

MILLENNIUM CHALLENGE ACCOUNT-VANUATU
Reducing Poverty through Improved Infrastructure



Consultation Plan:
**Efate Ring Road MCA02 & East
Coast Santo Subproject MCA03**

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Abbreviations

AIDS	Acquired Immune Deficiency Syndrome
COC	Council of Chiefs
COM	Commissioner of Mines (Mines and Minerals Section of DGM)
DB	Design and Build
DGM	Department of Geology and Mines (of Ministry of Land & Natural Resources)
DLSR	Department of Land, Survey & Records (of Ministry of Land & Natural Resources)
EMP	Environmental Management Plan
ESA	Environmental and Social Assessment
ESU	Engineering Support Unit (of PWD)
FGD	Focus Group Discussion
HIV	Human Immune-Deficiency Virus
HSU	HIV and STIs Unit (of Ministry of Health)
LTU	Lands Tribunal Unit
MCA	Millennium Challenge Account
MCC	Millennium Challenge Corporation
MAFF	Ministry of Agriculture, Forestry and Fisheries
MLNR	Ministry of Land and Natural Resources
MOH	Ministry of Health
NGO	Non-Governmental Organisation
NKBJ	Nasonal Kaonsel Blong ol Jif/National Council of Chiefs (Malvatumaauri)
NKBW	Nasonal Kaonsel Blong ol Women/National Council of Women
OP	Operations Policy (of World Bank)
PAP	Project Affected People
PESA	Preliminary Environmental and Social Assessment
PRA	Participatory Rapid Appraisal
PWD	Public Works Department
SDCC	Supervision of Design and Construction Consultants (TA to FIDIC Engineer)
STIs	Sexually Transmitted Infections
RAP	Resettlement Action Plan
VCC	Vanuatu Culture Council
VKS	Vanuatu Kaljoral Senta/Vanuatu Cultural Centre

1.0 Introduction

1.1 Project Background

The Government of the Republic of Vanuatu (GoV) has entered into a compact with the Government of the United States acting through the Millennium Challenge Corporation (MCC). The goal of this Compact is to reduce poverty and increase incomes in rural areas by stimulating economic activity in the tourism and agriculture sectors through the improvement of transport infrastructure, which is key to economic growth and poverty reduction in Vanuatu. Copies of the Compact and supplementary agreements are available on www.governmentofvanuatu.gov.vu. All Compact activities operate in compliance with these core documents, the laws of Vanuatu, and relevant MCC guidelines. The Project has been restructured and currently focuses on the subprojects of the Efate Ring Road and the Santo East Coast Road.

A program management unit, known as the Millennium Challenge Account-Vanuatu (MCA) has been established within the Ministry of Finance and Economic Management with a primary role to oversee the implementation and management of the MCA program. MCA is supported locally by a number of implementing entities and contractors, and by MCC-Vanuatu with support from a specialist team in Washington.

1.2 Overall Objectives of Community Consultation & Participation

Consultation and public outreach are core to all MCA Compacts, commencing during the development and due diligence phases and continuing through full implementation and evaluation of the Compact Program. The objective of consultation in the framework of the MCA Compact is to:

- Provide intended beneficiaries, affected persons/households, and their communities with the information needed to encourage and enable them to participate in the MCA program;
- Gather information from beneficiaries and stakeholders about the impact and effectiveness of the MCA subprojects.
- Provide interested stakeholders and the general public with up-to-date information about the Compact as it is implemented.
- Establish effective mechanisms for the participation of communities for all stages and aspects of the program from pre-construction to operation.
- Create effective and respectful working relationships between the contractors, the Government and its agencies, and all stakeholders.
- Determine a relevant mechanism for responding to, and reporting stakeholder views, and including their inputs to possible mitigation measures for adverse environmental or social impacts; and
- Dialogue with landowners and affected persons in respect of resettlement and goodwill entitlements (including awareness of the Government's law on land acquisition as well as the World Bank's Involuntary Resettlement policy (OP 4.12) and MCC environmental guidelines.

Effective consultation requires that the process be;

- participatory – communication is two-way and involves a range of stakeholder groups representing different sectors and perspectives;
- timely – participants are sufficiently informed about the development to know how decisions will be, or have been, made, when they can participate in the discussion, and what factors and/or issues are presently under discussion. Consultations must begin early enough to solicit useful input, and to manage public expectations, as well as be ongoing throughout development and implementation; and
- meaningful – the information gathered through the consultative process is used to inform an understanding of, at a broader level, the needs and priorities of communities and consequent decision-making, and at the project-specific level, communities needs and wishes in terms of design and implementation.

