



REPUBLIC OF MOZAMBIQUE

**MINISTRY OF PUBLIC WORKS, HOUSING AND WATER  
RESOURCES, NATIONAL ROADS ADMINISTRATION,  
PUBLIC INSTITUTE**

**CLIMATE RESILIENT ROADS FOR THE NORTH (P500488)**

**In the Provinces of Cabo Delgado, Nampula & Niassa –  
Mozambique**

**GBV/SEA/SH RISK ASSESSMENT AND RESPONSE ACTION PLAN**

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**MAY 2025**

## DOCUMENT CLEARANCE FORM

|                |                                                                                                                                                                                                                                                                                                     |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of Unit   | Environmental Services                                                                                                                                                                                                                                                                              |
| Document Title | Consultancy Services to Develop the Environmental and Social Instruments for Climate Resilient Roads for the North of Mozambique.                                                                                                                                                                   |
| Project Name   | Climate Resilient Roads for the North (P500488)                                                                                                                                                                                                                                                     |
| RFP No.        | <b>47A003041/CP/157/2023</b>                                                                                                                                                                                                                                                                        |
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| Quality Assurance                   | Reviewer/Approver                        | Title/Role                            | Version                                           |
|-------------------------------------|------------------------------------------|---------------------------------------|---------------------------------------------------|
| Consultant (JBN Team)               |                                          |                                       |                                                   |
| Author                              | JBN in Joint-Venture with EA Consultoria | Consultants                           | v.003                                             |
| Reviewer(s)                         | Alfredo Ricardo Zunguze                  | Project Manager                       | v.003                                             |
| Approver                            | Nelson Omagor                            | Team Leader                           | v.003                                             |
| External Parties - Client Reviewers |                                          |                                       |                                                   |
|                                     |                                          |                                       |                                                   |
|                                     |                                          |                                       |                                                   |
| Current Version                     |                                          | Draft Report <input type="checkbox"/> | Final Version <input checked="" type="checkbox"/> |

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## ABREVIATIONS

|        |                                                   |
|--------|---------------------------------------------------|
| CoC    | Code of Conduct                                   |
| CSO    | Civil Society Organization                        |
| FGD    | Focus Group Discussion                            |
| GBV    | Gender-Based Violence                             |
| GRM    | Grievance Redress Mechanism                       |
| ANE    | National Roads Administration                     |
| GPN    | Good Practice Note                                |
| NGO    | Non-Governmental Organization                     |
| SEA/SH | Sexual Exploitation, Abuse, and Sexual Harassment |
| STI    | Sexually Transmitted Infection                    |
| UN     | United Nations                                    |
| VAW    | Violence Against Women                            |
| WHO    | World Health Organization                         |
| GBV    | Gender-Based Violence                             |
| SA     | Sexual Abuse                                      |

## GLOSSARY

**Sexual Assault**<sup>1</sup>: Activity with another person who does not consent. It is a violation of bodily integrity and sexual autonomy and is broader than narrower conceptions of “rape,” especially because (a) it may be committed by other means than force or violence, and (b) it does not necessarily entail penetration (UN Glossary on Sexual Exploitation and Abuse 2017, pg. 6).

**Sexual exploitation**: Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another (UN Glossary on Sexual Exploitation and Abuse 2017, pg. 6).

**Sexual abuse**: Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. Sexual abuse is abroad term, which includes several acts including rape and sexual assault, among others (UN Glossary on Sexual Exploitation and Abuse 2017, pgs. 5-6).

**Sexual harassment (SH)**: Any form of unwanted verbal, non-verbal, or physical conduct of a sexual nature with the purpose or effect of violating the dignity of a person, in particular when creating an intimidating, hostile, degrading, humiliating, or offensive environment. This may include unwelcome sexual advances, or requests for sexual favors, and may take place through online activity or mobile communications as well as in person.

**Survivor-centered approach**: The survivor-centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men, boys, and gender minorities) who have experienced sexual or other forms of violence. The survivor-centered approach aims to create a supportive environment in which the survivor’s interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor’s recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor’s capacity to make decisions about possible interventions, including non-intervention. In SEA/SH cases involving children, the survivor-centered approach is guided by an assessment of the best interests of the child.

**Child**: The United Nations Convention on the Rights of the Child defines a child as a human being younger than 18 years, unless under the law applicable to the child the age of majority is reached earlier.

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<sup>1</sup> World Bank. 2019. ESF Good Practice Note (GPN) on Non-Discrimination: Sexual Orientation and Gender Identity.

**Child protection:** A broad term to describe efforts aimed at keeping children safe from harm. The United Nations Children's Fund (UNICEF) uses the term "child protection" to refer to preventing and responding to violence, exploitation, neglect, and abuse against children.

**Child safeguarding:** Refers to measures taken to promote the welfare of children and protect them from harm. In the context of the Development Response to Displacement Impacts Project (DRDIP), the broad obligation of staff and partners is to ensure DRDIP activities and project operations do not expose children to adverse impacts, including the risk of abuse and exploitation, and that any concerns about children's safety within the communities where they work are appropriately reported.

**Displacement:** Forcible or voluntary uprooting of persons from their homes by violent conflicts, gross violations of human rights and other traumatic events, or threats thereof. Persons who remain within the borders of their own country are known as internally displaced persons.

**Host communities:** Communities that host large populations of refugees and/or internally displaced persons, typically in camps, local settlements or integrated into households. Mainstreaming child protection. Mainstreaming child protection means assessing specific child protection needs and risks associated with a project or intervention and undertaking appropriate measures to mitigate or address the identified risks.

**Violence against children (VAC):** Violence against children refers to any deliberate, unwanted and non-essential act, threatened or actual, against a child or against multiple children that results in or has a high likelihood of resulting in death, injury or other forms of physical and psychological suffering. An act refers to the process of doing or performing something. This includes acts of omission, which refer to the failure to perform an act.

**Child marriage<sup>2</sup>:** "any marriage where at least one of the parties is under 18 years of age. A child marriage is considered to be a form of forced marriage, given that one and/or both parties have not expressed full, free and informed consent."

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<sup>2</sup> United Nations Committee on the Elimination of Discrimination against Women and the United Nations Committee on the Rights of the Child

## 1. INTRODUCTION

### 1.1 Background of the Project

This document is designed to comprehensively assess the risks associated with Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) and Violence Against Children (VAC) relevant to the project context, including activities related to the Climate Resilient Roads for the North Project (CRRNP) in Mozambique. The primary aim is to identify potential GBV/SEA/SH risks and develop a strategic action plan for their mitigation and response. This assessment and action plan are an integral to ensuring the safety, dignity, and rights of all individuals affected by the project, particularly in vulnerable communities.

The GBV/SEA/SH Risk Assessment and SEA/SH Prevention and Response Action Plan is an annex to the Environmental and Social Management Framework (ESMF). It complements the ESMF by specifically addressing the social risks of GBV, SEA, SH and VAC associated with the project activities. This document is a critical part of the ESMF, providing a focused and detailed approach to identifying, mitigating, and managing GBV/SEA/SH risks in alignment with the broader environmental and social safeguards outlined in the ESMF.

This document adheres to the guidelines set forth by the World Bank, particularly those detailed in the World Bank's Good Practice Note on Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing involving Major Civil Works (3rd edition, October 2022)<sup>3</sup>. These guidelines emphasize the importance of identifying and mitigating GBV/SEA/SH risks, ensuring the protection and empowerment of affected communities, and incorporating these measures into the project's overall risk management strategy. The World Bank's guidelines serve as a foundational framework, guiding the development of this action plan to align with international best practices and the specific requirements of the Bank for project financing.

## 2. OBJECTIVES

The objectives of the SEA/SH Prevention and response action plan within the context of the implementation of the Climate Resilient Roads for the North (P500488) are:

1. Identify risks that can be initiated or exacerbated by project operations;
2. Develop the necessary protocols and mechanisms to address SEA/SH risks;
3. Propose measures and material actions to address SEA/SH allegations that may arise from the project interventions.
4. Propose a robust and transparent mechanism for reporting, investigating, and addressing incidents/complaints of GBV, SEA, SH and VAC .

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<sup>3</sup> <https://pubdocs.worldbank.org/en/632511583165318586/ESF-GPN-SEASH-in-major-civil-works.pdf>

### 3. TARGET AUDIENCE

The GBV/SEA/SH risk assessment and prevention and response action plan will include all stakeholders involved in the project and its implementation, namely:

1. PIU (Project Implementation Unity) and organizations responsible for executing the project, such as government agencies or non-governmental organizations (NGOs). Since the main GBV/SEA/SH risk mitigation interventions will be implemented during all phases of project implementation.
2. Project Managers, contractors personnel & and coordinators, and field staff who are directly involved in project activities.
3. The communities residing in or around the project area may be directly affected by the project's activities.
4. Project Beneficiaries include vulnerable populations (women, adolescent girls, young women, children, people with disabilities, and internally displaced people)
5. Organizations and groups focused on women's rights and gender equality in projects area including grassroots organizations led by women
6. Experts in the field of gender-based violence who can provide guidance and technical support to the project including social experts and GBV focal points;
7. UN agencies and CSOs working on issues related to GBV and human rights in humanitarian settings.
8. Government Agencies and departments or ministries responsible for social welfare, health, and justice.

