Ministério das Finanças
e do Fomento Empresarial

Unidade de Gestão
de Projetos Especiais

REPUBLIC OF CAPE VERDE

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Enhancing the sustainability, resilience and diversification of the tourism sector in Cape Verde Project (P176981)

Project for Enhancing sustainability, resilience and diversification of the tourism sector in Cape Verde (P176981)

February 2022

Acronyms and Abbreviations

Acronym/Symbol	Description
WSS	Environmental and Social
A2F	Access to Finance Project for Micro, Small and Medium Enterprises
AGR	Income-Generating Activities
IAS	Environmental and Social Impact Assessment
AS	Sexual Harassment
ASS	Environment, Health and Safety
ASSS	Environment, Social, Health and Safety
AT	Technical Assistance
BPII	International Industry Best Practices
CCGR	Central Claims Management Committee
CGR	Complaints Management Committee
CLGR	Local Complaints Management Committee
COVID-19	Coronavirus disease 2019
CV	Cape Verde
DNA	National Directorate of Environment
EAS	Sexual Exploitation and Abuse
EHTCV	Cape Verde Hotel and Tourism School
EMAR	Sea School
EPC	Collective Protection Equipment
EPI	Personal Protective Equipment
GAS	Environmental and Social Office
GEE	Greenhouse Gases
GovCV	Government of Cape Verde
HAS	Hygiene, Water and Sanitation
HIV	Human Immunodeficiency Virus
ICIEG	Cape Verdean Institute for Gender Equality and Equity
ICS	Health Care Facility
ICV	Cape Verde Infrastructures
IDA	International Development Association
IF	Financial Intermediaries
IFC	International Financial Cooperation - World Bank
INE	National Institute of Statistics
INGT	National Institute for Land Management
IPC	Institute of Cultural Heritage
ITCV	Cape Verde Tourism Institute
M&A	Monitoring and Evaluation

MF	Department of Finance
MGR	Complaints Management Mechanism
MIOTH	Ministry of Infrastructures, Land Planning and Housing
MTT	Ministry of Tourism and Transportation
NAS	Environmental and Social Standards
SDG	Sustainable Development Goals
ILO	International Labor Organization
WHO	World Health Organization
NGO	Non-Governmental Organization
CSO	Community Social Organization
PA	Action Plan
PAAS	Environmental and Social Action Plan
PAD	Project Appraisal Document
PAR	Relocation Action Plan
PCAS	Environmental and Social Commitment Plan
PD	Performance Standards
PEDS	Sustainable Development Strategic Plan
PEPI	Stakeholder Engagement Plan
PF	Focal Point
PFI	Partner Financial Institutions
PGAS	Environmental and Social Management Plan
PGL	Labor Management Procedures
PNV	National Vaccination Plan
POOC	Coastal Zone Management Plans
POT	Tourism Management Plans
PPSD	Procurement Strategy for Development Projects
QAS	Environmental and Social Framework
QPR	Resettlement Policy Framework
H&A	Follow-up and Evaluation
SGAS	Environmental and Social Management System
SGR	Complaints Management Service
SPF	Satellite Project Focal points
SSO	Occupational Health and Safety
SST	Occupational Health and Safety
SST	Occupational Health and Safety
UGPE	Special Projects Management Unit
PIU	Project Implementation Unit
VBG	Gender-Based Violence
WB/BM	World Bank

Index

Table

Figures

1. INTRODUCTION

1.1. Country and Sector Context

The Project to Strengthen the sustainability, resilience and diversification of the tourism sector in Cape Verde is a tool of the Government of Cape Verde (GovCV) to address the challenges of tourism development and create opportunities for the sector. The project is based on strategic elements and operational plans outlined in a timely manner to generate a new model of more sustainable, inclusive, and resilient tourism development for the country. Through this project, GovCV is applying to the World Bank (WB) for funding for specific programs as a development partner for reducing extreme poverty and increasing shared prosperity. The design of this Stakeholder Engagement Plan (SIP) fulfills one of the requirements for formulating interest for funding this project with the World Bank in accordance with the World Bank's Environmental and Social Framework.

Cape Verde is an archipelago of ten islands, nine of which are inhabited, located 500 kilometers off the west coast of Africa, with an estimated population of 549,935. The country has developed, largely leveraged on its considerable tourism industry, and has achieved the status of a lower-middle income country with a gross national income (GNI) per capita of US$3,630 for the year 2019. Cape Verde's economic growth over the past two decades has resulted in a substantial reduction in poverty (from 58% in 2001 to 35% in 2015) and a decrease in income inequality (from a Gini coefficient of 0.53 in 2001 to 0.42 in 2015). The country's strong economic recovery was suddenly interrupted by the pandemic of COVID-19. Real GDP in 2020 is expected to contract by 5.5%. Growth may recover in 2022, driven by increased public spending and credit stimulus measures. The slowdown results from a 61.6% decline in tourism receipts, which account for 17.7% of GDP, revenue losses in fisheries, which generate 31% of total exports, and stagnant activity in manufacturing, transport and logistics, reflecting disruptions in global supply chains. The contraction in GDP could cause the loss of 17,500 jobs. The unemployment rate rose from 8.5% in 2019, according to the IMF, to a record 19.2% (32.4% among youth and women).

Figure 1. Map of Cape Verde

The COVID-19 crisis presents a new and unprecedented source of risk for investors, which is depressing investor confidence in foreign direct investment (FDI). FDI and other capital inflows, mainly from the UK, Portugal, Spain and Italy, are expected to contract by between 56% and $53 million in 2020, delaying

investment in key sectors including tourism, construction, transport and information, communication and technology.

1.2. Sectoral and Institutional Context

Based on data from the National Statistics Institute (INE), the Cape Verdean population, currently estimated at 531,239 inhabitants, continues to grow, with an average annual rate of 1.2%, either as a result of natural growth or because of increased immigration flows. The municipalities of Praia and São Vicente have the highest concentration of population, representing, in 2016, respectively 29.2% and 15.4% of the total population of the country.

Population growth has occurred mainly on the islands of Boa Vista, Sal and Santiago (in the latter, mostly in the city of Praia) and S. Vicente. The island of Boa Vista, the least densely populated, has registered a rapid population growth in recent years, with increases of around 37.9% between 2012 and 2016. On the other hand, some islands show a trend towards population loss, especially the islands of Santo Antão, São Nicolau, Fogo and Brava, which showed a reduction in resident population.

With respect to **employment**, the dynamics of economic activity, strongly influenced by tourism, has not kept up with the demand from the labor force, particularly young people and women, which translates into a relatively high unemployment rate, in global average terms, and quite high among the young population.

However, regional variations are important. Indeed, in the islands and municipalities with the highest demand for labor, essentially the municipalities and islands with the highest investments in the tourism sector, have lower unemployment rates, namely:

— The island of Boa Vista had an unemployment rate of 5.7% in 2010, increasing to 15.9% in 2015 and receding to 7.9% in 2016;

— The island of Sal had a rate of 10.8% in 2010, fell to 7.8% in 2015 and settled at 8.3% in 2016.

The national average unemployment rate, meanwhile, was 15% in 2010, fell to 12.4% in 2015, and worsened in 2016 to 15% again.

Also according to INE, the incidence of unemployment has been more significant among young people and women. For young people in the 20-24 age group, the unemployment rate was 38.1% in 2016 versus 28.2% in 2015, while for young people in the 25-29 age group the same rate reached 19.3% in 2016 and 17.5% in 2015.

Vocational training has been seeking to meet the needs of the labor market in terms of non-highly skilled labor and has been increasing the number of centers and vocational training schools, as well as training offers. In the field of tourism, besides the specific tourism courses offered by some higher education institutions, the importance of the School of Hospitality and Tourism should be highlighted.

The **training for the strengthening of small businesses**, which has been carried out mainly by NGOs and has contributed to the empowerment of women in the economic, social, and political spheres, enabling them, over time, to be included in a more evident way in the network of associated tourism and also in formal tourism, also has the consequence of enabling access to economic incentives, social security, and participation in Trade and Service Associations as well as in Tourism Development Associations.

Violence and criminality have been identified as growing problems for Cape Verdean society, particularly affecting urban centers. Associated with the increase in violence and criminality has been increasing the feeling of insecurity. In fact, data reported by the Ministry of Internal Administration indicate that the occurrence of crimes rose from 22,152 in 2011 to 25,826 in 2015, representing an increase of 10.4%.

The Government of Cape Verde has **gender equality and equity** as one of the central issues for inclusive development, being one of the preconditions for achieving sustainable development. The country continues to register important challenges to achieve full gender equality, with emphasis on the economic autonomy of women, their participation in politics and decision-making, and the elimination of gender-based violence. In terms of policies, programs and institutional practices, despite the progress, fragilities persist in the transversal approach of the Gender theme.

In terms of women's economic empowerment, the following obstacles in particular are noted:

- ✓ The strong presence of women in the informal sector;

- ✓ The lower participation of women in key economic sectors;

- ✓ The persistence of gender discrimination of various kinds in the labor market;

- ✓ The lack of effective and reliable preventive and response measures to gender-based violence;

- ✓ Moral and sexual harassment in the workplace, both in the public and private sectors;

- ✓ The overburdening of women with unpaid work, particularly domestic work, in a context of disruption of the traditional network of supportive care for dependents (children, disabled, elderly);

- ✓ The difficulties in reconciling work and family life.

According to INE (2015) "most islands in Cape Verde are below the national average (35%) with regard to gender equity in the leadership of companies, highlighting the islands of Brava and Fogo, where only 28% and 29% of active companies are led by women."

According to the National Institute of Statistics of Cape Verde (INECV), in 2016 Cape Verde had about 386,147 people aged 15 and over, and of these, 63.9% (246,680) made up the labor force, with 209,725 employed and 36,955 unemployed (15%). Women make up the majority of the population aged 15 and over, but are a minority within the employed population, occupying only 45% of jobs.

With regard to gender equality, there is a need to accelerate women's access to decent work, especially in rural areas and among young women, and a need to ensure access to decision-making positions, including in the political sphere. The institutionalization of support services for victims of gender-based violence (GBV), despite many advances in the creation of Victim Support Centers (CAV's) throughout the country, still remains in an unfavorable situation. According to INE-CV, the results of the 2018 III Demographic and Reproductive Health Survey (III IDSR) show that between 2005 and 2018, there was a decrease in the proportion of women who were victims of physical violence, by about 10%, from 21% in 2005 to 11% in 2018.

The main branches of activity for women are trade, agriculture and domestic employment, all marked by informality and low income. In the informal sector, 62.5% of the initiatives are supported by women. 88.9% of women are self-employed, in unproductive and unprofitable areas.