1.3 Purpose of the Consultation Plan

The Consultation Plan provides a framework to guide communication and consultation by the MCA team, DB Contractor, ESA Contractors, Engineer, relevant Government agencies, provincial staff, and others when working on the Compact program and subprojects.

The Consultation Plan:

Identifies who the players and stakeholders are;

Describes how the stakeholders and affected people will be consulted and invited to participate in the Project on an ongoing basis;

Makes recommendations for key messages; and

Provides for the coordination of communications among involved agencies and contractors.

The Consultation Plan establishes the framework for communicating with, and encouraging participation of stakeholders to ensure that:

- A whole of Government approach is taken and all those parties with responsibilities under the Compact are effectively communicating to ensure transparent and accountable processes and to support timely and efficient delivery of the Subprojects;
- Local communities, including women's groups and other vulnerable people are appropriately informed of the subprojects in their local area, and have inputs into the development concepts and designs, to ensure that these communities are aware of the subproject including its location, design, construction and operational aspects;
- Historical/Kastom sites, parks and protected areas on or adjacent to subproject sites are identified and addressed in the development of the detailed designs and EMPs;
- Schools, markets, churches, medical facilities, water and sanitation facilities and other gathering places are identified and suitable measures developed to reduce conflict and ensure safety and privacy;

- Other potential issues affecting the local community and/or Customary roles and responsibilities are identified;
- Vanuatu legislation and regulations are understood and followed; and
- Appropriate design and construction mitigation measures have been identified and agreed by members of the local communities involved.

2.0 Approach and Methodology for Consultation

2.1 Key Messages

All communication and the consultation processes for the project must incorporate the following key messages in the approach;

- A strong understanding of the overall Compact objective should underpin all communications. (That is: to reduce poverty and increase incomes in rural areas by stimulating economic activity in the tourism and agricultural sectors through the improvement of transport infrastructure, which is key to economic growth and poverty reduction in Vanuatu).
- A joint approach for implementing entities in pre-site visits, consultation meetings and design solutions is strongly encouraged and will often be a formal requirement. The implementing entities are required to communicate both within formal frameworks such as the Steering Committee Meetings, Government roundtable on specific Compact issues and informally as issues need to be addressed. Key information sharing, communication and consultation patterns will be between:
 - MCA and MCC
 - Contractors and MCA
 - ESA and Engineers
 - MCA and Contractors with Chiefs, for example with the Vaturisu
- A whole of government approach to consultation and communication including communication between implementing entities (such as the Public Works Department, Ministry of Lands, Fiscal Agent, Customs), and consultation to provide information to primary stakeholders and secondary stakeholders. The whole of government approach ensures the appropriate Government Department addresses and responds to stakeholder issues related to implementation. It shares the workload, recognizes existing responsibilities, and promotes more powerful country ownership and sustainability of program outcomes.
- Co-operation with Chiefs recognizes and respects their core role in Vanuatu society and fosters strong relationships in particular with the primary stakeholders. By co-operating with Chiefs and gaining their support a higher level of ownership of the infrastructure will be cultivated. Open, honest and respectful communication with the Chiefs will also promote a more efficient construction phase and ongoing maintenance.
- Respect for Village protocols during consultation, kastom welkems and during construction will promote support for the project from the community, foster

ownership of the infrastructure and reduce issues arising during construction that may impact on the program. Communicating the village protocols to those parties working with and in villages including construction workers is also part of this process. Land is a complex and deeply embedded issue in Vanuatu culture and contractors are regarded as invited guests or trespassers. Ni-Vanuatu treat people with respect and courtesy and recognize hierarchies of status. Religion is a fundamental in most ni-Vanuatu lives. Respect for village protocols will protect contractors from blundering into inappropriate behaviours, which can cause communication breakdowns, delays and difficulties for the project.

- Language used in communication and consultation must be appropriate and relevant to all parties involved in the communication. For any communication with primary stakeholders a Bislama speaker should be present. Respect of the national languages of Vanuatu (Bislama, French and English) should be respected in the publishing of documentation related to the Project. All printed public announcements should be in English and Bislama at the least.
- Reporting on impacts of the project must be up-to-date and be relevant for the audiences and purpose of the document. The active promotion of success stories in the media should continue during construction by implementing entities.
- Documentation of all consultation, complaints and grievances with details of dates, names, organisation or title, gender, and any resolutions or recommendations should be maintained. Accurate records that are easily available to stakeholders assist mutual information that supports a more transparent process. The documentation of communication and consultations also assists in addressing any future grievance issues should they arise.