### 4. METHODOLOGY

This GBV risk assessment exercise was initiated by conducting a comprehensive desk review of the socio-economic, cultural, and political context of the project site and its surroundings. This includes an investigation of the gender dynamics prevalent in the region, including gender disparities, power dynamics, and social norms according to the approved social consultation plan.

A brief gender and GBV risk analysis to identify gender disparities, vulnerabilities, and power dynamics within the project area. A comprehensive consultation process was conducted with relevant stakeholders including community members from project-affected communities. Based on the provided information, GBV and associated risks were identified and assessed considering their potential impact on individuals and communities.

A risk matrix that categorizes the identified risks as low, moderate, or high, taking into account both their severity and likelihood. This matrix will help prioritize mitigation efforts and prioritization. Based on the findings, were proposed targeted mitigation measures to

prevent and address identified GBV and associated risks. These measures should be tailored to the specific risks and may include modifications to project design, community engagement strategies, and GBV awareness campaigns.

## 5. PROJECT CONTEXT AND BACKGROUND

The Climate Resilient Roads for The North project, initiated on November 1, 2023, in Northern Mozambique with World Bank funding, aims to enhance road connectivity in Cabo Delgado, Niassa, and Nampula provinces. Sub-component 1.1 will focus on the improvement and maintenance of a road network, land acquisition, and resettlement for affected persons. The Sub-component 1.2 aims at improving bridges and drainage structures. Component 3: Institutional Strengthening and Project Management will include the development of women-led community resilience committees for emergency response, promotion of women's employment, and skills development in roadworks. This project comprehensively addresses road improvement, safety, and institutional strengthening in Mozambique, with a special emphasis on climate resilience, community involvement, and gender inclusivity.

With a total budget of approximately US\$ 125 million, the project focuses on upgrading, rehabilitating, and maintaining selected secondary and tertiary roads and bridges. Key components include the improvement of road segments totaling about 92 km, construction and rehabilitation of five concrete bridges, and installation of bailey/metallic bridges. The project also integrates a Safe System approach for road safety, encompassing regulation, inspection, engineering, education, and traffic calming measures. Additionally, community infrastructure such as markets, schools, and health centers will be developed along these roads. Institutional strengthening, project management, and a contingent emergency response mechanism form integral parts of the project<sup>4</sup>. According to project documents, risks related to displacement, SEA, SH and VAC are associated labor influx, and community health and safety, discrimination and equal opportunity for labor may arise during project implementation, lack of participation of vulnerable groups in decision-making processes can be initiated or exacerbated by project operations. This conflict situation and associated security risks, along with the presence of security personnel, further complicate the interaction between internally displaced persons (IDPs), host communities, and contractor workers in rural and isolated areas.

## 6. STATUS OF GBV/SEA/SH IN PROJECT LOCATIONS

The project is concentrated in the province of Cabo Delgado and involves the northern provinces of Niassa and Nampula. It focuses on road construction and the installation of

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<sup>4</sup><https://documents1.worldbank.org/curated/en/099110123123518567/pdf/P50048801da142076092e80d3ed54e1e257.pdf>

bridges, primarily in rural areas. Mozambique, particularly the provinces of Cabo Delgado, Niassa, and Nampula, has experienced various challenges, including political tensions and armed conflicts<sup>5</sup>. Poverty and lack of economic opportunities can contribute to GBV/SEA. Economic dependency can force individuals into exploitative situations, including transactional sex. Traditional gender roles and norms can influence the prevalence and perception of GBV/SEA. Since the first attack in Cabo Delgado in October 2017, there has been an increase in killings, beheadings, kidnappings, and sexual abuse of women and girls. Over 714,000 civilians have been displaced, with 46% being children. Families fleeing violence in Cabo Delgado have been forced to abandon their livelihoods and resources, leading to significant humanitarian challenges<sup>6</sup>. According to the latest data, 37% of Mozambican women aged 15 to 49 experience violence in their lifetime, and half of the girls marry before 18<sup>7</sup>. Cabo Delgado has experienced a worrying rise in child marriage, partly due to the distress of families living in transit centers or starting new lives in challenging conditions. Many parents are forced to marry off their children due to economic hardships.

The ongoing conflict has exacerbated the situation, affecting around 370,000 children and leading to reports of human and child rights violations<sup>8</sup>. Cabo Delgado has the second-highest rate of child marriage in Mozambique, with 65% of adolescents aged 15-19 already mothers or pregnant<sup>9</sup>. According to a recent report. From Save the Children<sup>10</sup>, the worrying rise in child marriage is the result of a combination of factors, including the continued distress many of the families have been facing while living in transit centers or the challenges of starting new life from scratch in new areas. Many parents face the devastating choice of being unable to feed their family or house all their children, and instead have to let them be married to lighten the load on the family. Regions experiencing conflicts, such as Cabo Delgado, face increased risks.

Conflict can disrupt social networks and lead to situations where individuals are more vulnerable to exploitation and abuse. The road descriptions suggest significant transportation routes. Areas along major roads can sometimes have increased risks of GBV/SEA/SH/VAC due to factors like human trafficking and the movement of vulnerable populations.

## 6.1 Gender profile

In Mozambique's provinces of Nampula, Niassa, and Cabo Delgado, the gender-social context is increasingly being influenced not only by cultural, economic, and political

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<sup>5</sup> <https://mozambique.unfpa.org/en/publications/gbv-aor-bi-annual-report-2022>

<sup>6</sup> <https://plan-international.org/mozambique/publications/rapid-gender-analysis-on-the-conflict-in-cabo-delgado/>

<sup>7</sup> <https://bmcpublichealth.biomedcentral.com/articles/10.1186/s12889-021-10820-x>

<sup>8</sup> <https://esaro.unfpa.org/en/news/meeting-urgent-needs-vulnerable-women-and-girls-and-those-displaced-violence-cabo-delgado-%E2%80%93>

<sup>9</sup> <https://reliefweb.int/report/mozambique/rates-child-marriage-double-amongst-thousands-children-displaced-conflict-cabo-delgado>

<sup>10</sup> <https://www.misau.gov.mz/index.php/relatorios-programaticos?download=1833:relatorio-semesteral-de-atividades-na-area-da-violencia-baseada-no-genero-vbg-2022>

factors but also by the growing impacts of climate change and displacement. These predominantly rural areas, marked by significant gender inequalities, face unique challenges as a result of these environmental factors.

The primary economic involvement of women in these regions is in the informal and agricultural sectors. With climate change causing unpredictable weather patterns, subsistence farming, where most women are engaged, becomes increasingly vulnerable. This vulnerability exacerbates food insecurity and loss of livelihood, disproportionately affecting women who lack access to formal employment opportunities.

Educational disparities are further intensified by climate-induced displacement. UNESCO reports that the female literacy rate in these provinces is below 40% in some areas. Displacement due to environmental factors often leads to increased school dropout rates for children and more so the girls, who face additional barriers like, child pregnancy, early marriage and cultural biases.

Health challenges, including some of the country's highest maternal mortality rates, are compounded by climate change. This leads to heightened risks of maternal deaths and HIV/AIDS infections among women. Traditional gender roles that predominantly view women as homemakers limit their public and economic engagement. These roles are further entrenched as displacement and environmental stresses place additional domestic burdens on women. Women's already low political representation (less than 30% in local governance bodies) faces further challenges in the context of climate change and displacement. The ensuing instability and resource scarcity can marginalize women's voices even more in leadership and decision-making roles.

The gender-social context in Nampula, Niassa, and Cabo Delgado is significantly impacted by the triad challenges of climate change, displacement, and conflict. Addressing these issues requires a multi-faceted and context-specific approach that recognizes the unique vulnerabilities of women.

## 6.2 GBV Legal framework

Mozambique's comprehensive legal and policy framework for Gender-Based Violence (GBV) is a testament to the country's commitment to addressing this critical issue. This framework encompasses several key elements such as<sup>11</sup> :

1. Constitution of the Republic of Mozambique: This foundational legal document enshrines principles of gender equality and non-discrimination, emphasizing equality and human rights for all, regardless of gender.
2. Penal Code (Amendment): These amendments mark significant strides in addressing GBV, including the promotion of gender neutrality in laws, an expanded definition of rape, contextual considerations in sexual violence cases, and the

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<sup>11</sup> <https://endgbv.africa/mapping/mozambique/>

decriminalization of consensual same-sex relations and considerations around unsafe abortions.

