30th March 2019, 31st March 2019 and 3 April 2019. To reach a wider audience, members of the public and I&APs were also invited to the meeting on various social media platforms including Facebook, through the EWSC's pages. The following photo plate shows one of the published adverts on the local Newspaper;



Photo Plate 16: Advert in the local newspaper

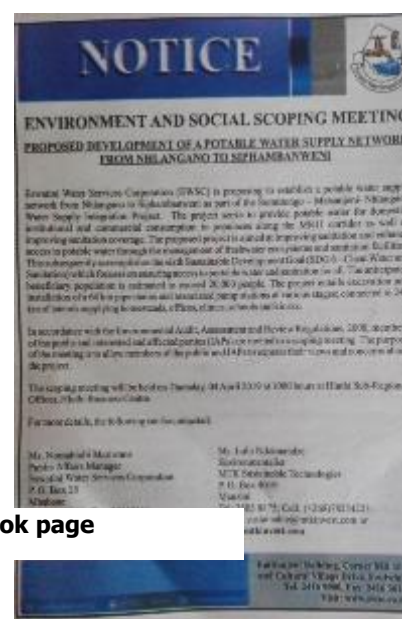


Photo Plate 17: Advert on EWSC Facebook page

Like Comment Share **Public Scoping Meeting**

The primary aim of the public meeting was to:

- Provide I&APs and stakeholders with information regarding the proposed project and associated infrastructure;
- Provide I&APs and stakeholders with information regarding the ESIA process;
- Provide an opportunity for I&APs and stakeholders to seek clarity on the project;
- Record issues and concerns raised; and
- Provide a forum for interaction with the project team.

The scoping phase for the consultations were process was concluded in 04 April 2019.

Table 18: Summary of I&APs stakeholders Engagements Outcomes

Category	Question	Response
Project Timelines	<ol style="list-style-type: none"> When will the World Bank approve the project for implementation. How long after approval will implementation commence? After receipt of approval from the Bank, may EWSC work speedily to complete this project? 	<p>The World bank will meet to consider the project for funding in July and communicate decision to EWSC soon after that.</p> <p>After approval, there will be an appointment of design consultants to make detailed designs, which will take 6-12 months. The contractor will then be appointed to start the construction.</p> <p>EWSC will ensure that there are no delays after approval of eth project for funding and run processes in parallel where possible.</p>
Resettlement & Compensation	<ol style="list-style-type: none"> Will there be compensation due to movement of water network through privately owned land? 	<p>Privately owned land that is affected will be compensated after extensive consultations with property owners, using national and international guidelines. Compensation will be done</p>

		in accordance with national and international guidelines. No civil work shall commence unless compensation and Resettlement Assurances are paid to Project Affected Persons (PAPs)
Employment	<ol style="list-style-type: none"> 1. What benefits will the community receive e.g. job opportunities? 2. Are there any laws that address payment of unskilled labour? 	<p>Locals will be given first preference, depending on the availability of their skills. The contractor will be advised to ensure non-skilled labour is sourced from the community. Unskilled labour will be sourced from the Tinkhundla in the area. Appointed Community Liaison Officer (CLO) will assist.</p> <p>Companies, contractors included, are expected to comply with labour laws of the country to ensure that salaries paid to workers are above the minimum wage.</p>
Movement of Laterals	<ol style="list-style-type: none"> 1. How will the pipe laterals move from the Left-Hand Side (LHS) to the Right Hand Side (RHS)? 	To minimise disturbance to traffic, the design will use storm water culverts that cross under the roads.
Water Abstraction	<ol style="list-style-type: none"> 1. Has a water abstraction permit been obtained? 2. How does EWSC plan to continuously provide water in cases where Mkhondvo River levels are significantly low? 	The water abstraction permits for the existing Masibini water treatment plant has more water allocation than is currently abstracted. The required volumes from this project will still be within the allocated quota.
ESIA Process	Once Environmental Compliance Certificate (ECC) has been issued out by the EEA, can EEA revoke the Certificate due to concerns from the public?	The EEA does not revoke the EEC before doing extensive consultations and engagements with concerned parties. It is after that exercise has been exhausted that the EEC may be revoked, but also based on valid environmental non-compliances.