2.2 Identification of Stakeholders

For the purposes of consultation and communication planning there are three types of stakeholders;

Implementing Entities including Contractors – Those parties with roles and responsibilities under the Compact for implementation of the project, including;

- MCC
- MCA
- DB contractors and sub-contractors (eg Maunsell as designers)
- FIDIC Engineers (QCPP & PWD)
- ESA contractors
- Ministry of Lands
- Department of Customs
- Fiscal Agent
- Procurement Agent
- Agency to deliver HIV/STI awareness
- Other relevant Government departments

Primary stakeholders – Beneficiaries and parties directly affected by the Subprojects, including:

- Communities and villagers as individuals
- Church Groups
- Kastom Landowners
- Leaseholders
- Businesses and enterprises in particular
 - Tourism businesses
 - Farmers
 - Mamma’s travelling to the market
- Public authorities
- Tourism Sector Organisations and Associations
 - National Tourism Office
 - National Tourism Development Office
 - Tourism and Hospitality Associations
- Agricultural Enterprise Organisation and Associations
 - Ministry of Agriculture Fisheries and Forestry
 - Vanuatu Agricultural and Rural Training Centre
 - Farmers Association
 - Vanuatu Agriculture Council
- Vulnerable Group Organisations
 - Youth Council
 - Vanuatu National Council of Women
 - Presbyterian Womens Union
 - Vanuatu Society for the Disabled
 - Vanuatu Association of Non Government Organisations
- Private Sector Organisations
 - Vanuatu Investment Promotion Authority
 - Vanuatu Chamber of Commerce
 - VANWOODS (Vanuatu Women’s Office for Development Services)
 - Vanuatu Commodities Marketing Board

Secondary stakeholders – Those individuals and groups who have an interest in the project, potentially indirectly affected with no direct affects as a result of the Subprojects. This group includes;

- Donors
- NGOs and civil society
- General Public
- Media
- Church Groups

2.3 Stakeholder Committee

Currently MCA operates a number of ad hoc stakeholder committees. This consultation plan recommends that MCA move to formally establish an ongoing stakeholder committee, adapting the models proposed in MCC guidance. The various stakeholder groups should each be represented within a National MCA Stakeholders Committee. This committee provides an opportunity for civil society, private sector, provincial and local government to receive

regular program up-dates from MCA and to provide feedback and transparency during implementation. The stakeholders committee serves as a mechanism for ongoing consultation. Though this group has not yet been established it should be initiated as soon as practical to ensure mutual information sharing to all stakeholders during construction.

2.4 Methodology

2.4.1 Implementing Entities

As part of the responsibilities of implementing entities and contractors under the Compact and its associated agreements, these entities have three communication and consultation processes to maintain for the duration of the project;

- Within and between the different implementing entities to ensure effective and efficient implementation of the project.
- Communication with primary and secondary stakeholders to deliver information on the project, including programme, potential environmental, social and resettlement impacts of the project.
- Communication with primary stakeholders to gather information and data on needs and concerns related to the project to include in documentation, decision-making processes, final design, grievance resolution and the consultative process.

To facilitate this communication using a joint and whole of government approach the following communication channels have been formalised and include;

- Consultation is undertaken between MCA and its Steering Committee on a monthly basis, or as issues arise, as required under the Compact agreement. The Steering Committee comprises the Director General (DGs) and Directors of various ministries relevant to the Compact, and representatives of the Chamber of Commerce and the Vanuatu Association of Non-Government Organizations (VANGO). The Steering Committee through the MCA office provides regular reports to the Council of Ministers via the Minister for Finance and Economic Management. The minutes of these meetings are publicly available on the MCA website.
- Consultation between the Government agencies with which MCA has implementing entity agreements such as the Public Works Department, the Ministry of Lands and Natural Resources, and the Department of Customs. This is both through informal and formal communication channels, including meetings and via reporting requirements of the agreements.
- Joint site visits with MCA, the DB Contractor, ESA contractors and relevant Government Departments (for example permitting or authorizing agency when required or public authority) for RAP related issues.
- Joint consultation with MCA, relevant Government department, associations representing stakeholder groups including NGOs and National Councils.
- Regular information dissemination through television, radio, newspapers, uploading reports onto the MCA website, information posters, delivery of public notices to primary stakeholders through the Provincial Councils networks.