In terms of policies, Cape Verde had adopted a gender mainstreaming approach and prioritized issues such as the fight against gender-based violence, the promotion of employment and decent work for women, positive discrimination of women in rural areas, and the adoption of the law on gender equality, among others. Gender equality had been adopted as a cross-cutting measure in the Strategic Plan for Sustainable Development 2017-2021, the main planning instrument. This plan contained gender-specific actions and mainstreamed gender in public policies, so 62.8% of its programs were aligned with Sustainable Development Goal number 5: "Gender Equality and Women's Empowerment." The first pillar of the Plan was the economy and the new economic development model, and comprised activities in tourism, labor and employment, and water and sanitation. The second pillar addressed human capital,

quality of life, and the fight against inequalities. it integrated sectors such as education, family, health, inclusion, and social security, and prioritized programs aimed at empowering women, addressing violence against women, increasing women's political participation, strengthening women's economic empowerment, and ensuring sexual and reproductive rights.

In 2011, Cabo Verde adopted the law against gender-based violence and an enabling legal framework to guarantee women's rights. Work on strengthening this legal framework is progressing towards enshrining that the criminal procedure contains provisions for the investigation of crimes against women's freedom of self-determination and gender-based violence.

Police officers have received training in gender equality, while the integrated platform for information management now allows for the assessment of the risk of aggression and violence, as well as the protection needs of victims. Four safe houses for the reception of victims of gender-based violence have also been created.

Law 47/2017 eliminated discrimination against pregnant girls from the education system. The Directorate for the Promotion of Citizenship and Inclusive Education was created, mandated with the promotion of gender equality and the elimination of gender-based violence in the school environment. The national plan to combat sexual violence against children and youth 2017-2019 is still in place, and in partnership with civil society organizations.

As for the equal participation of women in decision-making positions, women currently make up 23 percent of the National Assembly, and the Gender Equality Law, proposed in March 2019, with the goal of establishing a 40 percent quota for women on electoral lists has been adopted by all parties in the 2020 and 2021 local and legislative elections respectively.

The **Tourism Land Management Plans (POT)** are planning figures directed at the ZDTIs, of a regulatory nature and binding on the administration and private parties, reflecting a reciprocal commitment to compatibility with the national directive and regional land management schemes, taking precedence over municipal plans.

In an alignment between various policy and planning instruments such as the Strategic Plan for the Sustainable Development of Tourism in Cape Verde (2018-2030), the National Plan for Sustainable Development and the United Nations Sustainable Development Goals-Agenda 2030, the post-pandemic national strategic vision "Ambition 2030", among others, the national authorities have developed a new Tourism Operational Plan (POT) as an intersectoral action plan covering the period 2021-2026, coordinated by the Institute of Tourism (ITCV). Together, this strategic framework aims for Tourism to be developed in a diversified and sustainable way, with the ultimate purpose of enhancing the country's natural and human resources, contributing to the well-being of Cape Verdeans, individually and collectively, in all the islands and municipalities of the country, for the benefit of present and future generations, while providing positive experiences for visitors who come to us. This proclaimed vision of a diversified and sustainable tourism has implicit four fundamental pillars, which should guide public policies applicable to the tourism sector in Cape Verde or with impact on it, within the framework of the strategic guidelines for the period 2018-2030, namely:

— Competitiveness - it is established as an imperative that Cape Verde must seek to be an increasingly competitive country, enhancing and differentiating its offer in the global tourism market, and must formulate and implement policies that result in a growing attractiveness of the country for tourists, in order to ensure that they have positive and unique experiences when they visit the archipelago.

— Sustainability - it is also defined as a cornerstone that the development of tourism in Cape Verde must be based on policies and practices that guarantee the economic sustainability of investments, but also the country's social, environmental, cultural, ethical and governance balances, so that today's development makes better use of them and does not compromise the resources available, particularly the natural, environmental and cultural ones, for future generations.

— Deconcentration - the importance of the different regional valences and dynamics in terms of tourism development is recognized, and therefore it is defined as imperative the implementation of policies that encourage a greater decentralization and internal circulation of tourist flows, in order to maximize the potential of each municipality and each island, aiming to ensure that tourism contributes to a balanced and sustained development of the entire archipelago.

— Maximization of net positive impact - it is assumed as a principle that the tourism industry should generate a positive net impact on Cape Verdean society, contributing in a sustainable way to improving the quality of life of the people, not only through its contribution to wealth and job creation, but also by ensuring that negative environmental, social and cultural impacts that may affect that same quality of life are minimized.
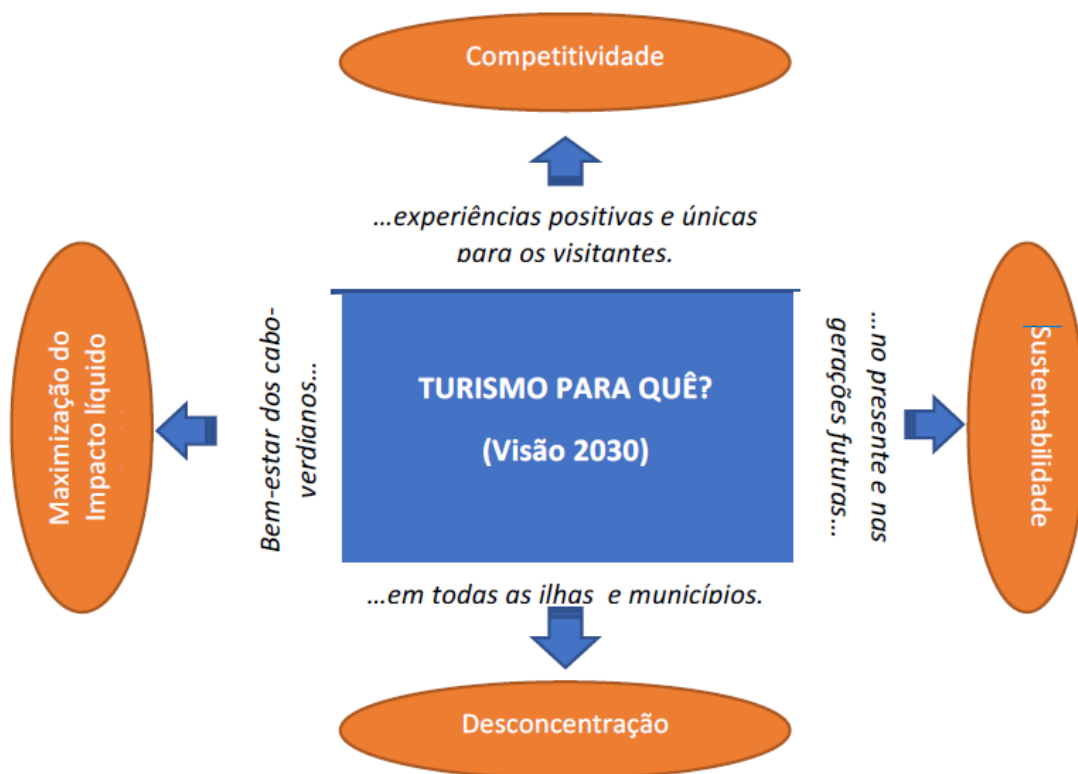
Figure 2. Four fundamental pillars of tourism development until 2030

1.3. Project description

1.3.1. Project Development Goal

The development objective of this project to strengthen the sustainability, resilience, and diversification of the tourism sector in Cape Verde is to diversify the tourism offer, improve its sustainability, and increase local revenue capture for Cape Verde.

1.3.2. Project Components

The project comprises four components as presented in the following table:

Table 1. Components of the Proposed Project

Components and subcomponents	Amount Allocated
Component 1: Develop integrated and resilient tourism infrastructure, including: a) Requalify the integrated coastal tourism and fishing infrastructures b) Improve accessibility to tourist sites c) Rehabilitate trekking trails, cultural heritage and visitor centers d) Develop a strategy and action plan to improve international and inter-island intermodal connectivity	**22,32 million dollars**
Component 2: Improve the inclusion and sustainable management of Tourism and the Blue Economy, including: a) Support entrepreneurship and the development of MSMEs in the installation of the tourism and fishing value chain b) Strengthen marketing, promotion and communication in the main source markets c) Strengthen the national tourism statistical system d) Improve tourism regulation and urban planning e) Support the sustainability of tourism sites, activities and services, especially to responsibly share marine and coastal areas and resources: f) Implement gender mainstreaming in tourism	**12,2 million, of which $5 million PROBLUE RETF**
Component3: Project Implementation Support	0.48 million dollars
Component 4: Contingency Emergency Response Component (CERC)	

Component 1: Integrated and Resilient Tourism Infrastructure Development (Total Cost: US$ 22.32 million)

This Component will finance priority tourism-related infrastructure, contributing to the overall sustainable development of selected tourism destinations. The proposed infrastructure rehabilitations are considered key to increase the demand and supply of selected destinations, including strengthening the sustainability and resilience of the destinations. The Project will include climate and gender criteria in planning, the prioritization of investment projects funded under this component, with the aim of maximizing impacts on gender issues, as well as climate mitigation and adaptation impacts and finding sustainable and innovative solutions to accelerate the transition to an integrated low-carbon and smart tourism development model. It will include the following activities:

a) **Rehabilitation of integrated coastal tourism and fishing infrastructures**. Investments will support the rehabilitation of infrastructure to support fishing and tourism activities. Specifically, the project will support the rehabilitation of selected fishing piers, fish markets, development of mooring points, and improvement of boardwalks. These investments will be designed to incorporate climate resilience, promote efficient resource use, reduce carbon emissions, and increase the inclusion of women and vulnerable communities in tourism and fishing value chains. The Project will also help define management arrangements for these infrastructures (including maintenance, conflict management, gender dimension, waste management, etc.) to deliver to local users and beneficiaries and increase their durability (as presented in Component 2, activity e).

b) **Improve accessibility to tourist sites**. The main investments will consist of the rehabilitation of 15 km of the Espargos-Santa Maria road on Sal Island and preparatory studies for improved accessibility to emerging tourist sites. These investments will consider enhanced sustainability features, such as solar-powered lighting and bike/walking paths.

c) **Rehabilitate trekking trails, cultural heritage and visitor centers**. Investments in the development of key tourism assets and sites in emerging high-growth segments for diversification on the islands will include: (i) mapping and signage for trails and rehabilitation of hiking trails; (ii) rehabilitation of selected viewpoints, construction of visitor centers, and improved signage and interpretation; (iii) rehabilitation of historic/ heritage sites. Each local investment will include a management/business plan to be developed or co-managed with the community or through a public-private partnership (PPP) model.

d) **Develop a strategy and action plan to improve international and inter-island intermodal connectivity**: Technical assistance to develop an integrated and intermodal inter-island transport strategy that will aim to improve transport connection links between islands and between the different modes of transport (air , sea, land). Inter-island passenger traffic requires a network of maritime terminals on all islands to provide good service and a safe environment for passengers, as well as to promote the commercial and tourism offer. As such, the Project will also finance preparatory studies for the construction or modernization of maritime passenger terminals located on five islands (São Nicolau, Boa Vista, Maio, Fogo, Santiago).