3. Domestic Violence Law: This law specifically tackles domestic violence, acknowledging the complexities of intra-family sexual assault and the role of community-led resolutions in addressing abuse cases.
4. Child Rights Promotion and Protection Law: Aligning with both the Constitution and international standards, this law focuses on protecting children from all forms of violence, including GBV, and ensuring justice for child survivors.
5. *Mecanismo Integrado de Atendimento as Vítimas de Violência*: a comprehensive, multi-sectorial initiative designed to provide coordinated services to women victims of violence. This mechanism focuses on improving and expanding integrated services, including medical, police, legal, and social assistance. It aims to build capacities within government institutions and enhance collaboration with civil society for effective response to violence against women.
6. Gender Policy and Implementation Strategy, and the National Action Plan to Respond to GBV in the Health Sector (2019-2022) that is under review, demonstrate Mozambique's holistic approach to combating GBV, integrating gender equality principles into broader poverty reduction strategies and recognizing GBV as a medical emergency within the healthcare system.
7. Law 22/2019, Mozambique's Family Law: Establishes the legal framework for marriage, parental rights, and family support systems. By emphasizing family unity and equitable treatment, this law provides a legal basis for addressing domestic violence, a significant GBV form, often exacerbated in conflict-affected regions like Cabo Delgado. It also strengthens family protections, helping to mitigate vulnerabilities that could lead to child marriage, a prevalent issue in project areas. Furthermore, it enhances legal recognition of women's rights within households, aligning with the project's emphasis on women-led community resilience committees.
8. Law 19/2019 explicitly prohibits unions involving minors, addressing one of the key GBV forms in Mozambique. This law is particularly relevant to the project as Cabo Delgado and Nampula have among the highest rates of child marriage, often driven by economic hardships exacerbated by displacement and poverty. It safeguards adolescent girls from exploitative practices, ensuring they remain protected from exploitative relationships and forced unions. This law indirectly supports girls' education, which is crucial for reducing long-term vulnerabilities in affected provinces.
9. Law 13/2023 modernizes employment regulations, addressing issues like workplace harassment and promoting gender equality. Its provisions to prevent sexual harassment and exploitation directly address labor influx risks associated with the project. The law also supports the project's goals of involving women in roadworks and emergency response initiatives, fostering economic empowerment and skills development. Additionally, it enhances protections for vulnerable groups, ensuring fair treatment and equal opportunities, and reducing discrimination and exploitation risks in project areas.

Since the project will be implemented in conflict areas can be particularly challenging due to the complex and often volatile nature of such insecure environments. While specific laws targeting GBV in conflict zones may not be explicitly outlined in the general legal and policy framework, several aspects of the existing framework can be relevant and applicable:

10. Application of International Humanitarian Law: Mozambique, as a member of the international community, is subject to international humanitarian law, which includes provisions for the protection of civilians, including women and children, in conflict zones. These laws prohibit sexual violence and other forms of GBV in conflict situations.
11. Child Rights Promotion and Protection Law: This law is particularly significant in conflict zones where children are at increased risk of GBV and overall child rights abuse. It mandates the protection of children from all forms of violence and abuse, with a likely heightened emphasis in conflict areas.
12. Mozambique is a signatory to various international conventions and protocols, such as the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) and the Convention on the Rights of the Child, which obligate the government to protect women and children from abuse of their rights inclusive of GBV in all circumstances, including armed conflict.
13. Collaboration with International Organizations including UN Agencies: In conflict areas, the Mozambican government often collaborates with international organizations (like the UN, WHO, and various NGOs) that specialize in providing aid and protection in such settings, including addressing GBV. These organizations are organized in clusters where project GBV interventions can be collaboratively implemented.

It's important to note that the effectiveness of these laws and policies in conflict areas depends heavily on the stability of governance structures, the capacity of law enforcement agencies, and the overall security situation. In many cases, ongoing conflict and instability can severely hinder the implementation and enforcement of these laws, making collaborations with international bodies and NGOs crucial for providing support and protection to GBV survivors in these regions.

### **6.3 GBV Service delivery in project areas**

According to the most recent data on GBV Cases Overview from the Ministry of Health (MOH)<sup>12</sup>, Nampula reported a considerable number of GBV cases, reflecting its larger population and potentially more effective awareness and reporting mechanisms. In Niassa, challenges typical of rural areas might lead to underreporting of GBV cases. Amidst conflict and displacement, Cabo Delgado has seen an increase in GBV cases, making the service delivery more complex as per the humanitarian context.

Progress in expanding GBV services and improving data reporting is evident across all three provinces. However, factors such as logistics, infrastructure, and security challenges might impact data accuracy. Socio-economic factors, cultural norms, and limited access to education and healthcare are key risk factors in Nampula and Niassa. In Cabo Delgado, conflict and displacement significantly elevate GBV risks, with the breakdown of social structures and security concerns adding complexity.

From this review, the main challenges in GBV service delivery are related to access to formal justice for GBV victims remains challenging across all provinces. Service delivery in Niassa and Nampula is hindered by rural settings and logistical issues, while in Cabo Delgado, the conflict impacts the implementation of GBV services. Cultural barriers, including traditional gender roles and stigma associated with GBV reporting, persist.

GBV/SEA/SH/VAC risks and impacts in CRRNP can be mitigated through the following avenues:

- Addressing cultural norms and improving GBV awareness through community engagement.
- Focusing on rural and conflict-affected areas for GBV service expansion.
- Improving mechanisms for data collection and reporting, considering each province's unique challenges.
- Developing region-specific strategies addressing the socio-economic and cultural factors influencing GBV.

These findings underscore the need for a coordinated and multifaceted approach to mitigate GBV risks in Nampula, Niassa, and Cabo Delgado. Tailored strategies, considering each province's unique context, are essential for effective GBV prevention and response.

#### **6.4 Mapping and rating of GBV services and referral pathways**

The Availability, Accessibility, Acceptability, and Quality (AAAQ) assessment evaluated formally and informally a GBV service delivery across project affected provinces and districts using MOH available data on GBV services mapping. It included a desk review of existing reports and provincial data, complemented by field assessments to collect both quantitative and qualitative information. The process faced challenges, such as limited documentation of informal services and variability in stakeholder capacity, but provided valuable insights into improving availability, accessibility, acceptability, and quality in informal service settings.

In the provinces of Nampula, Niassa, and Cabo Delgado, the service delivery landscape, especially concerning GBV services, is a complex network of formal, mobile, and informal providers. The coordination and integration of these services is crucial for addressing the

multifaceted needs of communities. The georeferenced mapping of GBV services provides valuable insights into service distribution, identifies gaps, and helps in understanding the referral pathways for GBV incidents. Using the QA (Availability, Accessibility, Acceptability, and Quality) <sup>13</sup>framework helps assess and evaluate the effectiveness and inclusivity of various services.

#### 6.4.1 Province-Specific Insights and Recommendations

**Nampula Province:** Services are relatively widespread, with a strong presence of health facilities, courts, police stations, and social services. This province benefits from a robust infrastructure of formal services, yet it's the integration with mobile and informal services that ensures a wider reach. However, challenges persist, especially in terms of physical and financial accessibility. While many services are in proximity to the communities, the actual access is hindered by transportation issues and indirect costs associated with service utilization. Moreover, there is a noted need for cultural competency training among service providers to improve social and information accessibility, ensuring that services are not only physically reachable but also socio-culturally accessible and acceptable.

##### Service Accessibility and Referral Mechanisms in Nampula Province

The assessment was conducted in Nampula Province, covering multiple districts, with a focus on evaluating the availability, accessibility, acceptability, and quality of services provided to survivors of gender-based violence (GBV). The key areas of analysis included cost-free access, 24-hour service availability, physical, social, and informational accessibility, and referral mechanisms within a 30 km radius of reference units covering project locations listed in Appendix 3.

**Availability of services:** Cost-Free Access: 80% (16 out of 20) of assessed GBV services are provided at no cost, ensuring affordability for the majority of beneficiaries. This accounts for 80% of the assessed project sites. Notable districts, such as Moma, Nacala-Porto, and Angoche, demonstrated full cost-free access across all surveyed services, highlighting strong alignment with project goals of financial accessibility. Half of the services (10 out of 20) operate 24/7, which represents a significant step toward meeting the needs of GBV survivors. Notable districts, including Monapo and Ribáuè, stand out with full 24-hour service availability, ensuring support is accessible at critical times.