- Communication directly with Chiefs through the ESA Consultants including the Vaturisu's designated representative to deliver project related information to primary stakeholders and to collect information and data to be used in decision making, final designs and assessments. This is both a formal and informal communication channel.
- ESA Contractors and MCA advice for contractors on the most appropriate methodology for consultation, for example with communities and kastom land owners separate from leaseholders or as a group with joint interests.
- The FIDIC Engineer providing monitoring of the effectiveness of consultation and communication processes.. Results of the monitoring is fed back to MCA to ensure that any breakdown in communication processes are resolved before problems are escalated. A Monitoring Plan should also identify whether communities feel informed and whether their concerns are being addressed.
- Awareness-raising for villages located adjacent to projects and for construction workers on STI/HIV is to be facilitated by the DB Contractor.

2.4.2 Primary Stakeholders

The project beneficiaries and affected parties have been and will continue to be included in public consultation as part of the development of all ESA documentation and most other program documents. The next stage of consultation with primary stakeholders is related to the RAPs and the construction programme.

The public consultation for primary stakeholders makes extensive use of a Participatory Rapid Appraisal (PRA) approach including;

- site visits, rapport building, and discussions/information gathering from Village Chief and/or other village elders or leaders;
- open community meetings with mixed groups of men and women;
- focus group discussions (FGDs) with women's groups and youth groups; and
- discussions with other community stakeholders such as NGOs, civil society groups, small businesses and enterprises.

All meetings are recorded on a standardized form (checklist) so that uniform information is collected and recorded. The form requires recording of (i) date and location of meeting; (ii) type of group; (iii) participants (by name, designation and location); and, (iv) main concerns, issues and points raised during the meeting. Wherever possible, photographs of the meetings are taken. The completed consultation checklists for each village are available on the MCA Website and from the MCA Office in Port Vila.

Separate consultations are held with people directly affected by land acquisition and/or resettlement (PAPs) to determine appropriate goodwill entitlements for any losses, temporary or permanent. Consultation will be held with people living on land that they do not necessarily have clear rights over, including disputed land. Information on who the legal landowners and leaseholders are is being provided to the DB contractor and MCA by the DLSR.

The primary stakeholders should have access to regular and timely information and updates of the construction program through the different mechanisms used by the implementing entities to disseminate information. The delivery of this information should be monitored by the MCA. The Provincial Councils generally have mail pick-up boxes for villages in their area and notice boards and can be used as a cost-effective system for early dissemination of information. The Vaturisu is also an important vehicle for information dissemination. Use of these systems will assist the implementing entities in managing expectations of communities before consultations. The flow of information to communities is important to prevent mistrusts about the project and promote accurate information in communities.

Consultation with primary stakeholders is necessary to collect information for the preparation of the ESA, EMP RAPs and for input into the final design. Information for these purposes includes:

- Potential goodwill entitlements for loss of, crops and trees;
- Potential mitigation measures for social and environmental impacts;
- Cost of dismantling, shifting and reconstruction of different types of structures;
- Time required for relocation and re-establishment of gardens, crops, and structures;
- Existing protocols for consultation and grievance resolution;
- Available social safety net support and links with the requirements for any livelihood restoration measures; and
- NGO and civil organisation activities in their village, industry or sector.

2.4.3 Secondary Stakeholders

Those individuals and parties that are not directly affected but have an interest in the project, or who may be more indirectly affected should also be given the opportunity to access timely updates and information and provide their comment and concerns to MCA through the website and office.

Secondary stakeholders have a range of opportunities to gain information about the project including information delivered on radio, television, print media and press releases and from the MCA website. Occasional meetings will be held as required with secondary stakeholders..

2.5 Approval and Disclosure of Project Documents

The implementing entities and relevant Government stakeholders will be involved in the granting of permits or approval and/or endorsement process for the ESA EMP and RAP reports. For example the VCC is assisting with cultural assessments to ensure compliance with Vanuatu legislation and regulations.. Each ESA/EMP is endorsed by the MCA steering Committee, the Vanuatu Environment Unit, and the Minister of Lands. The MCA Steering Committee meetings provide final sign-off for reports and also provides a platform to keep different sectors within government informed. Key reports are then forwarded to MCC-Washington for clearance under the Compact agreements. The DB contractor then prepares EMIPs based on how it proposes to implement the EMPs. The EMIPs are approved by the

FIDIC Engineer in consultation with MCA. The DB contractor cannot proceed with construction until the EMIP for that site has been approved.