Component 2: Enhancing inclusiveness and sustainable management of tourism and the blue economy (Total cost: US$ 12.2 million, of which US$ 5 million PROBLUE RETF)

This component aims to support increased inclusion of SMEs in the tourism value chain and improve destination capacity for sustainable tourism management. It will consist of a set of technical assistance interventions aimed at enabling a robust recovery of the tourism sector and integrated growth based on the principles of inclusiveness and sustainability.

a) **Support entrepreneurship and development of MSMEs in the tourism and fisheries value chain facility**. To increase the participation of local businesses in the tourism sector, this activity will support SMEs in identified service areas to expand and improve the performance of their businesses, particularly those that are led/owned by women. Specific interventions may include business development services and capacity building on topics such as: (i) improved business planning and marketing; (ii) supporting access to finance; (iii) business mentoring and coaching, including personal initiative training; (iv) helping businesses achieve sustainability certification, including improved mobility and resilience, as well as reduced carbon emissions from tourism; (v) enhanced access to seafood markets; (vi) improved sustainability of fishing practices and sanitary conditions for seafood management to manage impacts of marine resources and increase value added; and (vii) exploring new supply of marine resources, targeting new deep-sea demersal resources that could meet local restaurant demand as well as growing international export demand.

b) **Strengthen marketing, promotion and communication in the main source markets**. To improve Cape Verde's presence in new markets and niche markets, this activity will support the implementation of the Cape Verde Tourism Strategic Marketing Plan. Activities will include: (i) contracting representative tourism marketing firms in two or three strategic markets; (ii) providing technical assistance in digital marketing as needed; and (iii) conducting ongoing market research and analysis to better understand visitor behavior and trends.

c) **Strengthen the national tourism statistical system.** in order to improve the quality and analysis of tourism statistics, their governance and shared information, the project will support: (i) methodological improvement in collection, including gender-disaggregated statistics, publication, and reporting of statistics, as well as respect for statistical confidentiality; (ii) capacity building activities on ways to improve the measurement of industry-related expenditures and jobs and tourism satellite accounting.

d) **Improve tourism regulation and urban, land, coastal and marine planning**: support sectoral planning and legislation to maximize the effectiveness of the Project's infrastructure and product development, and ensure appropriate environmental and social safeguards. Specific interventions include: (i) development of detailed zoning plans - called Tourism Management Plans (TMPs) in selected areas; (ii) development of coastal zoning plans - Coastal Zone Management Plans (COPs); (iii) enhancement or rafting development of new laws/regulations (e.g., online accommodation rental or maritime tourism); (iv) enhancing the sustainability of marine tourism (consolidating regulations on small-scale and sport fishing, as well as the installation and management of marinas; supporting the role out of government sustainability guidelines and certifications, such as ISO, Green Key, Blue Flag) .

e) **Support the sustainability of tourism sites, activities and services, especially to responsibly share marine and coastal areas and resources**: (i) define and operationalize infrastructure management arrangements for local users that will benefit from Project investments and increase their durability; (ii) support community-based management initiatives in artisanal fishing communities to further empower communities in sustainable and inclusive management of their marine and coastal resources; (iii) understand climate change impacts on marine fisheries and explore mitigation options (i.e., develop an action plan on solar-powered engines for small fishing or tourism vessels).

f) **Implement gender mainstreaming in tourism**: to leverage gender-sensitive approaches in tourism recovery, ensuring better and safer jobs for women, the Project will work on updating the Action Plan for Gender Mainstreaming in Tourism (2016-2018), including the design of a monitoring framework, individualized capacity building and integration of GBV standards as an item to be worked on throughout implementation. The project will encourage dialogue for childcare and childcare and support specific training for women-led MSMEs in tourism to improve their position along the tourism value chain, networking and customization of financial instruments.

Component 3: Project Implementation Support (Estimated Value: US$ 0.48 million)

This Component will support UGPE in the management and implementation of the Project. It will support expenses related to Project implementation, including the hiring of (i) a consultant to prepare the final specific environmental and social safeguards (E&S) studies for Component 1 activities; (ii) engineering staff based in UGPE to support Component 1 activities, including preparation of technical specifications as well as supervision of construction and implementation; (iii) an independent auditor for the Project; (iv) capacity building for UGPE and other sector stakeholders as needed; and (v) Project operational costs.

Component 4: Contingent Emergency Response Component (CERC) (Estimated value: US$ 0 million)

A CERC will be included in the project in accordance with the Investment Project Finance Policy (PIF) for Situations of Urgent Need for Assistance and Capacity Constraints. It will allow rapid reallocation of uncommitted loan funds in the event of an eligible emergency.

1.4. Summary of Expected Impacts

Given the known likely nature of the project activities and the environmental vulnerability of the project implementation sites, the project is classified with substantial environmental and social risk. The project will benefit the entire country and will provide for the implementation of measures to avoid, reduce and offset any adverse environmental impacts associated with the planned interventions, through the design and implementation of a specific Environmental and Social Management Plan (ESMP) for each project implementation site, to be prepared in accordance with the guidelines defined in the Environmental and Social Management Framework (ESMF) defined for the project.

The planned construction will generate hundreds of temporary direct jobs that will benefit from a Labor Management Plan (LMP) for safeguarding workers that will be designed and integrated as an annex to the QGAS for implementation throughout project implementation.

The level of social risk for this project is moderate. The project will result in positive social impacts, both at the individual and community level. However, infrastructural barriers and gender-based stereotypes may prevent specific groups from accessing the benefits of the project, such as for people with disabilities, adolescent girls and young women. The project will take specific measures to ensure that these vulnerable groups actively participate in the planning and implementation of the project and fully benefit from its activities in addition to proposing a set of women's empowerment measures to be postulated throughout project implementation. The project will also ensure that access to project benefits is properly monitored to avoid inequalities. The project will ensure that these opportunities are available to all segments of the population, including vulnerable and marginalized groups.

An Action Plan for the prevention of and response to sexual exploitation and sexual abuse and sexual harassment will be designed and included in the GSF, and will be implemented over the life of the project.

The project envisages several construction interventions incurring a moderate risk of involuntary physical or economic resettlement and worker flow concerns. A Resettlement Policy Framework (RPSF) will determine enable resettlement management.

2. STAKEHOLDER ENGAGEMENT PLAN

The EIPP seeks to define a technically and culturally appropriate approach to project consultation and outreach. The goal of this PEPI is to improve and facilitate decision making and create an atmosphere of understanding that actively engages project-affected people and other stakeholders in a timely manner, and that these groups have sufficient opportunity to express their opinions and concerns that may influence Project decisions. The SEP is a useful tool for managing communications between the project sponsor (the GovCV through UGPE and its partners) and other stakeholders.

The main objectives of the PEPI can be summarized as follows:

— Identify the key stakeholders that are affected by, and/or able to influence, the Project and its activities;

— Identify the most effective methods, timing and structures for sharing information about the project, and ensure regular, accessible, transparent and appropriate consultation;

— Provide guidance for stakeholder engagement to meet International Best Practice standards;

— Develop a stakeholder engagement process that provides stakeholders with an opportunity to influence project planning, design and implementation;

— It establishes a formal complaint management mechanism;

— Define roles and responsibilities for implementing the EIPP;

— Define information and monitoring measures to ensure the effectiveness of the PEPI and the introduction of necessary adjustments;

Stakeholder engagement is the practice of interacting with, and influencing project stakeholders for the overall benefit of the project and its advocates. The successful completion of a project usually depends on how the stakeholders view it.

Their demands, expectations, perceptions, personal agendas, and concerns will influence the project, shape the aspect of success, and impact the results that can be achieved. Successful stakeholder involvement is therefore a vital requirement for professional project management.

Stakeholder engagement will be free from manipulation, interference, coercion and intimidation, and conducted on the basis of timely, relevant, understandable and accessible information in a culturally appropriate format. It will involve interactions among identified groups of people and provide stakeholders with an opportunity to air their concerns and opinions (e.g., through meetings, surveys, interviews, and/or focus groups), and ensure that this information is taken into account in project decision-making.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Project stakeholders are defined as individuals, groups, or other entities that:

— are affected or likely to be affected directly or indirectly, positively or negatively, by the Project, also known as "affected parties"; and
— may have an interest in the project "stakeholders". They include individuals or groups whose interests may be affected by the project and who have the potential to influence project outcomes in some way.

Cooperation and negotiation with stakeholders throughout Project development also often requires the identification of individuals within the groups who act as legitimate representatives of the respective stakeholder group, i.e. individuals who have been entrusted by their group colleagues to defend the groups' interests in the process of engagement with the Project. Community representatives can provide useful information on local settings and act as the main conduit for Project-related information dissemination and as the main communication/liaison link between the Project and the targeted communities and their established networks. Verification of stakeholder representatives (i.e., the process of confirming that they are legitimate and true advocates for the community they represent) remains an important task in establishing contact with community stakeholders. The legitimacy of community representatives can be verified by speaking informally with a random sample of community members and paying attention to their opinions about who can most effectively represent their interests.

3.1. Methodology

In order to respond to best practice approaches, the project will apply the following principles for stakeholder engagement:

— *Openness and life cycle approach*: public consultations for the subprojects will be organized throughout the life cycle, conducted in an open manner, free from external manipulation, interference, coercion, or intimidation;

— *Informed participation and feedback:* information will be provided and widely distributed among all stakeholders in an appropriate format; opportunities are provided to communicate stakeholder feedback, to analyze and address comments;

— *Inclusiveness and sensitivity:* stakeholder identification is undertaken to support better communication and build effective relationships. The participation process for projects is inclusive. All stakeholders are encouraged to participate in the consultation process at all times. Equitable access to information is provided to all stakeholders. Sensitivity to stakeholder needs is the fundamental principle underlying the selection of participation methods. Special attention is given to vulnerable groups, in particular women, youth, the elderly, and the cultural sensitivities of various ethnic groups.

For the purposes of effective and tailored engagement, the stakeholders of the proposed project(s) can be divided into the following main categories:

— **Affected Parties** - people, groups, and other entities within the Project Area of Influence (PAI) who are directly influenced (actually or potentially) by the project and/or who have been identified as most susceptible to changes associated with the project, and who need to be closely involved in identifying impacts and their significance, and in making decisions about mitigation and management measures;

— **Other Stakeholders** - individuals/groups/entities who may not be directly impacted by the project, but who consider or perceive that their interests are affected by the project and/or may affect the project and its implementation process in some way; and

— **Vulnerable Groups** - people who may be disproportionately affected or further disadvantaged by subprojects compared to any other groups because of their vulnerable status, and who may require special engagement efforts to ensure their equitable representation in the consultation and decision-making process associated with the project.

3.2. Project beneficiaries

The project will have broad social and economic and institutional benefits for almost the entire population of Cape Verde as it aims to improve the development systems of one of the main pillars of the economy, namely tourism, in an integrated way.