**Accessibility:** Physical Accessibility: 70% (14 out of 20) of services are located within a 30 km radius of reference health units, emphasizing progress in reducing geographical barriers. Malema and Mogovolas districts exhibited higher physical accessibility rates, serving as model sites for other regions. Adequate levels were reported by 60% (12 out of 20) of services. However, gaps were identified in Eráti and Lalaua, where awareness

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<sup>13</sup> <https://gbvguidelines.org/wp/wp-content/uploads/2019/11/AAAQ-framework-Nov-2019-WEB.pdf>

campaigns and outreach efforts have not fully addressed community needs, potentially limiting survivors' access to information and services.

**Acceptability:** Community Feedback during assessment revealed that 80% of services meet the cultural and social expectations of the communities they serve. However, Mogincual and Mecuburi reported challenges related to language compatibility highlighting the need for tailored service delivery to diverse local linguistic and cultural groups.

**Quality:** Service Quality and Referral Mechanisms: 85% of districts reported having formal referral systems for GBV survivors, which is a positive indicator of systemic support. However, gaps in interagency coordination were noted in Ribaué and Mecubúri. About 65% (13 out of 20) of services reported staff training on GBV case management protocols, ensuring quality care. Yet, inconsistent adherence to these protocols in some districts indicates room for improvement in standardized service delivery.

**Notable Districts for Accessibility:** Moma demonstrated comprehensive accessibility across all dimensions, including 24-hour service availability and full cost-free access. Angoche showed high physical accessibility, with 90% of services located within a 30 km radius of reference units. Malema excelled in providing social and informational accessibility, setting a benchmark for other districts.

Lalaua exhibited limited outreach and accessibility mechanisms, highlighting the need for enhanced awareness campaigns. Mecubúri revealed insufficient interagency collaboration and outreach efforts, impacting survivor support. Eráti lacked effective information dissemination, which continues to affect social accessibility.

Referral pathways are well-established in 85% of the districts, particularly in Moma and Angoche, where multi-agency coordination was emphasized. However, in districts like Ribaué, improved interagency coordination is necessary to ensure seamless survivor support. While 65% of services have trained staff on GBV protocols, there are gaps in consistent adherence to standards, particularly in less accessible districts such as Lalaua and Mecubúri.

**Niassa Province:** Known for its vast and sparsely populated areas, faces unique challenges. Here, the physical accessibility of services is a significant barrier, with many communities located far from formal service centers. Mobile services play a critical role in bridging this gap, but their scope and frequency need enhancement. Financial accessibility is less of an issue here, given the prevalence of free services. However, bureaucratic and administrative barriers often deter the utilization of available services. The quality of services is another area of concern, with a need for regular training of service providers and ensuring the availability of basic equipment and supplies. In Niassa, two primary referral mechanisms (Lichinga and Cuamba hospitals) are active. Additionally, mobile support services operate in select rural zones. Main gaps are related to inefficient communication between formal and informal services and lack of transportation affect the efficient referral of cases in remote areas.

## Service Accessibility and Referral Mechanisms in Niassa Province

This report uses the AAAQ framework to analyze the services available in Niassa province. The goal is to identify districts with better accessibility, highlight areas with significant gaps, and consider vulnerable groups and the quality of available services.

- **Service Distribution:** In Niassa province, the districts of **Lichinga** and **Cuamba** stand out for offering the widest range of services, including emergency care and psychological support for GBV victims. Only **40% of services** in Niassa operate 24/7, with a higher concentration in Lichinga.
- **Service Accessibility:** More than 65% of referral units are located within 30 km of major services in Lichinga and Cuamba. However, peripheral districts like Mecanhelas face challenges, with units located more than 50 km away. Vulnerable communities, especially women in rural areas, face cultural barriers and lack of awareness about the services. User perception in Lichinga, most users reported satisfaction with the confidentiality and culturally sensitive approach of the services. Districts like Mecanhelas showed lower levels of trust in the services due to reports of discrimination.
- **Quality:** Lichinga and Cuamba have the highest number of trained professionals, ensuring better service quality. Smaller districts lack regular training, impacting the consistency and effectiveness of services and the best overall performance with high availability and quality. Cuamba Strong in physical accessibility and community acceptance of GBV services. Mecanhelas and Lago present significant gaps in terms of availability and accessibility, with limited services and lack of infrastructure. Prevalent social barriers, including lack of knowledge about victims' rights and stigma associated with using the services.

**Cabo Delgado Province:** Stands out due to its ongoing conflict and humanitarian crisis, which adds layers of complexity to service delivery. The province hosts a mix of formal and informal services, with a notable presence of community leaders and activists who play a crucial role, especially in GBV service delivery. The physical accessibility of services is severely impacted by the security situation, making mobile and informal services not just complementary but often the primary source of support. Financial accessibility is less of an issue, thanks to numerous humanitarian efforts providing free services. However, the acceptability and quality of services are major concerns, with a need for services that are culturally sensitive and capable of operating in a conflict-sensitive manner.

## Service Accessibility and Referral Mechanisms in Cabo Delgado Province

**Availability of Services:** Proportion of services accessible without cost: 70% of services in Cabo Delgado offer free access, with 14 out of 20 facilities surveyed reporting no

associated costs for survivors. Only 30% (6/20) of facilities operate 24/7, posing significant challenges for survivors requiring urgent assistance during off-hours.

**Accessibility of Services:** Districts with the highest accessibility include Pemba, Montepuez, and Chiúre, where 80% (16/20) of the surveyed services are located within 30 km of a reference unit. Services in districts like Muidumbe and Macomia have lower accessibility, with only 40% of facilities meeting this criterion. Social accessibility is strong in Pemba, where 90% (9/10) of facilities have trained staff and culturally appropriate practices. Bureaucratic barriers were reported in 60% (12/20) of facilities, especially in remote districts like Mueda and Nangade. Informational accessibility is weak, with only 25% (5/20) of facilities displaying clear and survivor-friendly information.

**Acceptability of Services:** In Pemba and Montepuez, services are widely accepted, with 85% (17/20) reporting alignment with local norms and survivor preferences. In Palma and Mocímboa da Praia, there are reports of stigmatization and inadequate survivor-centered care, reducing acceptability.

**Quality of Services:** Approximately 75% (15/20) of facilities in Pemba and Montepuez reported having staff trained on gender-based violence (GBV) response protocols. In contrast, only 30% (6/20) of facilities in Muidumbe and Meluco reported staff with adequate training. Only 50% (10/20) of facilities meet minimum quality standards, with rural districts like Palma and Quissanga lacking essential infrastructure.

**Referral Mechanisms:** A total of 12 formal referral mechanisms were identified in Cabo Delgado, with the majority located in Pemba and Montepuez (8/12). Districts like Macomia and Nangade reported only one active referral mechanism, highlighting gaps in service continuity. In 60% (12/20) of cases, referrals were deemed efficient and survivor-centered, particularly in Pemba and Chiúre. However, 40% of districts reported delays or lack of feedback in the referral process. While Pemba and Montepuez benefit from well-established referral networks, other districts lack efficient mechanisms to ensure service continuity.

The analysis highlights disparities in service provision across Cabo Delgado, with urban centers like Pemba outperforming rural districts. Addressing these gaps requires targeted investments in infrastructure, training, and referral systems to ensure equitable access to quality services for all survivors of GBV.

**Across all three provinces,** there is a noticeable data gap in community engagement and feedback, particularly from women and girls. This gap underscores the need for tailored services that address specific barriers and needs. Regular consultations, focus groups, and surveys are recommended to ensure that services are not only physically available but also align with the cultural, social, and individual needs of the communities they aim to serve. In conclusion, a coordinated approach, integrating formal, mobile, and informal services, and focusing on community involvement and feedback, is essential.

This approach should be sensitive to the unique challenges of each province, with particular attention to the impact of conflict in regions like Cabo Delgado. Addressing these challenges will be a critical step toward improving the effectiveness of services and ensuring the safety and well-being of the most vulnerable populations, particularly women and girls, in these provinces.

## Cross-Cutting Themes and General Recommendations

**Community Engagement:** There's a noticeable data gap in community engagement, particularly from women and girls. Regular consultations, focus groups, and surveys are recommended to tailor services to specific barriers and needs.

**Coordinated Approach:** A coordinated approach integrating formal, mobile, and informal services is essential. This approach should focus on community involvement and feedback, being sensitive to the unique challenges of each province.

**Multi-Faceted Response:** A scaled-up response involving local governments, UN agencies, international organizations, and community stakeholders is imperative. This response should aim to provide inclusive, survivor-centered GBV services, enhancing capacity, safety, accessibility, and quality of services in a culturally sensitive/acceptable manner.