Category	Question	Response
Water Kiosks	<ol style="list-style-type: none"> 1. Will multiple Water Kiosks be placed in densely populated areas? 	Location of kiosks will be based on ease of accessibility, population coverage and also the need to have individual kiosks service multiple people to sustain the business. areas with a high density of less privileged people will also be considered first. The placement and number of kiosks will be done in consultations with community and will ensure maximum coverage in these communities.

<p>Pipeline Coverage</p>	<ol style="list-style-type: none"> 1. What is the estimated number of people to be provided with potable water in this project? 2. How will the water reach homesteads away from the MR 11 corridor? 3. Are there any pump stations along the network? 4. Is an individual allowed to buy a similar pipe grade for movement of meter within his/her home instead of those provided by EWSC to avoid high installation costs? 5. Will the network cover Bambitje area? It has been previously left out and is in desperate need for potable water. 	<p>The estimated population of 20,000, and up to 50,000 people are expected to benefit from this project.</p> <p>There will be laterals that will be constructed to feed communities that are not in close proximity to the highway, as shown in the project layout drawings presented. EWSC provides 15m coverage from main pipe to homes. Individuals who fall beyond the 15m can acquire a quotation from EWSC to bring meter closer to their homes. Quotation is based on the number of additional metres required by the client.</p> <p>Most of the water will be driven by gravity because the pipeline is from an area of higher latitude to lower altitude. However, because of the different laterals, the pressure will need to be boosted by pumping. Only one solar powered pump station is proposed, opposite St Florence Christian Academy due to extremely steep slope.</p> <p>The Corporation does not encourage that the public buys their own pipes, because the quality may be substandard. EWSC encourages the use of SABS approved pipes. Water pipes sold in most local hardware shops cannot withstand the velocity at which the water flows and will therefore lead to bursting of the pipes.</p> <p>Bambitje has been included in this project.</p>
<p>Appointment of Contractor</p>	<ol style="list-style-type: none"> 1. Contractor appointed in a similar project in Lavumisa did an exceptional job. Can he be appointed for this project? 	<p>The procurement of the contractor will follow standard EWSC procurement procedures, and equal opportunities will be given to contractors</p>
<p>Existing Water Committees and Schemes</p>	<ol style="list-style-type: none"> 1. Will existing multiple water committees and community water schemes be dissolved for the formation of new committees to assist in implementation? 2. Some people have already paid in water schemes, what is the way forward? 	<p>For ease of sustainability, water supply from EWSC should not be supplementary to other water supply projects. One member from the various water committees in each Inkhundla can be selected for the formation of a water committee to work with EWSC.</p> <p>The project will give an option for people to access water. It will not compel people to change form their schemes if they prefer to stick with them.</p>

<p>General</p>	<ol style="list-style-type: none"> 1. Request for EWSC to open a branch in Hluthi 2. Who digs and buys the pipes for supply in homes? 	<p>The suggestion was noted and would be taken up with the leadership of EWSC</p> <p>EWSC does the installation of the bulk infrastructure up to the water meter. The plumbing from the water meter to the houses is done by plumbers that are engaged by home owners.</p>
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Annex 2

This section presents all reports, minutes, workshops, trainings, pictures and all other evidence of engagements done at implementation stage for Component 1 of the project.

FURTHER CONSULTATIONS

Further consultations have been done and continue to be on-going (as shown in Table 2). Further Consultations will continue to be carried out as outlined in the Environmental and Social Commitment Plan (ESCP) developed for this project. Below are pictures and minutes including attendance registers from further engagements with dates of consultation.



Photo Plate 18:Nhlangano Regional Manager addressing Traditional Leaders during introduction meeting for CLO’s



Photo Plate 19: Project Engineer Zandile Ndlovu giving a project overview during meeting of introducing project CLO's



Photo Plate 20: EWSC Team in Makhonza under Zombodze Emuva for land acquisition for Reservoir

Consultations on Identification of Water Kiosks Sites

Below attached is a report in relation to the consultations made:

Engagement of Tinkhundla for Identification of Sites for Water Kiosks Report

Water Committees;

All Water Committees have been introduced and presented to imiphakatsi. Shiselweni 1 is the only inkhundla that has set up a totally new Water Committee whilst Zombodze Emuva used an already existing structure which is the WASH committee.