- Policy makers in the tourism and blue economy sectors will benefit in several ways. Governance of the sector will be improved by creating a better institutional and regulatory environment. Component 2 will also enable, among other things, the development and leveraging of the country brand destination in new potential visitor segments, a better regulatory overview of the

sector, access to better data to feed into decision making, and targeted MSME support to emerging local businesses in key niches. In addition, policy makers will still benefit from foreign and domestic direct investments and additional tax revenues that infrastructure investments;

- The resident population and companies in the communities contemplated with the infrastructure development, namely in the islands of Santo Antão, São Vicente, Sal, and Santiago, will benefit from the creation of better accessibility and attractiveness conditions for both local inhabitants and visitors;

- Local trade promoters, rabidantes and market vendors (MSMEs) on the different islands will benefit from investments in improved air and sea mobility are key to unlocking more efficient supply chains, reducing the cost of access to source markets, and reducing transaction costs in sourcing inbound materials or services, as well as demand from individual or wholesale customers. Businesses in the hospitality, restaurant, and entertainment sectors especially benefit in the targeted areas by capturing increased visitor flow and volume of leisure foreign exchange, as well as exploiting concession opportunities adjacent to renovated tourism assets (e.g., Santa Maria pier, Old Town historic center area);

- Women will have a clear empowerment strategy with identification of priority actions for their success in developing their activity linked to tourism and/or blue economy;

- Fishermen in particular can benefit from dedicated investments in, for example, fish markets, allowing better connection to retail and wholesale buyers;

- Large, small and medium-sized tour operators, business associations, travel agencies, training schools, and all those who depend directly on tourism will benefit from the implementation of the planned activities.

3.3. Project Partners

Project partners are defined as stakeholders who contribute to the execution and implementation of the project. The project partners identified for the project preparation phase are:

— Ministry of Finance and Enterprise Development (MFFE) through the Special Projects Management Unit (UGPE) - Responsible for the overall management of the project;

— Ministry of Tourism and Transport (MTT): will be responsible for policy guidance and technical supervision of the tourism sector, will benefit from assistance in tourism policy and planning - including gender activities - as well as connectivity aspects. It will also collaborate in the implementation of key activities, such as national tourism statistics or marketing;

— Institute of Tourism (ITCV): will be responsible for implementing key policies in the sector, analyze national and international trends and promote tourism. As such, it will benefit from assistance in implementing the strategic marketing plan and updating national tourism statistics/market intelligence. ITCV will also be a key player collaborating in the capacity building activities of the MSME;

— Ministry of Infrastructures, Spatial Planning and Housing: will be responsible for the technical supervision of tourism infrastructures and the blue economy, through Infraestruturas de Cabo Verde (ICV);

— The National Institute for Territorial Management (INGT) will be responsible for the design of the planned POTs and POOCs;

— Ministry of the Sea: will be responsible for the technical supervision and management of activities in the maritime sector, including maritime services (inter-island concession) and infrastructure;

— Estradas Cabo Verde (ECV): supervises the planning, construction, maintenance, rehabilitation, operation, development and execution of road infrastructure in Sal and Santo Antão;

— Pró-Empresa, Pro-Garante, and Pro-Capital are part of the financial ecosystem supporting MSMEs;

— Instituto Cabo-Verdiano para a Igualdade e Equidade de Género (ICIEG) - in collaboration with MTT, ICIEG will act in the implementation of the proposed actions to integrate gender equality in the tourism sector;

— National Directorate of Environment (DNA) - National Authority for Environmental Impact Assessment;

— Instituto Cabo-Verdiano da Criança e do Adolescente (ICCA) in collaboration with MTT, ICCA will act in the implementation of the proposed actions to integrate child and adolescent protection in the tourism sector;

— Institute of Cultural Heritage (IPC) - through the World Heritage Management Office - Cidade Velha, is the licensing authority in the PM under the supervision and technical advice of UNESCO. It updates the Heritage Management Plan;

— Municipalities of Ribeira Grande de Santiago, Sal, São Vicente, Porto Novo, Ribeira Grande de Santo Antão and Paul - will carry out the duties of local government, namely involvement in the project and the assessment/assignment of the necessary licenses. They will be involved in the entire cycle, from conception to completion of project activities. Satellite Project Focal Points (SPF) will be established in each of the selected destinations to monitor and manage site-specific infrastructure activities and ensure coordination with local government activities. The satellites - SPF - will be housed in the municipalities that will host the infrastructure and the focal points will be appointed by each municipality.

The partner list will likely change throughout the project life cycle and will therefore be updated accordingly.

3.4. Affected Parts

For each component there is a set of stakeholders acting and/or being affected, positively or negatively, by the project. Thus, the following table seeks to segment these stakeholders into public entities involved in the implementation of the project, civil society organizations, and the public or community.

Table 2. Table of parties benefited and affected by the project

Components	Public Entities	Public, Civil Society Organizations
Component 1: Development of Integrated, Inclusive and Resilient Tourism Infrastructures in selected destinations. This component will finance priority tourism-related infrastructure, contributing to the overall sustainable development of selected tourism destinations. The proposed infrastructure upgrades are considered key to broadening the appeal and offerings of the selected destinations, including	**Beneficiaries:** Entities like ITCV, SPFs, ICV, ECV, MIOTH will be leading the implementation of the project activities under the management of UGPE; The Tourism Fund as well as the municipalities will be the beneficiaries of the main structures created. The multitude of jobs arising in the 7 municipalities of the project's intervention will help	**Beneficiaries:** Large, small and medium-sized tour operators, business associations, travel agencies, training schools and all those directly dependent on tourism will benefit from the implementation of the planned activities. **Affected or at risk of exclusion:** Swimmers, fishermen, fishmongers, and fish keepers will be temporarily restricted

strengthening the sustainability and resilience of the destinations.	the municipalities in controlling clandestine housing in urban areas of illegal genesis, since the population will now have the income to guarantee their decent housing.	from using the usual areas in Sal and São Vicente; drivers and vehicle owners will also be temporarily restricted because of the work on the Espargos-Santa Maria road, or the civil construction in Cidade Velha; Due to the definitive occupation of areas in Cidade Velha with project subactivities of civil constructions, there may be landowners affected by the project.
Component 2: Enable Sustainable Management of Tourism Development and the Blue Economy. This component will support greater inclusion of MSMEs in changing tourism value and improve destination capacity to manage sustainable tourism. It will consist of a series of technical interventions aimed at enabling a robust recovery of the tourism sector and integrated growth based on the principles of inclusivity and sustainability .	**Beneficiaries:** PRO-GARANTE, PRO-CAPITAL, PRO-EMPRESA act in creating sustainable opportunities for MSMEs; INE and the Tourist Development Office under MTT will be leading the implementation of the activities; ICIEG and ICCA will have the availability of resources to act in the areas of child care, women empowerment and GBV/EAS/AS prevention and response; INGT will benefit as well as municipalities from the design of POTs and POOCs that may incur physical or economic resettlement risk relative to the sites to be contemplated; **Affected or at risk of exclusion:** DNA will have an increased demand on capacity and resources to perform its environmental enforcement role.	**Beneficiaries:** MSMEs led by women and women heads of households will benefit from the creation of active women empowerment measures including market access; **Affected or at risk of exclusion:** Women heads of households living in remote places need greater proximity in the delivery of information with respect to female empowerment proposals

3.5. Other Stakeholders

As defined by the World Bank, other stakeholders are stakeholders who may be interested in the project because of the sector or parties involved in the project. These can be local governments, community leaders, and civil society organizations, particularly those working in or with poor and vulnerable communities. Other stakeholders in this project have been identified as follows:

A diagnostic developed by the government of Cape Verde in the framework of the Study of Strategic Environmental and Social Assessment of the Tourism Sector in Cape Verde (SESA) in 2018 included a broad analysis of the dynamics of power and influence of the group of stakeholders of the tourism sector in the country that fully justifies the institutional arrangement envisaged for the implementation of this project in view of the desired inclusion and sustainability. The diagnosis evaluated the level of power and influence of a group of 48 stakeholders in the sector (0 - low to 10 - high). Firstly, it is noteworthy that all stakeholders with a strong level of Influence are always very committed, i.e. associated with a high level of interest.

The stakeholders with the greatest strategic relevance from the point of view of tourism performance, i.e. those that have both a very high level of interest in tourism activity and a very high level of influence on the trajectory of tourism development, are the public entities with high responsibilities in the political management of tourism development: Cabo Verde-Trade Invest (with a prominent position in this institutional space, combining a strong influence and a strong interest in tourism development), the Boa Vista and Maio Tourism Development Society, the Maritime-port Agency, the municipalities of Sal and Boa Vista, the National Directorate of Planning and the General Directorate of Heritage, the Directorate General of Tourism and Transport, the structure of the Ministry of Environment and also the National Association of Cape Verde Municipalities, major tour operators, small and medium sized operators in an emerging development phase, sectorial associative entities the Cape Verde Chamber of Tourism, the Chambers of Commerce and, of course, the hotel business sector, travel agencies and airlines.

The stakeholders with a significant importance in functions of dynamization and support to the development and qualification of tourism activities, i.e., a strong interest in tourism development, although with a weak level of influence on destinations and development paths of the sector, include agents of tourism support activities: the Hotel and Tourism School, the restaurant sector, the tourist entertainment companies sector, the agriculture and fishing sector, air transport companies and also the cab sector and a relevant set of public entities: the municipalities, the National Police and the Ministry of Internal Administration.