In order to meet the requirements of MCC's consultation guidelines and the Project's Consultation Plan, a number of key pieces of information will be progressively provided to communities, in an appropriate and relevant form, and will be made available in public places that the community has free and unrestricted access to. This information includes:

- General project information such as (i) main components of the project (location, design, construction aspects including timing, and operational aspects); (ii) scope of rehabilitation or reconstruction works; and (iii) likely environmental and social impacts including the scope of land acquisition and resettlement impacts;
- Participation – the process of consultation to be used, the importance of stakeholder participation in identification of issues and impacts, preparation (design), and implementation of subprojects.
- Land acquisition and resettlement procedures (i) entitlements to compensation and rehabilitation measures for different types of PAPs and losses (i.e. the goodwill entitlement table); (ii) process for calculating compensation for different losses; (iii) where and when the actual compensation will be made available; and (iv) consultation process specifically adopted for the land acquisition and resettlement procedure including the proposal for addressing grievances and complaints; and

2.6 Complaints and Grievance Procedures

A procedure to manage complaints from stakeholders related to the project has been developed to ensure efficient and consistent management of complaints by the appropriate person or agency. A flow chart to guide how to deal with issues raised during the implementation of the project is attached in Appendix A. Some flexibility in this process may be required if matters are urgent or relate to the DB programme. Ongoing consultation in accordance with the key messages of this Consultation Plan with all stakeholders and a consistent approach to consultation is encouraged to avoid causes for complaints.

2.7 Village Protocols during Consultation

Wherever possible, village consultations will be guided and supported by the designated representative of the relevant Council of Chiefs, supported by the Provincial Planning Officer. These team members will assist with:

- Liaison with Chiefs and community spokespersons to establish the best process for consultation;
- Providing input and local knowledge into work planning sessions at village and field levels;
- Assisting with and advising on “Kastom Welkams” and supporting DB contractors;
- Assisting as requested with planning and delivering information sessions and awareness training to ensure that village communities have access to sufficient accurate information on the road-works in an understandable form to understand their rights and to be aware of measures to avoid unwanted health and safety problems, including communicable diseases.

- Assisting to determine appropriate and relevant gestures of goodwill to ensure cooperation and people ownership and support for the subproject.
- Assisting in the resolution of grievances arising from the road-works, working to resolve these in the first instance at the village level, and then at Vaturisu level if required.
- Identifying individual village protocols and advising the contractor on specific requirements before undertaking awareness, Kastom Welkom and construction works.

The information must be made available to the contractor during the implementation of the Subprojects. A meeting prior to Kastom Welkom Ceremonies to discuss potential issues should be held with the DB Contractor and Council of Chiefs and Provincial Officer representative to ensure all parties are aware of local protocol, their role, key contact persons, and issues or sensitivities in communities.

2.8 General Requirements for Consultation within Vanuatu

Within the context of Vanuatu there are certain protocols that must be respected with regard to consultation and for all ‘outsiders’ working with villages. In addition to the country-wide context, each village or community has individual protocols that must be respected. Ensuring a culturally appropriate consultative process assists in the collection of data, the accurate dissemination of information and therefore can reduce complaints and issues arising during the construction phase. The following should be considered during consultation;

- There are a number of different village level institutions that must be included in consultation, even with similar representation these groups should be consulted as a separate group representing potentially different interests. There may also be identical institutions that for reasons of dispute have fractured. For example the ‘Mammas Association’ is different to the representatives of the Women’s Affairs etc and though the representatives are the same women they may have different perspective to issues associated with the road.
- Careful consideration of any matters relating to that land tenure and ownership is necessary as these are sensitive issues in Vanuatu and disputes relate to land between families, villages and individuals. Land ownership and leadership disputes in villages are often linked.
- Development or improvements made on land under lease must receive consent, both from Lease Holder and Land Owner
- All vegetation and most importantly crops and fruit are the property of an individual or community. Therefore taking fruit including from trees located within the ROW, is considered stealing.
- To prevent access the chief of a community has the power to place a Namele leaf over a place, tree or any object that is considered taboo. The DB contractor and construction workers must be able to recognise this leaf and respect the process that follows the placing of a Namele leaf.

- Where there has been an incident that has caused a loss in the community, including incidents of disrespect, the DB Contractor will have to undertake a formal Sori ceremony as part of the reconciliation processes.
- Access to an area to remove or use a natural resource such as quarry or land, respectively, by the DB Contractor requires that consultation be conducted with the resource owner or landowner in advance. An intrusion or non-permitted access to the premises of the resource can always trigger frustration and disloyalty and therefore demonstrates a lack of respect.
- Prior to construction or inviting a development activity that will affect the community within the short term or long term, a custom welcome must always be performed with the Chief or a secondment authorised by the Chief. The custom welcome will proceed further with an awareness of the activity or proposed development. This promotes support and partnership between the initiators of the development and the community affected. Awareness also promotes transparency and accountability in that members of the community have a right to be aware of the development that will have an impact on their livelihood, whether it will be positive or negative.
- It is recommended and always useful for an “outsider” to be presented with back ground information on the different systems of Governance that exist in a country. Some examples of Governance systems in Vanuatu, include the following:
 - Government of Vanuatu structure set up under the Public Service, which includes Ministries, departments, Administrative Arms or legislative bodies
 - Provincial Governments – there are currently 6 provincial government councils.
 - Council of Chiefs
 - Community Structures