Water Kiosks:

There are 25 Water Kiosks allocated for the three affected Tinkhundla with 16 imiphakatsi affected overall. Each umphakatsi has been allocated at least 1 kiosk as per the following breakdown;

1. Hosea Inkhundla – 08 July 2020

- Has seven (7) affected imiphakatsi and accordingly allocated 10 Water Kiosks
- Issues raised included:

Issue raised	Response
Number of Water Kiosks are too few for Hosea which has many imiphakatsi and scarcity of water, can EWSC increase the number of Kiosks	The number of kiosks is based on that there are 7 imiphakatsi affected by the project with each inkhundla having been allocated 1 Kiosk. However, EWSC is supplying 10 kiosks which is more than the 7 affected imiphakatsi.
Water committee needs transport money to be able to attend to meetings and carry out other duties as expected. Can EWSC meet them half way (requested by Chairperson of the Committee)	EWSC does not provide any means or mode of transport nor does it work directly with Water committees but works through them as representatives of the community.

2. Shiselweni 1 – 09 July 2020

- Has five (5) affected imiphakatsi and accordingly allocated 8 Water kiosks
- Issues raised included:

Issue raised	Response
Number of Water Kiosks are too few for Zombodze. Is it possible to increase the number as the constituency has many imiphakatsi and there is scarcity of water?	The number of kiosks is based on that there are 5 imiphakatsi affected by the project with each inkhundla having been allocated 1 Kiosk. is supplying 8 kiosks which is more than the 5 affected imiphakatsi.
Absenteeism was noted as one member of the committee was absent and did not report any reasons for being absent.	Indvuna to closely monitor through chairperson the behaviour and absenteeism shown by members.
Water committee members need transport money to be able to attend meetings and carry out other duties as expected. Can EWSC meet them half way (requested by Chairperson of the Committee)	EWSC does not provide any means or mode of transport nor does it work directly with Water committees but works through them as representatives of the community. However, this issue will be raised with leadership

3. Zombodze Emuva – 10 July 2020

- Has four (4) affected imiphakatsi and accordingly allocated 7 water kiosks
- Issues raised included:

Issue raised	Response
Number of Water Kiosks are too few for Zombodze. Is it possible to increase the number which has many imiphakatsi and scarcity of water?	The number of kiosks is based on that there are 4 imiphakatsi affected by the project with each inkhundla having been allocated 1 Kiosk. However, EWSC is supplying 7 kiosks which is more than the 4 affected imiphakatsi.

Report 1: Engagement of Tinkhundla for Identification of Sites for Water Kiosks Report

Meeting Minutes for Identification of Sites for Water Kiosks



Meeting with
Zombodze Emuva cc



Meeting with
Shiselweni 1 commu

Engagement of Existing Water Schemes Beneficiaries and Funders

Through the works of the projects Community Liaison Officers (CLO) on the ground it was discovered that there are existing water schemes within some of the imiphakatsi that the project intends to benefit with water supply. Below is a report on the engagements thus far: Inserted as a separate annex

Engagement with Red cross

Red cross in partnership with World Vision are implanting a project of upgrading water networks pipeline to supply Silele Clinic and surroundings. The areas targeted by the project are also within areas targeted by EWSSAP hence a meeting was held at EWSC to discuss projects and their impacts. Attached below is minutes of the meeting held 10 August 2020. Post the meeting, it was communicated via email to REDCROSS that EWSC advices that they proceed implementing their project as their timelines are near (December 2020) and in time of Covid-19, people do need water. The email is also attached below as a formal engagement and agreement between the two projects. Inserted as a separate annex

Report 2: Engagement with Red cross

EWSSAP Stakeholder Engagement Plan - September 2021

Good day Dumisani,

Following the meeting held on the 10 August 2020 between ourselves, we would like to confirm that Red Cross should proceed with planned water projects in Hosea Inkhundla (supplying Silele Clinic and surrounding areas as well as Kaliba to Lushilini). Please do share the drawings or any other details of the designs for our records.