The group of stakeholders that present simultaneously a low level of Interest in the tourism activity and a low level of Influence on the tourism development trajectory includes fundamentally the institutions that deal with the social and environmental dimensions of tourism development: the NGOs in the social domain, either in their individual identification (e.g. VERDEFAM, RAMAO) or in their collective identification (Social NGOs, NGO Platform), and the Environmental NGOs. Also in this group are located public institutions with responsibility for social development and the preservation of the environment and biodiversity: the Cape Verdean Institute for Gender Equality and Equity, the Cape Verdean Institute for Children and Adolescents, the Parliamentary Network for the Environment and the National Agency for Water and Sanitation.
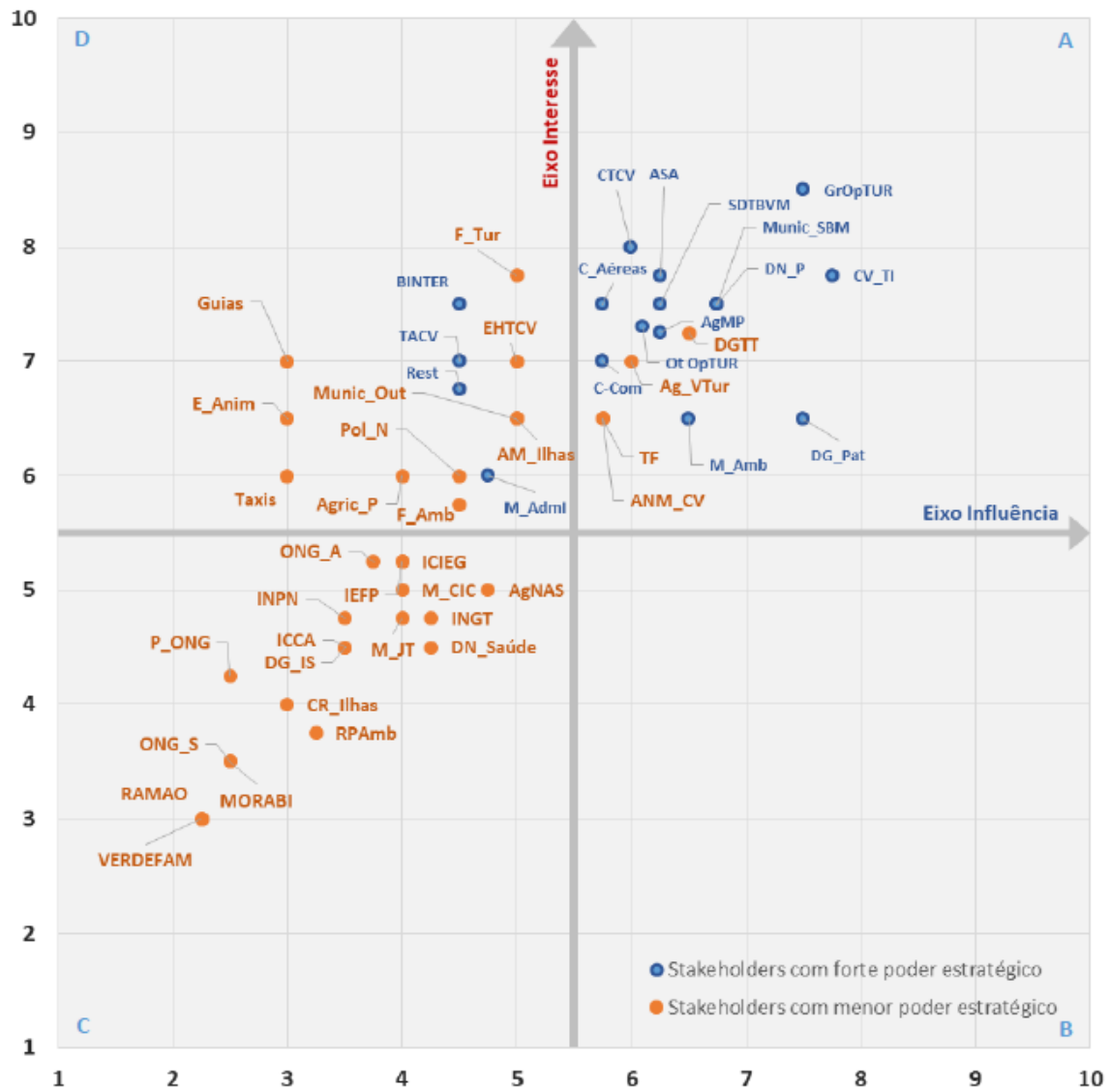
Figure 3. Power and influence of stakeholders in the tourism sector in Cape Verde

Source: SESA, 2018

Table 3. List of tourism stakeholders in Cape Verde

Nº	Designação do *Stakeholder*	Código	Nº	Designação do *Stakeholder*	Código
4	Agentes Económicos do Setor Agrícola e das Pescas	Agric_P	29	Instituto Nacional de Gestão Territorial	INGT
5	Associação Caboverdiana para a proteção da Família	VERDEFAM	30	Instituto Nacional de Previdência Nacional	INPN
6	Associação de Apoio à Autopromoção da Mulher no Desenvolvimento	MORABI	31	Ministério da Administração Interna	M_AdmI
7	Associação de Guias Turísticos	Guias	32	Ministério da Cultura e das Indústrias Criativas	M_CIC
8	Associação de Municípios de Cabo Verde	ANM_CV	33	Ministério da Justiça e do Trabalho	M_JT
9	Associação de Proprietários de Táxis	Táxis	34	Ministério do Ambiente	M_Amb
10	Associação de Viagens Turísticas	Ag_VTur	35	Municípios do Sal, da Boavista e do Maio	Munic_SBM
11	Associações de Municípios de Ilhas	AM_Ilhas	36	ONG Ambientais	ONG_A
12	Cabo Verde Trade Invest	CV_TI	37	ONG Sociais	ONG_S
13	Câmara de Turismo de Cabo Verde	CTCV	38	Outras companhias aéreas	C_Aéreas
14	Câmaras de Comércio	C-Com	39	Outros Municípios	Munic_Out
15	Companhia de Transportes Aéreos BINTER	BINTER	40	Plataforma ONG	P_ONG
16	Conselhos Regionais de Ilhas	CR_Ilhas	41	Política Nacional	Pol_N
17	Direção Geral de Inclusão Social	DG_IS	42	Rede Parlamentar de Ambiente	RPAmb
18	Direção Geral do Património	DG_Pat	43	Renascença Africana - Associação das Mulheres	RAMAO
19	Direção Geral do Turismo e dos Transportes	DGTT	44	Setor de Restauração	Rest
20	Direção Nacional de Planeamento	DN_P	45	Grandes Operadores Turísticos	GrOpTUR
21	Direção Nacional de Saúde	DN_Saúde	46	Outros Operadores Turísticos	OuOpTUR
22	Empresas de Animação Turística	E_Anim	47	Sociedade de Desenvolvimento Turístico da Boa Vista e Maio	SDTBVM
23	Escola de Hotelaria e Turismo de Cabo Verde	EHTCV	48	Transportes Aéreos de Cabo Verde	TACV
24	Fundo do Ambiente	F_Amb	49	Turtle Foundation	TF
25	Fundo de Turismo	F_Tur			

Source: SESA, 2018

After three (3) years since this last analysis of the power and influence of stakeholders, no changes in the level of power and influence between the typologies of institutions have been noticed, despite the records of change in the Institutional framework of the sector. The change is marked mainly by the following: (1) the creation of the Institute of Tourism of Cape Verde (ITCV) in 2019 with the mission of i) supervision and licensing of tourism-related activities; ii) implementation of policies to stimulate the development of products and services aligned with a diversification strategy; iii) market research and observatory of tourism trends; iv) destination marketing; v) promotion of specific tourism-related infrastructures (signage and information points), and vi) sectoral coordination with other stakeholders on professional training, investment disclosure, statistics collection, among others; (2) the extinction of the General Directorate of Tourism and (iii) the creation of the Office of Tourism Development, with attributions as a support body to the Minister for the design of tourism sector policies.

Additionally, the stakeholder group also includes the following entities at various levels of the Cape Verdean society, namely those described in the following table.

Table 4. Other Stakeholders

Government	– Department of Finance – ICIEG - Institute for Equality and Gender Equality – ICCA - Cape Verdean Institute for Children and Adolescents – National Police – Public Information Office – Satellite Project Focal (SPF) – Attorney General's Office – Department of Education – Department of Justice – Department of Health – Youth Department – Environmental Protection Authority
Formal Leaders	– Government Institutions – National Assembly (Deputies), Mayors.
Traditional Leaders	– NGO Platform – Citizenship Observatory
Companies	– Contractors

3.6. Disadvantaged / Vulnerable Individuals or Groups

Some project impacts may fall disproportionately on disadvantaged or vulnerable individuals or groups, who often have no voice to voice their concerns or understand the impacts of a project.

Gender analyses will be conducted during the project design phase, and the results will be incorporated into the action planning for the implementation phase.

Other vulnerable groups, such as youth, the elderly and the disabled, will be consulted. Attention will be given to specific vulnerabilities as well as to specific benefits that projects can bring to women and other vulnerable members of society, and where necessary specific awareness programs will be proposed for these groups. The project will identify vulnerable or disadvantaged individuals or groups and the limitations they may have in participating and/or understanding project information on an ongoing basis. Additional support or resources necessary to enable these people to participate in the consultation process will be provided. The following people have been identified as vulnerable people:

Table 5. Vulnerable Persons

Group	Representative Organizations
Women	ICIEG - Cape Verdean Institute for Gender Equality and Equity

Women who work in harness extraction on the beaches - São Vicente and Tarrafal de Santiago, but who due to their low level, or no education/isolation have limited access to information	MORABI and OMCV - the most relevant NGOs focusing on women entrepreneurship Municipal Social Services Department Chamber of Commerce and Industry of Barlavento Chamber of Commerce and Industry of Sotavento Tourism Chamber Mindelo Association of Fishmongers Tarrafal Fishermen's Association Association of Women Harvesters of Arreia do Tarrafal Ombudsman's Office
Young people Unemployed young people from fishing areas with limited access to information	Young Entrepreneurs Association; Youth Associations Young Farmers Association New Generation of São Pedro Fishermen's Association
Traders in the areas to be rehabilitated in the limited period of execution of the prayers	Chamber of Commerce and Industry of Barlavento Chamber of Commerce and Industry of Sotavento Tourism Chamber
Low Income Communities	Islands with high poverty rates
Elderly and Others	Municipal Social Services Department

3.7. Summary of project stakeholders' needs

The following table summarizes the needs by stakeholder category designed based on the stakeholder consultation meetings.

Table 6. Stakeholders' needs

Stakeholder Group	Main Features	Language needs	Preferred Notification means	Specific needs
State agencies: Ministry of Finance, UGPE, MTT,TCV,ECV, ICV.	Number to be defined at the beginning of the project	Official language (Portuguese), Creole	Information submitted by mail, telephone, orally through websites, and via Facebook	Meetings, workshops for information, reflection, experience sharing Training and capacity building.
Consultant on environmental and social safeguards	Number to be specified later depending on the progress of the project	Portuguese Language	Information is transmitted by mail, cell phone, online, via the websites and through the Facebook page	Business meetings, Videoconferencing

Stakeholder Group	Main Features	Language needs	Preferred Notification means	Specific needs
Local Government and Central Government Partners	Number to be specified later depending on the progress of the project	Local and official language	Information is transmitted by mail, cell phone, online, via the websites and the Facebook page	Capacity Development
Base communities of the localities in question	7 Municipalities	Local and official language	information is transmitted by mail, cell phone, online, via the websites and the Facebook page	Picture Messages Community Meetings Capacity Development
People with disabilities	Approximate number to be defined after the actual start of the project	Local and official language	Information explained orally or schematically after a door-to-door	IEC during all Training processes,
MSMEs in tourism	Approximate number to be defined later depending on the project's progress	Local and official language	Information submitted by mail, telephone, orally through websites, and via Facebook	Meetings, workshops for information, reflection, experience sharing Training and capacity building
Specialized Consultants	Number to be specified later depending on the progress of the project	Portuguese Language	Information transmitted by e-mail, telephone, orally, through websites and via the Facebook page	Business meetings, videoconferences

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Purpose and timing of the stakeholder engagement program

The goals of stakeholder involvement in this project include:

— Socialize the project with the potential communities to be affected;

— Dissemination of information about the project;

— Highlight input and advice from a range of stakeholders, and adjust the design of the project in response to the feedback received;

— Promote trust and truth;

— Ensure local buy-in to the proposed project design;

— Provide avenues for resolving conflicts by consensus; and

— Generate, and respond to, feedback.

Stakeholder involvement has already begun as part of the project preparation. This will continue throughout the project life cycle, starting as early as possible and continuing throughout the planning and installation activities and through the technical advice components. The nature and frequency of engagement will be tailored to the relevant groups and issues.

4.2. Key Messages

Key messages will need to be developed as the project design is confirmed in more detail during implementation and through the process of engaging with stakeholders to select final sites and confirm technical options. Some of the key messages will include:

— The project values equality and equity of opportunities, without discrimination or exclusion of individuals.