The above governance structures affects the way information can be obtained and/or disseminated. With projects implemented and targeting the rural geography, back ground knowledge on community governance approaches is always useful as it determines the protocol to approach a member of a community or a chief

- It is recommended that a notice regarding any community consultation meeting should be issued, preferably over 5 days in advance. Members of communities generally tend their gardens during the morning hours each day. Therefore, a notice as such should be issued in advance.
- Below the national government authority is the Provincial Council with legal jurisdiction over an island or area where a project is being implemented. They must be consulted through out the process from conception to completion of the project. Communities, including chiefs, work closely with all their Provincial Councils, therefore, issues affecting a project can be dealt with jointly with the interlocutor role being performed by the Provincial Council.

- There are certain circumstances for cultural activities involving a death of a community member, custom ceremony or marriage and which their respective duration may need to be respected. This may mean local labour used are not able to work to partake in ceremonies.

The following table provides an overview to guide consultations and communications during the Program.

Table 3.1 – Subproject Consultation and Participation Plan Efate Ring Road MCA02

Item	Activities	Responsibility	Potential Issues	Actions to be Taken
Pre-Construction				
Endorsement of ESA EMP by stakeholders (Government, Steering Committee, MCC)	ESA, EMP and RAP approvals and endorsement gained through VEU and the Minister for lands, the MCA SC, and cleared by MCC-W.	Government, MCA, with no objection from MCC	EMP may need to be updated during detailed design and construction. This will be locally monitored and approved and documented in formal reports.	ESA and EMP report uploaded to MCA Website; EMIP developed by contractor and approved by FIDIC Engineer.
General ongoing awareness and information dissemination	Make information easily available for Radio, Television and Print media to use; Posters in community and government buildings; MCA Website updating; Reporting on success stories to the media; Construction programme accessible.	MCA; Contractor	Ensure only updated information is being disseminated.	As construction commences, information on practical design changes, new issues and progress to be included in ongoing awareness.

Pre-design meetings with stakeholders committee or groups and ESA Consultant and others as required.	DB Contractor to nominate <u>liaison person(s)</u> to attend key meetings with the ESA Consultants, provincial staff and local community representatives as required	Under MCA coordination and involvement and assistance from DB Consultant; ESA Consultants VKS; SHEFA;	ESA Consultant to highlight areas of special significance where DB Contractor needs to take additional care during design and construction	Update EMP as per survey and detailed design
Health STI/HIV Awareness and Prevention Campaign	Before commencing construction works Won Smol Bag or similar provider to deliver awareness raising in village. Training and awareness for DB Contractor staff and communities	Contractor.	Subject to separate contract for NGO to deliver training and awareness	Won Smol Bag to advise on program potential to reinforce messages in 6 -12 months.
Land Owner RAP consultation.	Joint consultation with Contractor, Chief Mormor, MCA and ESA Consultant, and Provincial Planning Officer.	MCA with ESA consultants to coordinate consultation.	Application of goodwill entitlements for resettlement	Role of Chief Mormor as per contract. Consistent implementation of goodwill entitlements.
Notification of any land required for temporary use beyond existing ROW and any assets to be removed/relocated	As per RAP and Gov. regulations	Contractor	DLSR to assist with landowners and leaseholder identification.	MCA to assist PWD-ESU with organizing public notices.
RAP information dissemination	Summary RAP distributed to affected villages and made available for PAPs to review and sign; relevant Government Stakeholders consulted.	MCA coordinates with GoV agencies No objection of RAP from MCC.	Timing of approval and endorsement of RAP will be critical to start of subproject construction	Approved RAP uploaded to MCA web-page
Village Kastom Welkam	Before commencing work on any section of road that passes through a village, or passes through village land a Kastom Welcome ceremony must be	ESA Consultant; Contractor; MCA	Kastom Welkam Ceremonies to include all village leaders, where leadership disputes exist, appropriate sensitivities to	Chief Mormor to advise re appropriate format for Welkom