Best Regards,

 **Zandile Ndlovu**
PROJECTS ENGINEER

t +268 2416 9190

e zandile.ndlovu@swsc.co.sz | w www.swsc.co.sz

a Emtfonjeni Building, Cnr MR103 & Cultural Village Drive, Ezulwini P.O. Box 20, Mbabane, H100



From: washcoordinator@redcross.org.sz <washcoordinator@redcross.org.sz>

Sent: Thursday, 10 September 2020 3:20 PM

To: Zandile Ndlovu <Zandile.Ndlovu@swsc.co.sz>

Subject: RE: Nhlanguano Siphambanweni Project

Zandile,

Good afternoon,

During our last telephone conversation I had requested your assistance in the form of a written response from yourself on the update that you gave me from ESWSC. I am of the opinion that an email will be sufficient, I will only be in a position to confirm this once we have submitted it to management.

Rural Water will be submitting the water designs before the end of next week. I will supply you with a copy as soon as they arrive. I would appreciate a copy of your proposed water coverage though it is not a detailed design.


Your assistance in this regard will be greatly appreciated.

Regards,

Dumisani Nxumalo

Photo Plate 21:EWSC communication email with Red cross

Land Acquisition Engagements

 <p>ESWATINI WATER SUPPLY AND SANITATION ACCESS PROJECT MINUTES OF NEW RESERVOIR SITE INSPECTION</p> <p>DATE: Friday, 24 July 2020</p> <p>TIME: 1330hrs-1430hrs</p> <p>LOCATION: Zombodze Emuva</p>	<p>AGENDA:</p> <p>MINUTES</p> <p>1.1 Attendance 1.2 Apologies 2. Introduction 2.1. Discussion of Proposed Reservoir Site 2.2. Closure</p>																														
<p>MINUTES OF MEETING HELD AT ZOMBODZE EMUVA PROPOSED RESERVOIR SITE</p>																															
<p>1 ATTENDANCE</p> <p>1.1 PRESENT</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Mr. Mlungisi Simelane</td> <td style="width: 50%;">Projects Manager (PM)</td> </tr> <tr> <td>Ms. Lindiwe Maphalala</td> <td>Trainee Engineer (TE)</td> </tr> <tr> <td>Mr. Mandla Masina</td> <td>Projects Engineer (PE)</td> </tr> <tr> <td>Ms. Zandile Ndlovu</td> <td>Projects Engineer (PE)</td> </tr> <tr> <td>Ms. Phumelele Mokoena</td> <td>Projects Engineer (PE)</td> </tr> <tr> <td>Mr. Siphon Nkonyane</td> <td>WASH Chairperson</td> </tr> <tr> <td>Mr. Mconyane Nkonyane</td> <td>Indvuna</td> </tr> <tr> <td>Mr. Mgezeni Zwane</td> <td>Bandlancane</td> </tr> <tr> <td>Mr. Edward Nkonyane</td> <td>Bandlancane</td> </tr> <tr> <td>Mr. Jabulani Thwala</td> <td>Bandlancane</td> </tr> <tr> <td>Mr. Daniel Nkonyane</td> <td>Bandlancane</td> </tr> <tr> <td>Mr. Siphon Masuku</td> <td>Bandlancane</td> </tr> <tr> <td>Mr. Mordecai Mamba</td> <td>Bandlancane</td> </tr> <tr> <td>Mr. Simanga Mdluli</td> <td>Bucopho</td> </tr> <tr> <td>Mr. Sanele Masangane</td> <td>Community Liaison Officer (CLO)</td> </tr> </table> <p>1.2 APOLOGIES</p> <p>Mr. Bheki Ngwenya Indvuna yeNkhundla</p>		Mr. Mlungisi Simelane	Projects Manager (PM)	Ms. Lindiwe Maphalala	Trainee Engineer (TE)	Mr. Mandla Masina	Projects Engineer (PE)	Ms. Zandile Ndlovu	Projects Engineer (PE)	Ms. Phumelele Mokoena	Projects Engineer (PE)	Mr. Siphon Nkonyane	WASH Chairperson	Mr. Mconyane Nkonyane	Indvuna	Mr. Mgezeni Zwane	Bandlancane	Mr. Edward Nkonyane	Bandlancane	Mr. Jabulani Thwala	Bandlancane	Mr. Daniel Nkonyane	Bandlancane	Mr. Siphon Masuku	Bandlancane	Mr. Mordecai Mamba	Bandlancane	Mr. Simanga Mdluli	Bucopho	Mr. Sanele Masangane	Community Liaison Officer (CLO)
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	Issue	Action by Whom
	MEETING	
2.0	INTRODUCTION & OPENING REMARKS	
	The Chairperson, Mr Simanga Mdluli (Bucopho), welcomed all present in the meeting and introductions were done. Mr Siphon Nkonyane was asked to open the meeting with a prayer.	Info
	The Chairperson then asked that someone from Libandla welcome the EWSC team.	Info
2.1	MINUTES	
	The WASH Chairperson, Siphon Nkonyane, welcomed the EWSC team.	Info
	The Chairperson informed Bandlancane that the EWSC team would take pictures of the site and also walk the site. The Chairperson then handed the meeting over to the EWSC team.	Info
	Mr. Mlungisi Simelane (PM) conveyed EWSC's appreciation for the speed with which Zombodze Inkhundla has allocated a new site for the reservoir.	Info
	Mr Simelane further stated that the location of the site is ideal as it will service more areas than the previously appointed site.	Info
	Mr Simelane asked Bandlancane to advise on a way forward with regards to customary requirements for the acquisition of the site from Umphakatsi.	
	Mr Simanga Mdluli responded that they will await correspondence from EWSC on when they would be available to officially go to Emphakatsi and accept the site.	Libandla
	Mr Simelane assured that the Social Department from EWSC would confirm when they would go to Emphakatsi.	EWSC
	Mr Simanga Mdluli further stated that since the EWSC team is happy with the site, Libandla would walk with the team to show them the extent and size of the site.	EWSC
	Libandla then took the EWSC team to walk the site	
	Upon returning from the site walk, Mr Simelane reiterated that EWSC appreciates the rate of response in allocating a new site for the reservoir; stating that the new site is better than the previous site in terms of size and location. Mr Simelane added that this was a positive indicator of the working relationship EWSC would have with Zombodze Emuva Inkhundla.	Info
	Mr Mdluli read a letter from Zombodze Emuva Indlunkhulu confirming that a site suitable for the location of the EWSC reservoir has been allocated. The letter further stated that there is no ownership conflict with the new proposed site.	Info
	Mr Mdluli handed the letter to Mr Simelane.	
	Libandla stated that they hope with the allocation of the site that work would commence soon.	Info
	CLOSURE	
	The Chairperson thanked everyone for attending the meeting.	Info
	The meeting adjourned at 14:30 after a closing prayer.	Info
2.3		Info