— The project aims to increase the participation of women in the various learning and training programs throughout its implementation. To ensure the equitable inclusion of the genders there is expected to be a gender balance in access to opportunities, (no one gender has access to less than 40% of the opportunities). The project thus contributes to improving women's access to economic opportunities and jobs.

— Wherever possible, local workers will be hired to help in the implementation phase of the project.

— The project calls for the identification of special measures aimed at safe working conditions for all workers against the risk of Covid-19, and Sexual Exploitation and Abuse and Sexual Harassment, etc.

— The planned schedule for interventions at each site will be communicated once it is determined.

— The project guarantees services to survivors of GBV cases related to the project including: (i) health care; (ii) psychosocial care; and (iii) legal support, services which are provided by ICIEG.

— You have the right to complain if you are dissatisfied or aggrieved by the project's action. Complaints are valued and treated fairly and confidentially.

4.3. Proposed strategy for consultation and information dissemination

Information prior to and during project implementation will be made available through a variety of approaches, tailored to the audience and needs. Local radio will be used for community-wide messages, such as information from open information sessions. Some brochures will be prepared for the communication of more complex information.

Communities will also be informed about the code of conduct for workers. Traditional leaders, community, and women's and youth groups will also be involved at various points and at different stages of implementation.

There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate information about projects to stakeholders.

When selecting an appropriate technique, culturally appropriate consultation methods, and the goal of engaging with a stakeholder group should be considered. The following are the most commonly used techniques, and will vary depending on the target audience:

Involvement Technique	Proper Application of the Technique
Individual contacts by correspondence (Phone call, email, text messages)	Distribute information to government officials, NGOs, Local Government, and organizations/agencies Invite stakeholders to meetings and follow-up
Small group meetings and interviews with stakeholders and relevant organization	In search of views and opinions Allowing stakeholders to speak freely on sensitive issues Building for greater commitment They should always be recorded
Formal Meetings	Presenting the project information to a group of stakeholders Allow the group to opine and give their point of view avoiding the capture of the audience by some interesting party Build an impersonal relationship with high-level stakeholders Dissemination of technical information Comments, questions, discussions and consensus generated should always be recorded
Public Meetings	Present information about the project to a large group of stakeholders, especially communities Allow the group to present their views and opinions Build relationships with communities, especially those impacted Distribute non-technical information Facilitate meetings with presentations, PowerPoint, posters, etc. Comments, questions, discussions and consensus generated should always be recorded
Focus Group	Present information about the project to a group of stakeholders Allow small groups of people (women, NEET youth, vulnerable people, people with disabilities, etc.) to present their views and opinions Build relationships with neighboring communities Comments, questions, discussions and consensus generated should always be recorded
UGPE and partners' website including the National Directorate of Environment (DNA)	https://ugpe.gov.cv/ RBM of UGPE

	Establish a Local Complaints Management Committee (information request, complaints, suggestions and denunciations) in each project area
	Present project information and progress updates
	Disclose any Environmental and Social Management Framework (ESMF) and Environmental and Social Management Plans (ESMP), Resettlement Policy Framework (RPSF), and other relevant project documentation
	Sharing information about project activities
	Provide information about building materials that will be needed to prompt potential suppliers
	Comments, questions, discussions and consensus generated should always be recorded
Direct communication with affected parties - landowners, for loss of trees/goods/assets/land	Sharing information about the project's activity schedule
	Agree on options for tree removal/replanting and relocation of people.
Radio and Television Broadcasts	Organize the radio/TV broadcast to bring the project to the general public and allow for a question/answer session
Project flyer	Brief project information to provide regular updates
	Site-specific project information
Workshops	Presenting information about the project to a group of stakeholders in order to raise awareness among the general public and allow for a question/answer session
	Allow stakeholders to give opinions and points of view.
	Use participatory exercises to facilitate discussions, brainstorm issues, analyze information, and develop recommendations and strategies
Digital, telephone and in-person questionnaires	Bringing together opinions and viewpoints of individual stakeholders
	Gather Baseline Data
	Data logging
	Develop a baseline database to monitor impacts

To meet the requirements for public consultation and stakeholder involvement in the context of the Covid-19 pandemic, the consultation process must comply with the "Technical Note: Public Consultation and Stakeholder Involvement in WB-supported operations when there are restrictions on public conduct" and will meet the regulations of national health authorities.

Table 7. Proposed Stakeholder Engagement Activities

Project Phase	Information to Disclose / Query Topic	Proposed Methods	Calendar: Locations/Dates	Target Audiences	Responsibilities
Component 1 - Development of Integrated, Inclusive and Resilient Tourism Infrastructures in selected destinations					
Project Preparation (common to all components)	-Project overview and proposed components - Summary of stakeholder consultations and responses/actions - Query the QGAS and QPR	Individual meetings (as appropriate) Small Group Meetings Public consultation seminars Phone, letter, email	- The main partners were mobilized and consulted individually 7, 8, 9 and 10/12/2021 field visit and meetings with stakeholders from the municipalities of Porno Novo, Paúl, Ribeira Grande de Santo Antão and São Vicente 14 and 15/12/2021 field visit and meetings with Sal's stakeholders 21 and 22/12/2021 field visit and meetings with stakeholders in the municipalities of Tarrafal and Ribeira Grande de Santiago respectively	-Government entities; -Communities / General Public -NGOs and CBOs -Vulnerable Group Representatives -Private sector - -Other interested parties	UGPE
Initial Phase	-Information about the MGR, how the public can access it, and steps involved in resolution, and design of the CCGR and CLGRs	-Multiple community consultation workshops - Small group discussions with the communities - Radio, TV, Posters*, Flyers, Facebook Page Web*	Virtual involving municipalities and central entities; *At least 60 days after project effectiveness*	--governmental institutions and Ministries at the national and municipal level -Communities / General Public -Vulnerable Groups	UGPE Contracted Companies

Project Phase	Information to Disclose / Query Topic	Proposed Methods	Calendar: Locations/Dates	Target Audiences	Responsibilities
	-Summary of stakeholder consultations and responses/actions, including review of the project design and the specific PCAS, PEPI, QGAS, QPR, and other environmental and social documents	-following public consultation seminars -Community radio -Pamphlet about the activities	-All municipalities and national entities -to be held between July and December 2022 To be repeated in case of any significant changes to the project, including revision of the ESCP.	-Governmental agencies at national and municipal level -Communities -Vulnerable Group Representatives -Other interested parties	UGPE, MTT, ITCV,ECV, ICV
Design phase	-Consultations on beneficiary selection strategy -Information about the GRM, how the public can access it, and steps involved in resolution. Design of Complaints Management Committees	--Follow-up of public consultation seminars -Discussion groups -Meetings with central and local institutions	-All municipalities and national entities -to be held between July and December 2022	-State government departments. -Association of the Disabled -Other interested parties	UGPE, MTT, ITCV, ECV, ICV
Implementation Phase	-Workers' Code of Conduct - Training on environmental and social standards, climate change - Training on labor management procedures Training on GBV/EAS/AS	-Public consultation seminars -Workshop - Formations	-All 7 municipalities; SFPs and national entities - To be carried out during project implementation	-All Workers on the project; - All Project Collaborators	UGPE, MTT, ITCV,ECV, ICV
Component 2 - Enable Sustainable Management of Tourism and Blue Economy Development					
Initial Phase	Information about the MGR, how the public can access it, and steps involved in resolution.	-Multiple community consultation workshops -Small group discussions with the communities -Radio, TV, Posters, Flyers, Facebook Page Web	-All municipalities and central government entities *as needed, before final design and during deployment on each Island / Municipality.*	All municipalities -Vulnerable Groups NGOs	UGPE, ITCV, MTT

Project Phase	Information to Disclose / Query Topic	Proposed Methods	Calendar: Locations/Dates	Target Audiences	Responsibilities
	.				
	-Collaboration Opportunities in Project Implementation	-Meetings, E-mails, FB (Facebook) -Community radio information pamphlet about the project activities	-All municipalities and central government entities MPMES	-Project managers in utilities for relevant projects in Cape Verde -Potentially related	UGPE, ITCV, MTT
	Summary of stakeholder consultations and responses/actions, including review of project design and ESCP	- Follow-up on public consultation seminars	--All municipalities and national entities -to be held between July and December 2022	-Governmental agencies at national and municipal level -Communities -Vulnerable Group Representatives Professional training centers -Other interested parties	UGPE, ITCV, MTT
Design stage	-Consultations on the selection of beneficiaries for housing rehabilitation - Information about the GRM, how the public can access it, and steps involved in resolution.	-Public consultation seminars - Focus Groups -Meetings with central and local institutions	-B Beach Neighborhoods -to be held between July and December 2022	-State government departments -Association of the Disabled - Other interested parties	UGPE, ITCV, MTT, City Council of the 7 municipalities, Pro-Garante, Pro-Empreta, Pro-Capital
Implementation Phase	- Workers' Code of Conduct - Training on environmental and social standards, climate change - Training on labor management procedures Training on GBV/EAS/AS - Information about the GRM, for workers, and steps involved in resolution.	-Public consultation seminars - Workshop - Formations	-All 7 municipalities - To be carried out during project implementation	-All Workers, Contractors and inspectors and beneficiaries of the infrastructure interventions	UGPE, ITCV, MTT, City Council of the 7 municipalities, Pro-Garante, Pro-Empreta, Pro-Capital Contractors
Component3 - Project Management					

Project Phase	Information to Disclose / Query Topic	Proposed Methods	Calendar: Locations/Dates	Target Audiences	Responsibilities
Implementation Phase	-Monitoring and evaluation of PDO and Intermedium Indicators; -Summary of stakeholder consultations and responses/actions -Summary of the GRM	-Community meetings -Small group meetings -Multi-stakeholder workshops	- All municipalities / islands (Throughout the Project)	- UGPE - ITCV - MTT - 7 Municipalities - SFPs	UGPE

4.4. Proposed strategy to incorporate the views of vulnerable groups

Vulnerable groups will be targeted through representative organizations, including women, disabled and youth associations. Remote communities, which are often low income, will be included through their traditional and formal representatives.

The project will inherently benefit vulnerable groups, such as people with disabilities, by increasing opportunities to access a range of government and private services, including government systems, education, vocational training, internship and employment opportunities, tourism and health services, and housing. Since the project is intended to be delivered nationally, including to any outside atolls, all people will have theoretical benefits from the project.

Measures will be developed through the project to enable access to project benefits. The main barriers for vulnerable people benefiting from the project will be related to access to information and project benefits. Partners will have a key role to play regarding the latter, to ensure that the project does not deepen inequality.

Additional vulnerable groups in this project may be identified during future phases of community engagement, and the plan will be revised accordingly to reflect this identification of new stakeholders.

4.5. Indicators of progress in implementing the PEPI

A set of 14 indicators are given to monitor progress in implementing the EIPP, which, however, can be readjusted as needed.