	undertaken by the Contractor and ESA Consultant Chief Mormor.		be applied.	
Information dissemination related to Road Closures	Television, Radio announcements and notices delivered to villages and tourism operators.	Contractor (in consultation with MCA).	Sufficient notice to be given (2 weeks) wherever possible. Complaints to be dealt with according to Appendix A	Notices sent to villages via SHEFA Province.
Consultation with National Tourism Office, National Tourism Development Office; Provincial Tourism Officer, tourism and hospitality industry associations.	Meeting with MCA, Contractor, and Dept. of Tourism on Tourism strategy to support promotion of opportunities to enhance positive benefits; accommodate needs in final design where appropriate and feasible.	MCA	Address public concerns about increased tourism activities in community consultations; Additional community consultation required if final design affected.	MCA to contact appropriate representatives.
Consultation with Department of Agriculture and Fisheries and other agriculture interest groups	Meeting with MCA, Contractor, and Dept. of Agriculture on impacts on agriculture; support public promotion of opportunities to enhance positive benefits.	MCA	During community consultations address public concerns about increased demand on resources in particular fisheries.	MCA to contact appropriate representatives
Construction				
Identification of quarries and potential material sources	DB Contractor responsible for identifying any new quarries required, testing the suitability of the material and estimating available reserves. Consultations with landowners and leaseholders affected by use of Quarries/Borrow Pits. Discussions as to permitting	DB Contractor; with MCA and Lands assistance and FIDIC monitoring and approvals; Quarry Committee; PWD; PWD-ESU; DLSR; Environment Unit.	To follow measures and requirements outlined in ESA and EMP; Tender Document requires quarries identified <u>8 weeks prior to</u> start of construction. New and extended quarries require minimum of 30 days public notice and	DB Contractor to prepare a quarry management plan (QMP) for each quarry opened or extended incorporating details of quarry opening activities; quarrying operations and quarry closing and site rehabilitation

	requirements; conditions attached to basalt quarry permits;		consultation.	
Consultations of landowners and leaseholders affected by possible construction camps.	Notify MCA of proposed camp location and capacity; Preparation of camp management plan, rules and regulations to be available for public; Government permit requirements to be discussed;	Contractor; MCA	Any resettlement issues must be addressed in a RAP.	Contractor to advise MCA need for construction camps; locations and capacity
Sori Ceremony	If required by MCA a Sori Ceremony is to be held with appropriate compensation for loss and grievance.	Contractor using services of ESA Consultant - Chief Mormor		
Involvement of local community in construction	Engagement of local villagers as labourers as required for construction.	DB Contractor; Village Chief; community; contractors; PWD	In compliance with local labor laws and clauses included in ESA reports; use LBES model for contracts	Internal and external monitoring to ensure hiring targets met and compliance issues
Information management and use of 'Peoples concerns/complaints'	Recording of information from people, information distributed to relevant Government Department. Response given in accordance with Complaint Procedures (Appendix A).	MCA	Issues relating to the Project fed back to appropriate party e.g. MCA; contractor	Issues to be incorporated into the ESA EMP where appropriate
Consultation with SHEFA Provincial Council	Update on Project; schedule of construction, RAP to be distributed	Contractor MCA	Maintain support throughout subproject with regular updates.	Ongoing role of SHEFA to assist with distribution of information material and messages to communities.
Meetings with local government, village and other stakeholders, and community groups	Discuss potential impacts of the subproject and mitigation measures; identify enhancement measures to be included in	MCA; SHEFA; VKS; ESA Cons; Villages; Relevant Gov. agencies incl. DLSR, LTU, MAFF, Env. Unit; NGOs	Impacts and mitigation requirements identified; incorporate existing and planned developments and	Ongoing consultation on environmental and social impacts, potential land acquisition or resettlement

	design		programs; design recommendations for avoidance of resettlement impacts	impacts; identify how Project integrates with existing and planned developments and programs (i.e. REDI Program); inputs to ESA report
Consultation with the Vaturisu (Efate Council of Chiefs)	Report on EMP and RAP issues	ESA Consultant - Chief Mormor	Identification and discussion of issues, social and environmental; to facilitate subproject level consultation through Chiefs	Chief Mormor to facilitate; report to Council of Chiefs
Notification of any land required for <u>temporary use</u> beyond existing ROW any assets to be removed/relocated on temporary basis	Prepare RAP and ensure compliance with all relevant Gov. regulations	MCA; PWD-ESU; DLSR	Publish list of affected lands/sites in local newspapers; any structures or assets removed on temporary basis to be re-instated to satisfaction of owner.	MCA to assist PWD-ESU with organizing public notices
Public notification of survey commencement, further meetings, review of cadastral information and confirmation of ROW and adjacent land titles etc	Demarcation undertaken; fences, culverts, bridges, roadside stalls and other structures within approximately 15 m of the road centreline located and identified as part of survey; land boundaries of the Site and adjoining properties shall be shown; survey stations, bench marks and triangulation points marked on drawings and on ground	DB Consultant; PWD-ESU; DLSR	Any temporary use of land beyond ROW to be negotiated between DB Contractor and landowner and/or lease-holder as per the requirements of Gov regulations and the RAPs	Subject to negotiations between DB Contractor and landowner/lease-holder
Community meetings as required to confirm details of relating to final design of road and update EMP	Incorporate appropriate good practice environmental protection measures into designs and update EMP, including	DB Consultant; SDCC; COM; SHEFA; Village chiefs, landowners and lease-holders	As raised during meetings, address and respond to comments; modify EMP as required	Update EMP as required