### 6.4.2 Findings from stakeholders' consultation

The consultant conducted stakeholder consultation in project areas. The main findings from the transcription of discussions regarding Gender-Based Violence (GBV) in Cabo Delgado, Nampula, and Niassa were:

Table 1- Findings from stakeholders' consultation

| Key finding                                 | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Increased GBV in Crisis Situations</b>   | The transcription highlights a rise in GBV, especially in crisis situations like attacks and in displacement camps. Economic hardships, such as food scarcity, have led to exploitative practices like sex in exchange for food perpetrated by agents of humanitarian aid and security armed forces, public and private.                                                                                                                                                                                        |
| <b>Prevalence of Different Forms of GBV</b> | Various forms of GBV are noted, mainly sexual violence and rape. Physical, and psychological violence were also reported. Sexual exploitation is particularly highlighted in the context of economic power dynamics. Key drivers are Poverty and lack of resources exacerbate power imbalances, often leading to exploitative practices such as transactional sex in exchange for food or shelter related to humanitarian. Conflict and displacement contribute significantly to GBV risks. Armed conflicts and |

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|                                                                      | displacement disrupt social structures, creating environments where exploitation and abuse thrive. traditional gender roles normalize male dominance and violence against women. Limited access to justice, weak law enforcement, and inadequate judicial follow-through create impunity for perpetrators                                                                           |
| <b>Vulnerability of Specific Groups</b>                              | Women, children, adolescents, displaced persons and conflict and climate change affected communities are identified as particularly vulnerable to GBV. Economic dependency and societal norms exacerbate their vulnerability, increasing the risk of child marriage, sexual exploitation, and trafficking. That may result in increased incidence of HIV, STI's and teen pregnancy. |
| <b>Challenges in Reporting and Addressing GBV</b>                    | A significant issue is the underreporting of GBV cases, particularly when the perpetrator is a family member. Additionally, there's a lack of follow-through in the judicial process, leading to frustration and distrust among victims                                                                                                                                             |
| <b>Multi-Sectorial Approach is a successful strategy</b>             | Multi-sectorial system involving justice, police, and social action departments to address GBV. This approach signifies the recognition of GBV as a complex issue requiring collaborative efforts                                                                                                                                                                                   |
| <b>Community Awareness and Education are key for risk prevention</b> | Emphasis is placed on conducting awareness campaigns and sensitization meetings. These efforts aim to educate the community and the workforce (especially in construction sites) about the nature of GBV and its legal implications.                                                                                                                                                |
| <b>Challenges in Service Delivery</b>                                | Despite the establishment of mechanisms for GBV response, challenges persist, including the need for integrated service centers and addressing the issue of victims' economic dependency on perpetrators.                                                                                                                                                                           |
| <b>Economic and Social Factors are key driver for vulnerability</b>  | Respondents highlighted the interplay of economic hardship and cultural norms in perpetuating GBV. Economic dependency, particularly of women on male family members, plays a significant role.                                                                                                                                                                                     |
| <b>Impact of Conflict and Displacement</b>                           | Conflict and displacement in regions like Cabo Delgado exacerbate GBV risks, leading to disrupted social networks and increased vulnerability                                                                                                                                                                                                                                       |

## Main recommendations from respondents

1. The project may support the strengthening of reporting and judicial processes: There's a need to enhance the effectiveness of reporting mechanisms and ensure proper judicial follow-through to build trust among victims.

2. Empowering women economically and ensuring their participation in decision-making processes is vital to reducing their vulnerability to GBV.
3. Establishing integrated service centers and involving community leaders in GBV initiatives are crucial for a more effective response.
4. Specific interventions are needed in high-risk areas, such as displacement camps and construction sites, where GBV risks are heightened.

## 7. GBV RISK ANALYSIS

To effectively assess and mitigate the risks of Sexual Exploitation, Abuse, and Harassment (SEA/SH) within the Climate Resilient Roads for the North Project (CRRNP), it is essential to understand how risk factors operate at multiple, interrelated levels. The ecological model, widely used in violence prevention and endorsed by the World Bank, offers a structured framework for identifying the drivers and enablers of SEA/SH across societal, community, family, individual, and perpetrator dimensions.

Given the project's scope—which includes major civil works such as road improvement, bridge construction, land acquisition, and resettlement—each sub-component introduces distinct vulnerabilities. These are compounded in the project provinces (Niassa, Nampula, and Cabo Delgado) by ongoing displacement, weak institutional capacity, and entrenched gender inequalities.

The table below presents a detailed mapping of SEA/SH risk factors organized by ecological level aligned with the GPN, with specific references to the project's sub-components, labor dynamics, and local context. This model supports a comprehensive and layered approach to risk mitigation, ensuring that interventions are tailored to address root causes and systemic gaps, rather than treating SEA/SH as isolated incidents.

Table 2- Ecological Model of SEA/SH Risk Factors in the CRRNP Context

| SOCIETAL                                                                                                                                                                                                                                                                                                                                                                                                                                                            | COMMUNITY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | MALE PERPETRATOR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | FAMILY                                                                                                                                                                                                                                                                                                                                                                                                                                                          | INDIVIDUAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <ul style="list-style-type: none"> <li>- National prevalence of GBV is high (e.g., 37% of women aged 15–49 report experiencing violence; 48% of girls married before age 18).</li> <li>- Weak enforcement of laws addressing child marriage and workplace harassment (e.g., Law 19/2019, Law 22/2019, Law 13/2023).</li> <li>- Judicial and police systems are under-resourced in rural and conflict-affected provinces (Niassa, Nampula, Cabo Delgado).</li> </ul> | <ul style="list-style-type: none"> <li>- Sub-component 1.1 involves <b>road improvement, maintenance, and land acquisition</b> in rural areas with pre-existing poverty, social fragmentation, and displacement.</li> <li>- Project affects communities hosting large numbers of <b>internally displaced persons (IDPs)</b>, placing strain on local resources and increasing tensions.</li> <li>- Over 90% of displaced people live with host families, causing <b>overcrowding</b> and rising protection risks.</li> <li>- Sub-component 1.2 includes <b>bridge and drainage works</b> in isolated zones where</li> </ul> | <ul style="list-style-type: none"> <li>- Male workers (contracted under Sub-components 1.1 and 1.2) and armed security personnel may live in <b>offsite accommodations near vulnerable communities</b>, leading to demographic and power imbalances.</li> <li>- Workers often <b>lack training</b> on the Code of Conduct and GBV principles.</li> <li>- <b>Limited contractor oversight</b> or disciplinary systems increase impunity.</li> <li>- Some perpetrators exploit <b>financial power or authority</b> to coerce vulnerable women and girls into <b>transactional sex or exploitative relationships</b>.</li> </ul> | <ul style="list-style-type: none"> <li>- Families in resettlement or hosting displaced relatives face <b>heightened socio-economic pressure</b>, especially in conflict-affected districts.</li> <li>- Some families <b>marry off daughters</b> early to reduce economic burden.</li> <li>- Women and girls <b>lack autonomy</b> and are economically dependent on male relatives, increasing exposure to <b>domestic violence and exploitation</b>.</li> </ul> | <ul style="list-style-type: none"> <li>- Adolescent girls in <b>temporary or insecure shelters</b> are at risk of SEA, SH, early pregnancy, and HIV/STI infection.</li> <li>- Young women hired for roadwork or bridge construction under Component 3 face discrimination or harassment in male-dominated environments.</li> <li>- Female workers may <b>lack access to confidential complaint mechanisms</b> or fear job loss if they report abuse.</li> <li>- Many women and girls are unaware of their rights or of services (health, legal, psychosocial) due to <b>low literacy, poor</b></li> </ul> |