Table 8. Indicators of progress in implementing the PEPI

Indicators of progress in implementing the PEPI	
A1	Stakeholder meetings held in the last three months
A2	Number of RBM training session for project workers?
A3	Number of participants of RBM training session for project workers?
A4	Existence and operability of the RMM channels in the project implementation sites? (Very Satisfactory| Moderate| Not Satisfactory)
A5	Existence of the distinguished RMM focal point at the project site? (yes| No| Don't know)
A6	Number of RBM training session for RBM focal points?
A7	Percentage (%) of complaints registered in the project's RMM and handled in a timely manner (less than 10 days)
A8	No. of complaints registered in the RMM ?
A9	No. of complaints related to GBV/EAS/AS?
A10	No. of complaints related to VCC?
A11	Existence and operation of the GBV/EAS/AS survivor service provider (Very Satisfactory| Moderate| Not Satisfactory)
A12	Number of training sessions on GBV/SAV prevention and response for project workers?
A13	Number of participants of training session on GBV/EAS/AS for project workers?
A14	Number of project workers who have signed the VBG/VCC Code of Conduct?

4.6. Timelines
The planned duration of the project is from May 30, 2022 to September 30, 2026.

4.7. Estimated costs of implementing the SEP
The implementation of the SEP over the project cycle is estimated to cost USD 96,000, allocated as shown in the following table.

Table 9. Budget estimate for the implementation of the SEP

Engagement techniques to be employed	Total Estimated Cost (USD)
Correspondence	3 000
Meetings	16 000
Workshops	25 000
Site Visits	15 000
Information Boards	-
Broadcasting the messages on radio, pamphlets and TV	2 000
Implementing the RMM	5 000
Capacity Building - VBG/EAS/AS Trainings	30 000
Total	96 000

4.8. Review of Comments
Suggestions, comments, clarifications, and other information gathered will be documented in the Consultation Memos, and at the next engagement opportunity, a summary of how they were taken into account will be reported to the stakeholder group.

This document includes details of the consultations held as part of the project preparation phase, including key discussion points and recommendations for responding to stakeholder feedback.

The concerns expressed by stakeholders and the commitments consequently undertaken by the project will be recorded in the Environmental and Social Commitment Plan (ESCP), which will be updated throughout the life cycle of the project.

Some outcomes of the consultations held in face-to-face or virtual meetings throughout the preparation of this PEPI are highlighted in the table below, including key discussion points with respect to key stakeholder concerns according to each component.

Table 10. Main outcomes of stakeholder's consultations

Project Component	Main outcomes of stakeholders consultations
Component 1: Develop integrated and resilient tourism infrastructure, including: a) Requalify the integrated coastal tourism and fishing infrastructures b) Improve accessibility to tourist sites c) Rehabilitate trekking trails, cultural heritage and visitor centers d) Develop a strategy and action plan to improve international and inter-island intermodal connectivity	Main outcomes from field visits and meetings with stakeholders from the municipalities of Porno Novo, Paúl, Ribeira Grande de Santo Antão and São Vicente - 7, 8, 9 and 10 December, 2021: • High expectation of the populations with respect to the projects to be executed, both for the jobs for the local communities to be generated by the civil works of the project in the execution phase, and for the exploitation of the same in the medium long term; • Market vendors complain about lack of information about the fish market projects, lack of sanitary conditions, and lack of space for proper meals; • Swimmers, fishermen, fishmongers, and fish keepers will be temporarily restricted from using the usual areas in São Vicente; Main outcomes from field visits and meetings with Sal's stakeholders - 14 and 15/12/2021 • Fishermen, fishmongers, and fish keepers will be temporarily restricted from using the usual areas in Sal and São Vicente; • drivers and vehicle owners will also be temporarily restricted because of the work on the Espargos-Santa Maria road, or the civil construction in Cidade Velha; Main outcomes from field visit and meetings with stakeholders in the municipalities of Tarrafal and Ribeira Grande de Santiago respectively - 21 and 22/12/2021 • The consultations in Tarrafal city covered the municipality representative, the shipowners, fishermen and fishmongers, including men and women who recognize the need for improvement of their working conditions in the area that may arise from the implementation of the project interventions. They foresee the temporary relocation of their activities to improve the conditions of the beachfront, which does not cause them any inconvenience. It is of interest to this group the creation of more support infrastructures for fishing near the beach, such as a store for fishing materials and ice production space, which however are not included in this project. • In Cidade Velha, the consultation was extended between the Municipality of Ribeira Grande de Santiago, the Management Office of Cidade Velha, World Heritage Site, and community visits. It was pointed out that the specific norms and regulations of the World Heritage should be considered in the technical specifications and throughout the project cycle; the relocation of the activities are considered to be promoted in the scope of the pedestrianization of the historic center; and it was also pointed out that all works to correct slopes inSão Sebastião with vegetation should be done with local endemic species General outcomes: • There is an over-exploitation of marine resources in fishing areas that require a strategic intervention by EMAR for the professional conversion of active fishermen and fishwomen to more sustainable activities linked to the blue economy through investments in training. Swimmers, • DNA will have an increased demand on capacity and resources to perform its environmental enforcement role, so, its capacity must be enhanced.

Project Component	Main outcomes of stakeholders consultations
Component 2: Improve the inclusion and sustainable management of Tourism and the Blue Economy, including: a) Support entrepreneurship and the development of MSMEs in the installation of the tourism and fishing value chain b) Strengthen marketing, promotion and communication in the main source markets c) Strengthen the national tourism statistical system d) Improve tourism regulation and urban planning e) Support the sustainability of tourism sites, activities and services, especially to responsibly share marine and coastal areas and resources f) Implement gender mainstreaming in tourism	• Women owning MSMEs and living in remote places need greater proximity in the delivery of information with respect to female empowerment proposals • There is still a gap in the assumption of roles and responsibilities by the responsible entities within the boundaries of the coastline, overlapping and gaps are frequent and lack clarity; • The tourism authorities are in a phase of consolidation and strengthening where the articulation between them must be ensured by effective coordination instruments; • Entities for the protection and empowerment of women, entities involved in the protection of children, and entities for the protection and enhancement of natural resources should be brought in to actively participate in the project for better efficiency of the project; • The institution arrangement conceived to proceed with project implementation involves relevant stakeholders.

4.9. Future Phases of the Project

People will be kept informed as the project develops, including reporting on the project's environmental and social performance and implementation of the stakeholder engagement plan and grievance management mechanism. Projects will inform stakeholders at least semi-annually and more frequently during particularly important activities (if needed).

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Resources

The Ministry of Finance has established the Special Projects Management Unit to oversee projects financed by the World Bank, including safeguards supervision. The Environmental and Social Specialist in the UGPE will be responsible for coordinating stakeholder engagement activities in close liaison with the project partners, who will have responsibility for the execution of stakeholder engagement activities.

5.2. Roles and Management Responsibilities

The arrangements for implementing the project are as follows:

The Special Project Management Unit (UGPE) is responsible for the implementation of the Project in coordination with the project partners namely MFIDS, MIOTH, MED. Therefore, the Project will be implemented within the framework of existing laws and regulations in the education and social inclusion sector and its institutional and implementation arrangements and, will follow the current administrative structure of the Government.

The Special Projects Management Unit (SPMU) will have primary functions of Project coordination and fiduciary management (procurement and financial management). The UGPE will also be responsible for the identification, management, and oversight of the Project's social and environmental risks.

The Administrative and Financial Procedures Manual will detail the roles and responsibilities of the various parties and will spell out any adjustments to the national procedures required by IDA.

All activities will be documented through periodic reports submitted to the World Bank.

6. COMPLAINTS MANAGEMENT MECHANISM

The main objective of a complaint management mechanism (RBM) is to help resolve complaints and grievances in a timely, effective and efficient manner that satisfies all involved. Specifically, the mechanism provides a transparent and credible process for achieving fair, effective, and lasting results. It also promotes trust and cooperation as an integral part of broader community consultation, which in turn facilitates the implementation of corrective measures. Specifically, the complaints mechanism:

— It provides affected people with avenues to file a complaint and resolve any dispute that may arise in the course of project execution;

— Ensures that appropriate and mutually acceptable redirection actions are identified and implemented to the satisfaction of complainants; and

— It avoids the need to resort to legal proceedings.

Communities and individuals who believe they are adversely affected by a World Bank (WB)-supported project may submit complaints to existing project-level grievance redress mechanisms or to the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed to address project-related concerns. Communities and individuals affected by the project can submit their complaints to the WB's independent Inspection Panel which determines whether harm has occurred or is likely to occur as a result of the WB's failure to comply with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the attention of the World Bank, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank Complaints Service (GRS), 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.

A Complaints Management Mechanism (CRM) has been developed at UGPE as part of the Environmental and Social Commitment. The MGR takes into account culturally appropriate ways of dealing with community concerns. Processes have been specified to document complaints and concerns, including time commitments to resolve issues.

The MGR has been and will continue to be communicated to all stakeholder groups during each planned engagement activity. Special communications will be conducted with the vulnerable groups identified at each project implementation site.

6.1. Description of the complaint management mechanism

Complaints and grievances will be handled at two main levels of redress, consisting of: i) local level; ii) central level. Depending on the complexity of the complaint and the reception channel used by the complainant, complaints will be handled at the local level by the Complaints Focal Point at each entity involved and/or at the central level by the UGPE E&S Specialist. To this end, Local Committees for Complaints Management based at the level of each entity involved and managed by the Complaints Management Focal Point, and a Central Complaints Management Committee (CCGR) will be set up centrally within the UGPE with representation from key partners.

The CCGR will consist of:

— one (1) AS Specialist from UGPE,

— one (1) representative from each partner institution,

— one (1) representative of all stakeholder categories,

— the Project Manager.

This structure will be established before the project starts.

The Local Committees for Claims Management will be based at the level of the ITCV Satellites established in the 7 municipalities benefiting from works. They will be part of the CLGR:

— One (1) SPF manager;

— One (1) representative of the municipality;

— One (1) or more NGO and/or ABC representatives;

In the event, that no agreement is reached, through the CCGR an independent organization/expert will be appointed to resolve the situation. Once all possible levels of redress have been used, and the complainant is still not satisfied, UGPE will advise them of their right to legal recourse. Judicial redress is not part of the MGR, but is an available option that complainants should be aware of from the beginning of the process.