	<i>Issue</i>	<i>Action by Whom</i>
		Info

Site Photos



Figure 8: Mr Simanga Mdluli addressing the meeting



Figure 9: Mr Mlungisi Simelane addressing the meeting



Figure 10: Libandla Walking the EWSC Team through the site



Figure 11: Zombodze Emuva Libandla and the EWSC Team

Land Valuations and Compensation

Land valuations (for acquisition of land) for compensation have been done through a government valuator. The valuations were for land under TDL, the report shows valuations for each farm land to be acquired. From engagements with Remainder of Farm 1267 owners (Montigny property holding Limited, they accepted the valuation report from government and did not dispute it in anyway and ready for paperwork from EWSC.

For land under SNL, the traditional authorities through the Swazi custom process of acquiring land requested a cow fee be paid which was valued at E 7,000 and then E500 each for two representatives that from the Royal Kraal making a total of E8,000. The overall land acquisition compensation is currently. Below are minutes taken during the processing of the kubopha lifindvo (customary process of acquiring land under SNL). (Report Inserted as a separate annex)

Follow up engagement on Engagement of Existing Water Schemes Beneficiaries and Funders.

A round of follow up engagements was held with existing schemes stakeholders. These included a meeting a ministry level with DWA and Micro projects as main funders and implementers of Rural water schemes. Summary reports of the engagements are attached below: Inserted as a separate annex

Annex III

This section presents all reports, minutes, workshops, trainings, pictures and all other evidence of engagements done at all project stage for Component 2 of the project.