accordingly.	measures to address specific community and other social issues			
Full disclosure of updated EMP; web disclosure of project documents	Disclosure of approved Subproject documents; no objection from MCC	DB Contractor; MCA; ESA Consultant; MCC	All consultation and disclosure activities to be monitored	Updated EMP approved and endorsed; summaries of approved EMP, RAP uploaded to MCA web-page; Consultation Report prepared
Obtain all necessary environmental (and any other) permits required	As per process set out in Efate Ring Road ESA report and EMP	DB contractor, monitored by MCA and FIDIC Engineer	All activities to be monitored	Monitoring of compliance with permit conditions and approved EMP provisions (<i>NB: permits already granted to MCA contain conditions in respect of monitoring</i>)
Notification of site boundaries and construction limits (area required to construct the works)	As per detailed design drawings	DB Contractor	Publish list of affected lands/sites in local newspapers	MCA to organize public notices
Advance notice to village of removal of any material not already cleared from ROW construction zone	Clearing incl. removal of all stumps, roots and other organic material below ground level, limited to NOTIFIED area required to construct the works, plus a maximum distance of 3-8m depending on the surveyed ROW (or any additional area to be used temporarily as negotiated between DB Contractor and landowner)	DB Contractor; PWD; DLSR; Provincial, island and village councils; Village Chief	Notice to be hand delivered to village chief (and landowners); clearing shall not extend outside the limit of the NOTIFIED Site boundaries unless otherwise agreed with landowner	Subject to monitoring and evaluation as per monitoring plan in ESA reports
Implementation of updated and approved EMP	As per approved EMP	DB Contractor; Env. Unit; Monitoring agency	Address issues as required; recorded for monitoring purposes	Subject to monitoring and evaluation as per monitoring plan in ESA reports

Cooperation with local government, villages and police to manage construction access and traffic issues etc	As per EMP	DB Contractor; PWD; Local gov. agencies; Police; Villages	Address issues as required; recorded for monitoring purposes	Subject to monitoring and evaluation
Consultation and disclosure arrangements during (i) implementation, (ii) M&E	As per ESA, RAP and any relevant Gov. laws and requirements for notification	As required MCA; SDCC;	None	All consultation and disclosure activities to be monitored
Operation				
Compliance monitoring and evaluation	As per subproject performance monitoring system and impact monitoring plan incl. in ESA report	MCA; PWD; SDCC; Env. Unit; Provincial councils; monitoring agency; Villages	Any community reports/complaints made to PWD; corrective actions identified with timeframe for resolution	Community to participate in monitoring process through establishment of contact points in each village
Post-construction updates to communities and stakeholders	Keep communities informed and highlight operational issues	MCA; Local gov. agencies; Villages	Address issues as required; recorded for monitoring purposes	Update MCA web-page with Project progress and status (incl. monitoring) as required
Health and safety issues (especially road safety awareness) addressed	Awareness required (in addition to physical measures such as speed humps or ‘sleeping policemen’ and road signage)	MCA; PWD; Police – Traffic Section; other agencies as required	Following hand-over of subprojects to PWD ¹	Separate road safety development program incl. driver and pedestrian education as well as signs and physical measures
Benefit monitoring and post-evaluation	As per environmental/social impact monitoring plan and post-RAP monitoring requirements incl. in ESA report	MCA; MCC; SDCC; SHEFA; monitoring consultant or NGOs; community	As identified during monitoring; MCC mid-term review and post-evaluation; SHEFA through implementation of REDI Program	Community to participate in monitoring process through establishment of contact points in each village

¹ Road safety issues during construction will be addressed in traffic management provisions to be included in the EMP. Road safety issues during operation phase are the not the responsibility of MCA and fall to the responsibilities of other agencies such as Police – Traffic Section, municipal authorities and Land Transport Authority.

Appendix A – Complaints and Grievance Procedures