The steps of the RMM are described below:

Step 1.   Filing a complaint
Step 2.   Reception, registration and categorization of complaints
Step 3.   Acknowledgement of receipt of complaints
Step 4.   Complaint Investigation
Step 5.   Proposing remedial measures to the complainant
Step 6.   Implementation of the agreed measures
       a. If agreement is reached at the local level: implementation of the agreed upon measures;
       b. If agreement is not reached at the local level: escalate the complaint to the central level;
       c. If agreement is reached at the central level: implementation of the agreed measures;
       d. If agreement is not reached at the central level: escalate the complaint to the independent level;
       e. If independent agreement is reached: implementation of the agreed measures
Step 7.   Record agreement reached and close the complaint
Step 8.   If no agreement is reached, we advise the complainant of his right to legal redress

The mechanism will include the following indicative steps and timetables:

Table 11. Timeframes for the Complaint Handling Steps

Step	Process	Time period
1	Receive, register and categorize complaints and grievances	within 24 hours
2	Acknowledge the receipt of claims and complaints	within 72 hours
3	Investigation of complaints, including contacting the complainant	within 24 hours
4	Reaching out to the complainant and proposing remedial measures	within 7 days
5	If agreement is reached at local level (Complaint Focal Point): implementation of agreed-upon measures	within 14 days
6	If no agreement is reached at the local level: transfer the complaint to be dealt with at the central level	within 7 days
7	If agreement is reached at the central level implementation of the agreed measures	within 14 days
8	If no agreement is reached at the central level: escalate the complaint to the independent level (university professors, NGOs, experts, etc.)	within 7 days
9	If independent agreement is reached: implementation of the agreed measures	within 14 days
10	The registry has reached an agreement, the complaint is closed	within 48 hours

An appeal process will be established under the RCM for cases where the complainant is not satisfied with the proposed resolution of their complaint. Once all possible means to resolve the complaint have been proposed, if the complainant is still not satisfied, the complainant should be advised of his or her right to use legal remedies.

6.2. Procedures for reporting and recording complaints

It is important that there are various ways to register complaints and grievances, and that these ways are widely known. Anonymous complaints can be filed and resolved. The project will adopt the following channels for admitting complaints and grievances:

- Free phone line: 800 13 14;
- By filing a complaint via the online form deposited at this link and QRcode below: https://forms.gle/V139UWWtVHWyMcid8 ;
- E-mail address: reclamação.ugpe@ugpe.cv;
- Letter to the RMM focal points at local and central health facilities
- Entering and registering a complaint in the complaint log book at all partner entities at the various levels - The complaint log book form template can be found in Appendix 2;

Other measures will be implemented under the project to address sensitive and confidential complaints, including those related to sexual exploitation and sexual abuse/harassment, according to the good practice note on these issues that is part of the World Bank's QAS resources.

When a complaint or grievance is received, regardless of the channel through which it is submitted, it must be documented in the Complaints and Grievances Book or Excel document or the Complaints and Grievances Database.

The circuit of claims admitted at the CLGR level follows the following scheme:

Circuito das reclamações, sugestões, observações e pedidos de esclarecimento – Comité Local de Gestão de Reclamações

Feedback 5 dias

FB

Resposta 10 dias

FB

CLGR

UGPE

CCGR

Reporte Mensal

Rep

Reclamações Procedentes

Comunicar em 24 horas - UGPE/ICCA/ICIEG

Reclamação não resolvida

Reclamações da Categoria A
Gestão e execução do projeto

Reclamações Categoria B VBG | VCC

Reclamações Categoria C
Desempenho do Projeto

Encerramento com Seguimento

OK

Outras Entidades/Encerrar

Reclamações Área Conservação

Reclamação Não procedentes

Sugestões e pedidos de esclarecimento

Figure 4. The circuit of claims admitted at the CLGR level

The circuit of claims admitted at the CCGR level follows the following scheme:

Circuito das reclamações, sugestões, observações e pedidos de esclarecimento – Comité Central de Gestão de Reclamações
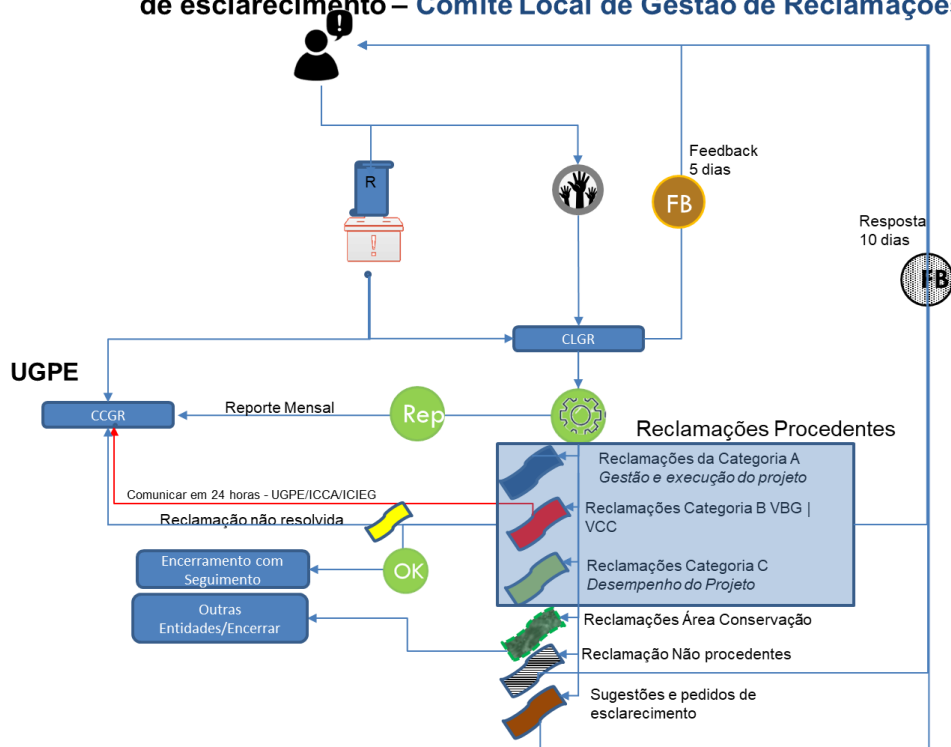

Figure 5. Circuit of claims admitted at the CCGR level

Caption:

RS Livro de Reclamações	Reclamação não resolvida
Linha Verde 24 horas	Receção, Registo e Classificação
Reclamação via eletrónica	**FB** Feedback de receção (5 dias)
Encontros comunitários	**FB** Feedback agradecimento após análise
Reclamações da Categoria A	**OK** Resolução satisfatório com acordo
Reclamações Categoria B VBG | VCC	**Rep** Reportar
Reclamações Categoria C	**R - WB** Reporte semestral
Reclamação Não procedentes	
Sugestões e pedidos de esclarecimento	
Reclamações nas áreas de conservação	

6.2.1. Procedures for reporting and recording GBV/EAS/AS and VCC complaints

The CLGRs established at the local level in the intervention areas, receive all complaints related to the project implementation process and conduct a prior analysis and assessment of the facts or events. The CLGP must, in collaboration with the EAS, ensure the proper functioning of the complaints/treatment procedure, except for complaints related to SEA/HS and violence against children (VCC). Even then, all focal points receive training in GBV/HS/ASV victim care.

Complaints related to GBV/EAS/AS and violence against children (VCC) are immediately forwarded by the CLGR Complaint Management Focal Point to the ICIEG (phone: 132) or by direct contact to the ICIEG focal point in every county in the country or to the ICCA, respectively.

ICIEG is currently, and based on the memorandum of understanding in place, the entity responsible for providing services to survivors of GBV cases related to projects managed by UGPE, including: (i) health care; (ii) psychosocial care; and (iii) legal support, following global and institution standards and guidelines.

It should be noted that the local committee will only forward the complaint to UGPE for administrative action.

6.3. Claim type / category

The mechanism to be put in place will be used to submit complaints, comments, requests/complaints, suggestions, compliments or issues related to the management and implementation of the project. Among others, the latter may be skeptical of non-compliance with project procedures (health and safety of workers, gender-based violence), those that may arise among stakeholders, dissatisfaction with the organization's mobilization activities.

6.4. Claims summary sheet

The complaint summary sheet is a document completed by the UGPE or the UGPE's environmental and social expert, depending on the case. The complaint summary sheet contains the following information: complaint number; description of the complaint; structure responsible for handling the complaint; resulting from the recommended measures; expected date of processing.

6.5. Complaint handling report

The complaint handling report is a summary document completed quarterly by the UGPE's environmental and social expert. The report provides information on the following: number of complaints recorded during the period, summary of complaint types, number of complaints handled, number of complaints not handled, with supporting explanations.

Complainants will be continuously informed of the progress and details of the processing of their complaints.

6.6. Informing the public about the RMM

The UGPE EAS, the UGPE coordinator, the Partner institutions, and the local focal point should communicate at each appropriate occasion the existence of a grievance management mechanism and encourage all stakeholders potentially affected by project implementation to use it.

The UGPE environmental and social expert is required to do continuous socialization of the same for all stakeholder categories.

6.7. Recourse to justice

Dissatisfied complainants can take administrative or legal action at any time when their concerns have not been resolved.

7. MONITORING AND REPORTING

7.1. Stakeholder involvement in monitoring activities

The monitoring and evaluation of the implementation of the project activities and associated social impacts aims to ensure, on the one hand, that the proposed mitigation measures are implemented according to the approved planning and, on the other hand, that the expected results are achieved. Monitoring and evaluation also provides for the implementation of appropriate corrective measures to resolve and overcome difficulties and ensure that the main objective of the project is achieved and that stakeholders participate in an inclusive and participatory manner at all stages of the process.

It is advisable to involve the stakeholders, through representation, in the monitoring of the implementation activities.

7.2. Reporting to Stakeholder Groups

The EIP will be regularly reviewed and updated as necessary during project implementation to ensure that the information presented in it is consistent and up to date, and that the participatory methods identified remain appropriate and effective in relation to the project context and the specific stages of project development. Any significant changes in project-related activities and their timing should be properly reflected in the EIPP. Quarterly summaries and internal reports on complaints, inquiries and related incidents, and on progress in implementing related preventive and/or corrective actions. These documents will be submitted to project management. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints received, inquiries, as well as demonstrating the project's ability to address these complaints in a timely and effective manner.

Information about public involvement activities undertaken by the Project during the year can be conveyed to stakeholders in two possible ways:

Publication of a stand-alone annual report on the project's interaction with stakeholders.

A series of Key Performance Indicators (KPIs) related to stakeholder engagement will also be monitored by the project on a regular basis.

The UGPE environmental and social specialist will work closely with MFIDS, MED, MIOTH and the municipalities to produce data for monitoring the Results Framework and prepare weekly and monthly reports for dissemination to the UGPE Coordinator for informed decision making and course correction where necessary. In addition, E&S and M&E specialists will conduct site visits to closely monitor implementation. The frequency of reports produced by the UGPE will depend on any of the four transmission scenarios that prevail at the time (a) no reported cases, b) sporadic cases, c) clusters of cases, and d) community transmission. Consequently, the types of data that will be covered may include: i) event-specific data, such as what, how many, where, who, how quickly, and clinical and epidemiological status; ii) event management information, such as human and material resources available, status of interventions, partner activities, distribution of resources, expenditures, and progress toward objectives; and iii) contextual data, such as geographic information mapping, population distribution, transportation links, location of fixed and temporary facilities, availability of clean water, weather, climate, time, and any other significant contextual information.

The report will be used to make informed decisions and appropriate corrective actions based on its recommendations. At the end of the project, an implementation completion and results report will cover the achievement of each of the project components, procurement, financial management, grievance redress and citizen engagement, safeguards, data dissemination and use, compliance with legal covenants, and lessons learned (positive and negative). The reports, including lessons learned, will be widely disseminated to stakeholders, including civil society organizations and the public.