Validation Meeting of Assessment of Existing Sanitation Conditions in Shiselweni Region

Attached below is a report (**Figure 8**) on preliminary engagement done in September 2019 under the Sanitation component of the project. The report details all proceedings of the meeting and outcomes including attendance register of all those who attended and their designation.

Validation Meeting of Assessment of Existing Sanitation Conditions in Shiselweni Region

Meeting Report

Date: 17th September 2019

Venue: Phumula Guest House, Good Luck Farm, Holneck, Nhlangano

INTRODUCTION

The meeting was attended by 73 participants, with representatives from the following institutions: Ministry of Health, from national, regional and Tinkhundla levels; Eswatini Water Services Corporation; Tinkhundla level, including secretaries, Headmen, Chiefdom, Inner-council members, and WASH Committee members; Informal Settlement representatives for Mangwaneni; Nhlangano Town Council Environmental Health Department; the private sector; and development partners, including the World Bank, UNICEF, WaterAid and World Vision. It was noted that representatives from Department of Water Affairs and Ministry of Education were not in attendance. A full list of attendees is included in Annex 1.

The meeting was opened by Mr. Siphon Shongwe, the Acting Chief of Environmental Health at the Ministry of Health, who introduced the meeting and the World Bank team.

PROJECT OVERVIEW

Ruth Kennedy Walker, Water and Sanitation Specialist from the World Bank, presented the objectives and main components of the project. The project includes three components: i. Resilient Water Access and Management, ii. Improved Sanitation Access and iii. Project Management. It was shared that the meeting would focus on the component relating to improving sanitation access of the project. The focus of this component was shared, including:

- Expanding access to domestic sanitation services;
- Assessing and piloting the use of appropriate technologies for on-site sanitation in informal settlements, health centers and schools;
- Piloting Child-Centric WASH interventions in households with children under 3 years old;
- Undertaking complementary sanitation communication and behavior change campaigns (including menstrual hygiene management) and supply chain enhancement; and
- Establishing a rural water supply and sanitation information system

The project aims to target 38,233 people across three Tinkhundla (Zombodze, Hosea and Shiselweni I), and enable:

- 18,478 people to access new potable water supply;
- 8,000 people to access new domestic sanitation services;
- Improved WASH behaviors in the three target Tinkhundla;
- WASH access in 4 health clinics and 32 schools;
- Targeting of 800 households with children under 1,000 days old;
- Increased overall water security and resilience; and
- Short and Long-term employment opportunities.

After the presentation, a plenary question and answer session took place, with the following highlights:

i) Will there be household connections?

EWSC answered: yes, there will be metered household connections.

ii. How will EWSC ensure that procurement hurdles do not delay the progress of the project?

There are government procurement systems that guide the process for EWSC and these will be used as they have been in the past, they are the standard. It is the hope that the project will progress smoothly.

iii. What can the MOH do about solid waste clogging and contaminating toilets, water ways and sources?

The MOH can only support communities in finding and selecting solutions that best suit them. Communities can learn from others as to how the problem of solid waste, particularly disposable nappies can be countered. However, it is a good thing that communities are flagging this as an issue.

iv. Can the EWSC open offices at Tinkhundlas because it is difficult for beneficiaries to travel to the Nhlngano office each time they need to make a payment. If this project will require household contributions before connecting to the water supply Tinkhundla offices of the EWSC would be convenient.

The EWSC representatives present were not in a position to respond to this question because it pertains to the expansion of the corporation, which decisions and communications to the public are made by executive management. However, the concern will be forwarded to the relevant EWSC personnel.

ASSESSMENT OVERVIEW

The objective, key findings and recommendation of the assessment were presented. After the presentation the following questions were asked and responded to in a plenary session:

i. What types of toilets can the households expect to have as the rural setting may not favour flush toilets only because of the poverty that is prevalent, and will households be expected to make contributions?

MOH answered that household contributions are a standard requirement and safeguard against the evasion of ownership responsibility by beneficiaries and as such will also be implemented during this project. As to the type of toilets for each household, the choice will be left up to the stakeholders. The ministry is keen to scale up the provision of precast superstructures and to continue to subsidise these paying particular attention to the needs of each household wherein the neediest such as households headed by orphans and the elderly will be fully subsidised.

ii. Where will the water supply be sourced and what type of system will this be?