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| <ul style="list-style-type: none"> <li>- Cultural norms perpetuate gender inequality and normalize male dominance and female submission.</li> <li>- Limited national investment in shelters, survivor services, or psychosocial support systems.</li> <li>- Conflict with NSAGs in Cabo Delgado undermines rule of law and protection mechanisms.</li> </ul> | <p>social controls are weak. Construction zones attract male, non-local workers, disrupting social dynamics and heightening SEA/SH risk.</p> <ul style="list-style-type: none"> <li>- Community resistance to women's roles in project jobs may result in backlash and harassment.</li> <li>- Community-level GBV reporting mechanisms (e.g., GRMs, community grievance boxes) are often poorly known, non-functional, or unsafe.</li> </ul> | <ul style="list-style-type: none"> <li>- Remote work locations reduce accountability and increase SEA/SH opportunity.</li> <li>- Presence of armed actors and humanitarian agencies further complicates power dynamics.</li> </ul> | <ul style="list-style-type: none"> <li>- Traditional norms promote male authority, deterring survivors from disclosing abuse or seeking help.</li> <li>- Overcrowding, particularly in IDP shelters or shared homes, increases tension and creates unsafe environments, especially for adolescent girls.</li> </ul> | <p><b>dissemination, and stigma.</b></p> <ul style="list-style-type: none"> <li>- IDPs with trauma from conflict or sexual violence may be re-traumatized in unsafe settings without specialized support.</li> </ul> |
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Table 3- GBV Risk analysis matrix

| <b>GBV Risk Profile:</b> <ul style="list-style-type: none"> <li>• Sexual Violence: Occurs in the context of economic exchanges, particularly during food scarcity. Women and children, in desperate need of food, are coerced into sexual acts in exchange for sustenance.</li> <li>• Physical and Psychological Violence: Widespread across various districts, with a notable increase in crises like attacks and displacements, reflecting the heightened stress and disruption of social norms during crises.</li> <li>• Exploitation: Sexual exploitation linked to economic power dynamics is a significant concern, particularly affecting women and children. This is more pronounced in areas with construction and road work, where workers possess economic power over the local population.</li> <li>• Trafficking in persons: Sexual exploitation is linked to economic disparities, particularly affecting women and children in construction areas. Trafficking also remains a concern, with vulnerable individuals at risk.</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| Risk Analysis                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Mitigation Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b>Threat:</b> Which types of GBV/SEA/SH/VAC threats are present in project areas?</p> <p><b>Perpetrators of GBV/SEA/SH/VAC</b></p> <ul style="list-style-type: none"> <li>• Community Members: Involved in cases of sexual violence, especially in exchange for food, highlighting the desperation and vulnerability in the community.</li> <li>• Family Members: Domestic violence and abuse from family members indicate deep-rooted issues in societal and familial structures.</li> <li>• Workers with Economic Power, under offsite accommodation and accommodated near resettlement camps for</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Reduce Threat What needs to change for the threat to be reduced?</p> <p><b>Community members</b></p> <ul style="list-style-type: none"> <li>• Conduct community-level awareness programs to address the issue of sexual violence and its consequences.</li> <li>• Educate community members about legal rights and the importance of consent.</li> <li>• Improve economic conditions through vocational training and job opportunities to reduce the desperation that leads to sexual exploitation.</li> <li>• Establish safe spaces and support groups for victims, and encourage community solidarity against GBV/SEA/SH/VAC.</li> </ul> <p><b>Family Members:</b></p> <ul style="list-style-type: none"> <li>• Ensure access to legal aid for victims and enforce laws against domestic violence more strictly.</li> </ul> <p><b>Workers with Economic Power</b></p> |

- IDP's: Exploitation and abuse by these individuals, particularly in construction areas, underscores the misuse of economic power and lack of oversight or ethical constraints in these settings.
- Workers on offsite accommodation can increase pressure on host families that are **already** facing **precarious living conditions** exacerbating vulnerability for SEA and trafficking
- Armed security forces: Exploitation and abuse by these individuals, particularly in active conflict areas,

- Workplace Policies and Training: Implement strict anti-harassment policies and conduct regular training for workers and supervisors about workplace ethics and bystander interventions.
- Establish clear mechanisms for reporting abuse and ensure that they are accessible and safe for victims to use.
- Engage independent bodies to monitor working and living conditions and enforce ethical standards.

#### Armed Security Forces

- Provide comprehensive training for security forces on human rights, the consequences of GBV, and the importance of protecting civilians.
- Implement strict measures to hold perpetrators accountable, including legal action and removal from positions of power.
- Foster positive relationships between security forces and the community to build trust and cooperation.

To reduce the threat of GBV/SEA/SH/VAC, the following overarching changes are needed:

- Hire a Service Provider (SP) to implement a GBV Action Plan - where the project is classified as "high risk."
- Implement and enforce stricter laws against GBV, with clear consequences for perpetrators.
- Engage communities in discussions about GBV/SEA/SH/VAC, challenging societal norms that perpetuate violence.

Address poverty and economic vulnerability, which often contribute to GBV/SEA/SH/VAC.

- Access to Resources: Provide victims with access to medical care, legal assistance, and psychological support.
- Ensuring safe and secure living conditions for those displaced or in temporary housing.

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| <p>Vulnerability: What influences vulnerability in project areas?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Reduce Vulnerability: What needs to change for the vulnerability to be reduced?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>• Women and Children: Their economic dependence and societal norms make them particularly vulnerable to various forms of GBV.</li> <li>• Displaced Persons: They face increased risk in camps where basic needs are unmet, making them targets for exploitation and violence.</li> <li>• Local Community Members: Especially in areas of economic activity (like construction sites), where power dynamics are skewed, making them susceptible to exploitation and abuse.</li> <li>• IDP displaced individuals, particularly if they are accommodated in offsite locations, can put a strain on host families. The added responsibility of providing for additional people can lead to heightened stress and tension.</li> <li>• Young women and girls: They face increased risk of child marriage, trafficking and HIV/ STI's including unwanted pregnancy.</li> </ul> | <ul style="list-style-type: none"> <li>• Offer educational programs and vocational training, particularly targeting women and children, to reduce economic dependence and provide them with more opportunities for self-sufficiency.</li> <li>• Conduct awareness campaigns focusing on the rights and protection of vulnerable groups, educating them about resources available for assistance and legal rights.</li> <li>• Create and maintain safe spaces, such as shelters and community centers, where vulnerable individuals, especially women, children, and displaced persons, can seek refuge and support.</li> <li>• Ensure availability of comprehensive healthcare services, including sexual and reproductive health services, mental health support, and counselling for trauma for survivors.</li> <li>• Work with local community leaders and influencers to change societal norms that contribute to vulnerability. Promote a culture of respect and equality.</li> <li>• Develop community-based protection mechanisms where members are trained and empowered to identify and respond to signs of GBV and exploitation.</li> </ul> |
| <p>Capacity: What capacities do the community, and its members already have at their disposal to mitigate these risks?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Increase Capacity: What needs to change in order to increase the community capacity to mitigate these risks?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>• Awareness Campaigns: Conducted by health and justice departments to</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>• Enhance reporting mechanisms to make them more accessible and user-friendly.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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| <p>educate the community on <b>GBV/SEA/SH/VAC</b>, these campaigns are crucial in changing perceptions and increasing awareness.</p> <ul style="list-style-type: none"> <li>• <b>Multi-Sectorial Teams:</b> Teams involving health, justice, and social action departments work on sensitization and support, reflecting a comprehensive approach to tackling <b>GBV/SEA/SH/VAC</b>. This includes UN agencies that have GRM mechanisms.</li> <li>• <b>Community Leadership Engagement:</b> Involving local leaders in spreading awareness and information is critical for community-level change and support.</li> <li>• <b>Reporting Mechanisms:</b> Challenges in follow-through and judicial processes indicate systemic issues in addressing GBV effectively.</li> </ul> | <ul style="list-style-type: none"> <li>• Ensure timely and effective responses to reports of GBV/SEA/SH/VAC.</li> <li>• Implement measures to protect those who report GBV from retaliation and stigma, encouraging more people to come forward.</li> <li>• Provide ongoing training for team members to stay updated on best practices and improve their skills in handling GBV/SEA/SH/VAC cases.</li> <li>• <b>Integrated Approach:</b> Promote more integrated approaches among different sectors (health, justice, social action) for a cohesive response to GBV/SEA/SH/VAC.</li> <li>• Strengthen the role of community and religious leaders in GBV initiatives, providing them with the necessary training and resources to become effective change agents.</li> <li>• <b>Community Involvement:</b> Encourage greater community involvement in planning and implementing GBV prevention and response strategies.</li> <li>• <b>Collaborate with NGOs and INGOs:</b> Foster partnerships with non-governmental organizations and international non-governmental organizations that specialize in GBV for shared learning and resource pooling.</li> <li>• <b>Engage with UN Agencies:</b> Utilize the expertise and mechanisms of UN agencies, especially those with GRM (Gender Mainstreaming) mechanisms, for broader impact and support.</li> </ul> |
| <p><b>UNDERLYING FACTORS:</b><br/>Community Perceptions</p> <ul style="list-style-type: none"> <li>• <b>Economic Hardship:</b> Leads to exploitative situations, particularly in crisis-affected areas, where survival often takes precedence over legal and ethical considerations.</li> <li>• <b>Cultural and Social Norms:</b> Influence attitudes towards</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Addressing the underlying factors that influence community perceptions related to GBV/SEA/SH/VAC involves a multi-faceted approach. The key elements to be addressed include:</p> <ul style="list-style-type: none"> <li>• Establish or strengthen social safety nets to provide basic needs and financial assistance to those in crisis-affected areas affected by labor influx.</li> <li>• Conduct extensive community education programs that challenge and change harmful</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>GBV/SEA/SH/VAC and hinder reporting, indicating a need for societal change and education.</p> <ul style="list-style-type: none"> <li>• Crisis Situations: Attacks and displacements exacerbate GBV/SEA/SH/VAC risks, indicating the need for targeted interventions in these contexts.</li> <li>• Dependency and Fear: Women's economic dependence and fear of repercussions for reporting GBV create a challenging environment for addressing these issues effectively.</li> </ul> | <p>cultural and social norms. This includes engaging men and boys in conversations about gender equality and the impacts of GBV/SEA/SH/VAC.</p> <ul style="list-style-type: none"> <li>• Utilize the influence of community leaders, religious leaders, and local influencers to advocate against GBV/SEA/SH/VAC and promote gender equality.</li> <li>• Advocate for Integrate GBV/SEA/SH/VAC prevention and response strategies into emergency response plans to ensure immediate and effective action during crises in project areas affected by labor influx</li> <li>• Develop a supportive environment for reporting GBV/SEA/SH/VAC, including legal aid, protection from retaliation, and confidentiality. Establish trusted and safe reporting channels.</li> <li>• Offer counseling and support services for survivors of GBV/SEA/SH/VAC, addressing fears and trauma associated with their experiences.</li> <li>• Educate the community about legal rights and protections against GBV/SEA/SH/VAC, making the law more accessible and understood by all community members.</li> </ul> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