EWSC answered that the water will be sourced from Emansimbini where there is already a water treatment plant, it will be pumped into reservoirs which will then feed by gravity into household connections.

iii. When there are faults with the water supply system will EWSC assist households with repairs?

EWSC will follow their standard procedure wherein they repair any faults in the infrastructure that occur before the meter. Those that occur after the meter are the responsibility of the household.

iv. The SISOMA project (EU funded) provided piped water supply as well as 100% subsidised pit latrines to households by World Vision, will this be the case as well with this project?

MOH responded that there needs to be a counteraction of the mentality of always wanting to receive free; households will be expected to make contributions and they must accept responsibility to maintain the infrastructure benefited to them. This project has a different funder than the EU project and will not necessarily follow the same implementation path.

The participants were then split into groups focusing on the following areas:

- Rural communities
- Urban Areas and Informal Settlements
- Coordination and Monitoring
- Private sector and financing

The groups were asked to reflect on the following questions regarding the recommendations presented to them:

- Are any key issues missing and if so, what are they?
- Are the recommendations and project components appropriate?
- What, if any, additional recommendation/actions are needed?
- What should be the priority actions?

The feedback received from the groups is summarised below:

A. Rural Communities

The group felt that the recommendations were good, as long as they are truthful and sincere. They request to have a workshop of Inkhundla leadership, including inner-council and headman to discuss them further. They also requested that Chiefdoms must hire local talent. They appreciate the assistance to build toilets and request that materials must not be short but be sufficient and not take too long to get to the beneficiaries.

The other group discussing the rural component of the assignment felt that a recommendation that was missing is that communities need to be sensitized and educated on such projects that bring development in their areas, and particular attention must be given to the leaders of communities. They proposed adding a recommendation that local community beneficiaries should be trained on monitoring and maintenance, as they are the ones who will ensure that the project is still functional even after the end.

In addition, the group gave the following questions as feedback: is there a contribution expected of the communities for this project? Will there be anyone assigned to educate and clarify things for communities during the project that they find difficult to understand?

The fgroup proposed that the following must be addressed for rural communities:

- i. Establish water committees;
- ii. Have the Tinkhundla inner-council supervise water committees;
- iii. Provide water kiosks for those households who cannot afford a connection;
- iv. Involve skilled individuals in the project; and
- v. Compensate households for encroachment onto their farmland.

B. Urban Areas and Informal Settlements

The group felt that nothing is missing from the recommendations, however they would emphasise that it is not clear who has the responsibility to provide services to informal settlements and that is why coverage in these areas is limited.

They also felt that the recommendations are appropriate on the whole, however that septic tanks are not appropriate as a recommendation since there is no space for them in informal settlements. They would add the recommendation to have portable toilets installed in

informal settlements and to capacitate the residents on behaviour change. A priority was said to have better coordination and partnerships between stakeholders with clear leadership.

C. Coordination & Monitoring

The group felt that the recommendations are not missing anything and are appropriate. They would only add that it is essential to involve the inner-councils from the chiefdoms in every step of the project, as these have more knowledge of the actual situation on the ground.

In addition, they felt that the implementer of the project should prioritise discussions with the beneficiary communities and articulate what is expected of them throughout the project life. The discussions should outline and reach agreement on the roles of each stakeholder involved in the project in order for responsibilities to be clear to everyone and ownership of the project established.

D. Private Sector and Finance

The group felt that the recommendations were missing a line on the need for an engagement between communities, Government, and private sector, as well as the provision of a fund through which communities can buy building materials. They would also add recommendations to the private sector to make materials more affordable, as well as ensuring materials are available closer to the beneficiaries or at least have mechanisms in place to deliver materials to beneficiaries. A PPP is essential and must be aimed at providing financing to the beneficiaries to enable them with buying power perhaps through a load system. Lastly, as a priority, communities need more training on these issues.

NEXT STEPS

Following the group work the World Bank presented the next steps and the following indicative timeline was proposed for the project.