This analysis highlights the complexity of GBV/SEA/SH/VAC in Cabo Delgado, where social, economic, and cultural factors interplay, creating a challenging environment for mitigation. Effective mitigation demands a well coordinate approach of the myriad of stakeholders involving community, national/provincial and international, private/civil society/multilateral and public players. The efforts, involving community engagement, awareness campaigns, and multi-sectoral collaboration, are crucial but face significant implementation and effectiveness challenges, particularly in the context of ongoing crises.

## 8. SEA/SH RISK MANAGEMENT MEASURES DURING MONITORING AND PROJECT CLOSE-OUT

The following table outlines key responsibilities for reviewing and updating the SEA/SH Action Plan during project implementation and at project close-out. These measures ensure continuous learning, integration of lessons from incident reports, and sustained accountability through decommissioning.

| When           | Action to Address SEA/SH Risks                                                                      | Timing for Action                | Who is Responsible for Action    | Ongoing Risk Management                                  | Whether Action is Recommended or Advisable by SEA/SH Risk Level |
|----------------|-----------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------|----------------------------------------------------------|-----------------------------------------------------------------|
| Preparation    | Sensitize PIU and contractors on importance of SEA/SH prevention and expected mitigation mechanisms | Before project effectiveness     | Task Team, IA                    | Guidance provided throughout preparation and supervision | ✓ Low / ✓<br>Moderate / ✓<br>Substantial / ✓<br>High            |
| Preparation    | Conduct SEA/SH risk assessment and integrate into project ESMP and C-ESMP                           | Before civil works commence      | IA, Consultant                   | Risk reviewed during missions and updated as needed      | ✓ ✓ Moderate /<br>✓ ✓ ✓ Substantial /<br>✓ ✓ ✓ High             |
| Preparation    | Map and assess GBV service providers near project area                                              | Before contractor mobilization   | IA, Social Specialist            | Update mapping bi-annually                               | ✓ ✓ Moderate /<br>✓ ✓ ✓ Substantial /<br>✓ ✓ ✓ High             |
| Procurement    | Include SEA/SH requirements (CoCs, training, GRM, etc.) and associated costs in bidding documents   | During procurement               | IA, Procurement Officer          | WB Task Team review and clearance                        | ✓ ✓ Moderate /<br>✓ ✓ ✓ Substantial /<br>✓ ✓ ✓ High             |
| Procurement    | Clearly explain CoC content and SEA/SH expectations to bidders                                      | Pre-bid meeting                  | IA, Procurement Officer          | Task Team oversight                                      | ✓ ✓ Moderate /<br>✓ ✓ ✓ Substantial /<br>✓ ✓ ✓ High             |
| Implementation | All workers sign and are trained on Codes of Conduct                                                | Prior to site access             | Contractor, Supervising Engineer | Training verified by supervising engineer                | ✓ ✓ Moderate /<br>✓ ✓ ✓ Substantial /<br>✓ ✓ ✓ High             |
| Implementation | Establish and operate SEA/SH-sensitive GRM                                                          | Before and during implementation | GRM Manager, IA                  | Monthly GRM monitoring; case resolution review           | ✓ ✓ Moderate /<br>✓ ✓ ✓ Substantial /<br>✓ ✓ ✓ High             |

| When            | Action to Address SEA/SH Risks                                                                 | Timing for Action                | Who is Responsible for Action          | Ongoing Risk Management                            | Whether Action is Recommended or Advisable by SEA/SH Risk Level |
|-----------------|------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------------|----------------------------------------------------|-----------------------------------------------------------------|
| Implementation  | Disseminate SEA/SH information to workers and communities (rights, risks, GRM access)          | Quarterly                        | Community Liaison Officers, Contractor | Spot checks, outreach records                      | ✓✓ Moderate /<br>✓✓✓ Substantial /<br>✓✓✓ High                  |
| Implementation  | Partner with GBV service providers and ensure referral pathways are functioning                | Before civil works begin         | IA, PIU                                | Referral case tracking, feedback loops             | ✓✓ Moderate /<br>✓✓✓ Substantial /<br>✓✓✓ High                  |
| Implementation  | Provide survivor-centered services (legal, health, psychosocial) through established providers | As needed, post-incident         | GBV Focal Point, Service Providers     | Reviewed during supervision missions               | ✓✓✓ Substantial /<br>✓✓✓ High                                   |
| Monitoring      | Engage third-party monitor to review SEA/SH implementation (CoC compliance, GRM, training)     | Bi-annually                      | TPM firm, IA                           | Share results with WB and PIU                      | ✓✓✓ Substantial /<br>✓✓✓ High                                   |
| Monitoring      | Update SEA/SH Action Plan based on lessons learned and incident reports                        | Every 6 months                   | Social Development Specialist          | Updates included in E&S reporting and ESCP updates | ✓✓✓ Substantial /<br>✓✓✓ High                                   |
| Decommissioning | Maintain functional SEA/SH GRM and assess SEA/SH risks during close-out                        | Up to 6 months post-construction | IA, GRM, Social Specialist             | Final risk review documented in completion report  | ✓✓ Moderate /<br>✓✓✓ Substantial /<br>✓✓✓ High                  |

Table 4- SEA/SH Risk Management Measures During Monitoring and Project Close-Out

| When           | Action to Address SEA/SH Risks                                                                           | Timing for Action              | Who is Responsible for Action | Ongoing Risk Management                                  | Whether Action is Recommended |
|----------------|----------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------|----------------------------------------------------------|-------------------------------|
| 1. Preparation | 1.1 Sensitize PIU and contractors on importance of SEA/SH prevention and expected mitigation mechanisms. | Before project effectiveness   | Task Team, IA                 | Guidance provided throughout preparation and supervision | Recommended                   |
|                | 1.2 Conduct SEA/SH risk assessment and integrate into project ESMP and C-ESMP                            | Before civil works commence    | Prior mobilization            | Risk reviewed during missions and updated as needed      | Mandatory                     |
|                | 1.3 Map and assess GBV service providers near project area                                               | Before contractor mobilization | IA, Social Specialist         | Update mapping bi-annually                               | Mandatory                     |
| 2. Procurement | 2.1 Include SEA/SH requirements (CoCs, training, GRM, etc.) and associated costs in bidding documents    | During procurement             | IA, Procurement Officer       | WB Task Team review and clearance                        | Recommended                   |
|                | 2.2 Clearly explain CoC content and SEA/SH expectations to bidders                                       | Pre-bid meeting                | IA, Procurement Officer       | Task Team oversight                                      | Mandatory                     |
|                | 2.3 Include appropriate staffing for SEA/SH action plan implementation                                   | Pre-bid meeting                | IA, Procurement Officer       | Task Team oversight                                      | Mandatory                     |
|                | 2.4 Include labor influx management expectations (e.g., gender-balanced                                  | Pre-bid meeting                | IA, Procurement Officer       | Task Team oversight                                      | Advisable                     |