- October 2019 – World Bank Board Approval of the project
- January 2020 – Tendering of priority contracts
- December 2020 – Estimated works to state on the ground
- September 2025 – Successful project closure

In relation to the sanitation component it was proposed that the following activities would be undertaken in year 1 and beyond.

Year 1:

- Baseline survey and infrastructure scoping;
- Behavior change campaign design;
- Review of existing institutions & policies;
- FSM market baseline assessment;
- WASH supply chain assessment.

Year 2 onwards:

- WASH infrastructure design and construction for domestic, institutions and informal settlements;
- Behavior change campaign implemented;
- Child-centric WASH interventions;
- Sanitation Marketing Campaign;
- FSM and WASH supply chain enhancement;
- WASH database creation, data collection, data system generation, helpdesk and training;
- Regulatory development and institutional strengthening.

The meeting was officially drawn to a close by Daniel Sithole of Ministry of Health.

Figure 12: Engagement on Assessment of Existing Sanitation Conditions in Shiselweni Region

Below is an attendance register for the meeting attached above in figure 8.

EWSSAP Stakeholder Engagement Plan - September 2021

Name	Organisation and Title	Cell phone number	Email Address
Simiso Dlamini	Shiselweni 1 Bucopho	78212836	BOX 13 Hluti
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Winile Mthethwa	Shiselweni 1 Bucopho	78315217	BOX 52 Hluti
Celimphele Khumalo	Shiselweni 1 Bucopho	76252818	BOX 135 Hluti
Nhlanhla Mathunjwa	Shiselweni 1 Bucopho	76145331	Box 47 Mhlosheni
Jonathan Nkambule	Shiselweni 1 WASH Member	78176749	Box 18 Mhlosheni
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Mandla Mdzebele	Zombodze Bucopho	76360692	
Iteric Mamba	WASH Treasurer	76631731	
Muzi Mthobisi Nxumalo	Hosea Bucopho	76894734	
Ntombikayise Nxumalo	Hosea Ondiyaneni RHM	76708598	
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Mbhekeni Mdziniso	MOH-EHD-EHA	78464547	MbhekeniMdziniso@gmail.com
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Vusie Mvubu	Zombodze Bucopho	76187605	
Yisaya Mamba	Zombodze Bandlancane	76046131	
Mlungisi Ngcampalala	Mangwaneni	78371170	

EWSSAP Stakeholder Engagement Plan - September 2021

Dumsani Sibandze	NHO Town Council	76119665	madumagoje@gmail.com
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Mandla Mgomezulu	Hosea Lushini Bandlancane	76086665	
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Nelson Dlamini	Shiselweni 1 water scheme chairpe	76527320	BOX 114 Hluti
Abraham Ntjngase	Shiselweni 1 water scheme membe	78601864	BOX 61 Hluti
John Sibiya	Shiselweni 1 water scheme membe	76315712	BOX 21 Hluti
Daniel Nxumalo	Hosea Bufaneni RHM	78264297	BOX 488 NHO
Nhlanhla Sikhondze	Zombodze Bucopho	76247065	BOX 488 NHO
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Ndumiso Mabuza	Hosea	76212120	
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Vusi Mkhwanazi	Zombodze Bucopho	76228730	
Sipho Nkonyane	Zombodze WASH Chairperson	76334628	
John Nxumalo	Zombodze Bandlancane	76432587	
Smanga Mdluli	Zombodze Bucopho	76643094	
Sifiso Khumalo	Shiselweni 1 Inkhundla Headman	79345887 76345887	ahbumsifiso@gmail.com
Lindiwe Duplessis	Mangwaneni RHM	76805187	
Sifiso Nhlengethwa	Mangwaneni Bandlancane	76550279	
Ncamiso Mhlanga	WaterAid Country Director	78023557	
Sizwe Maphalala	Hosea Buy Cash Hardware Hluti	78067403	
Musa Mkhonta	Zombodze Pastor	76643300	
Thandekile Simelane	Hosea Bucopho	76279770	
Mahubo Dlamini	Hosea Chiefdom	76421310	
Irene Mamba	Zombodze		
Wendy Ndlangamandla	Shiselweni 1		

Figure 13: Attendance register for Sanitation preliminary engagement