|                   |                                                                                                                                                                                                                                                                                          |                    |                         |                     |             |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-------------------------|---------------------|-------------|
|                   | teams, GBV focal points, housing oversight).                                                                                                                                                                                                                                             |                    |                         |                     |             |
|                   | 2.5 In the <b>bid submission forms</b> , require contractors to sign a commitment to enforce disciplinary actions (e.g., dismissal, legal referral) for staff violating SEA/SH rules.                                                                                                    | Pre-bid meeting    | IA, Procurement Officer | Task Team oversight | Recommended |
|                   | 2.6 Add to the <b>Special Conditions of Contract (SCC) and Terms of Reference (ToR)</b> that any confirmed SEA/SH misconduct will result in: (i) immediate removal from the project, (ii) reporting to competent authorities, and (iii) loss of contract eligibility in future projects. | Pre-bid meeting    | IA, Procurement Officer | Task Team oversight | Recommended |
| 3. Implementation | Conduct community-level awareness programs to address the issue of sexual violence and its consequences.                                                                                                                                                                                 | Prior mobilization | Service Provider        | IA                  | Recommended |
|                   | Promote vocational training and job opportunities to reduce the desperation that leads to sexual exploitation                                                                                                                                                                            | Prior mobilization | Service Provider        | IA                  | Recommended |
|                   | Engage independent bodies to monitor working and living conditions and enforce ethical standards.                                                                                                                                                                                        | Prior mobilization | Service Provider        | IA                  | Recommended |

|                                                                                                                                                        |                                  |                                  |                                                |                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------|------------------------------------------------|-----------------|
| Implement strict anti-harassment policies and conduct regular training for workers and supervisors about workplace ethics and bystander interventions. | Before and during implementation | Contractor, Supervising Engineer | IA                                             | Recommended     |
| Provide comprehensive training for security forces on human rights, the consequences of GBV, and the importance of protecting civilians                | Before and during implementation | Contractor, Supervising Engineer | IA                                             | Mandatory       |
| All workers sign and are trained on Codes of Conduct                                                                                                   | Prior to site access             | Contractor, Supervising Engineer | Training verified by supervising engineer      | Mandatory       |
| Hire a Service Provider (SP) to implement a SEA/SH Action Plan                                                                                         | Prior mobilization               | IA                               | Before and during implementation               | GRM Manager, IA |
| Establish and operate SEA/SH-sensitive GRM                                                                                                             | Before and during implementation | GRM Manager, IA                  | Monthly GRM monitoring; case resolution review | Mandatory       |
| Implement strict measures to hold perpetrators accountable, including legal action and removal from positions of power.                                | Before and during implementation | IA                               | Verified by supervising engineer               | Mandatory       |
| Disseminate SEA/SH information to workers and                                                                                                          | Quarterly                        | Community Liaison                | Spot checks, outreach records                  | Mandatory       |

|                                                                                                                                                                                        |                                  |                                       |                                        |             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------|----------------------------------------|-------------|
| communities (rights, risks, GRM access)<br>Implement measures to protect those who report GBV from retaliation and stigma, encouraging more people to come forward.                    | Before and during implementation | Officers, Contractor Service Provider | Spot checks, outreach records          | Mandatory   |
| Partner with GBV service providers and ensure referral pathways are functioning                                                                                                        | Before civil works begin         | IA, PIU                               | Referral case tracking, feedback loops | Recommended |
| Promote more integrated approaches among different sectors (health, justice, social action) for a cohesive response to GBV/SEA/SH/VAC.                                                 | Before and during implementation | Service Provider                      | Spot checks, outreach records          | Recommended |
| Provide survivor-centered services (legal, health, psychosocial) through established providers                                                                                         | As needed, post-incident         | GBV Focal Point, Service Providers    | Reviewed during supervision missions   | Mandatory   |
| Create and maintain safe spaces, such as shelters and community centers, where vulnerable individuals, especially women, children, and displaced persons, can seek refuge and support. | Before and during implementation | Service Provider                      | Reviewed during supervision missions   | Advisable   |

|                 |                                                                                                                                                                                                                                                                                                                                                           |                                  |                               |                                                    |           |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------|----------------------------------------------------|-----------|
|                 | Utilize the expertise and mechanisms of UN agencies, especially those with GRM (Gender Mainstreaming) mechanisms, for broader impact and support. Advocate for Integrate GBV/SEA/SH/VAC prevention and response strategies into emergency response plans to ensure immediate and effective action during crises in project areas affected by labor influx | Before and during implementation | Service Provider              | Reviewed during supervision missions               | Advisable |
|                 |                                                                                                                                                                                                                                                                                                                                                           | Before and during implementation | Service Provider              | Reviewed during supervision missions               | Advisable |
| Monitoring      | Engage third-party monitor to review SEA/SH implementation (CoC compliance, GRM, training)                                                                                                                                                                                                                                                                | Bi-annually                      | TPM firm, IA                  | Share results with WB and PIU                      | Mandatory |
|                 | Update SEA/SH Action Plan based on lessons learned and incident reports                                                                                                                                                                                                                                                                                   | Every 6 months                   | Social Development Specialist | Updates included in E&S reporting and ESCP updates | Mandatory |
| Decommissioning | Maintain functional SEA/SH GRM and assess SEA/SH risks during close-out                                                                                                                                                                                                                                                                                   | Up to 6 months post-construction | IA, GRM, Social Specialist    | Final risk review documented                       | Advisable |

## 9. RELEVANT STAKEHOLDERS AND COMMUNITIES IN PROJECT AREAS

Stakeholders involved in GBV programming in Niassa, Nampula and Cabo Delgado have roles, interests, and influence of different organizations and entities involved in addressing Gender-Based Violence (GBV).

Table 5- Relevant GBV stakeholders

| Stakeholder                                         | Role                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>International and Multilateral Organizations</b> | <p>UN Women, WHO, UNICEF, UNFPA, OIM</p> <ul style="list-style-type: none"> <li>These United Nations agencies bring international expertise, funding, and global best practices to address GBV. They are influential in shaping policies and can provide technical and financial assistance.</li> </ul> <p>Médecins Sans Frontières, Oxfam, CARE International, Save the Children, International Rescue Committee:</p> <ul style="list-style-type: none"> <li>These NGOs offer on-the-ground support, including medical care, psychological aid, and emergency assistance. They are pivotal in implementing GBV programs in affected areas.</li> </ul> |
| <b>Human Rights and Advocacy Groups</b>             | <p>Human Rights Watch, Amnesty International, Global Fund for Women</p> <ul style="list-style-type: none"> <li>These organizations focus on advocacy, raising awareness, and influencing policy at both local and international levels. They can mobilize public opinion and hold governments accountable.</li> </ul>                                                                                                                                                                                                                                                                                                                                  |
| <b>Local and National Organizations</b>             | <p>Fórum Mulher, Associação Moçambicana de Mulheres de Carreira Jurídica, REDE CAME, MULEIDE</p> <ul style="list-style-type: none"> <li>These are Mozambique-based organizations with direct insights into local challenges and cultural contexts. They are critical in grassroots mobilization, legal support, and advocacy.</li> </ul>                                                                                                                                                                                                                                                                                                               |
| <b>Government institutions</b>                      | <p>District Services for Health and Women Affairs (SDSMAS), Provincial Directorate of health and Social Affairs, GAFMVV (Gabinete de Atendimento a Criança e Família e Vitima de Violência).</p> <ul style="list-style-type: none"> <li>The GOM organizations are part of multisectoral mechanism.</li> </ul>                                                                                                                                                                                                                                                                                                                                          |

## 10. INFLUENCE AND INTEREST OF STAKEHOLDERS

- High Influence and High Interest: UN agencies, Médecins Sans Frontières, Oxfam, CARE International, Save the Children, IRC. They have the resources and networks to effect change and are highly invested in GBV issues. In conflict and humanitarian contexts, most GBV service delivery and coordination is conducted by UNFPA in Cabo Delgado, Niassa, and Nampula through the GBV subcluster that is part of the protection cluster, although the health cluster must also be engaged.
- High Influence but Variable Interest: Human Rights Watch, Amnesty International, Global Fund for Women, Government institutions including INGD (national Institute of Disaster Management). Their influence is significant in advocacy and policy shaping, but their interest might vary depending on their broader agenda.
- Moderate Influence and High Interest: Local organizations such as Fórum Mulher and Associação Moçambicana de Mulheres de Carreira Jurídica. They have strong local influence and are highly committed to GBV issues but may lack extensive international networks.
- Variable Influence and Interest: Local communities and vulnerable populations. Depending on the project or situation, the influence and interest of these stakeholders can vary. For instance, some might be more influential in specific regions or concerning certain aspects of GBV/SEA/SH/VAC.

Coordination with local authorities and NGOs is essential for effective collaboration in various contexts, such as community development, disaster response, and humanitarian efforts. Key aspects include clear communication, defining roles and responsibilities, regular meetings for updates, resource allocation, joint planning, capacity building, community engagement, legal compliance, cultural sensitivity, monitoring and evaluation, flexibility, information dissemination, and conflict resolution. This collaboration aims to enhance the impact of initiatives and ensure the needs of communities are met.

## 11. GRIEVANCE REDRESS MECHANISM

### 10.1 Introduction

Considering the pervasive nature of gender-based violence (GBV) in post-conflict settings and the associated risks, such as societal norms that contribute to the underreporting of cases, a GBV-sensitive and survivor centered Grievance Redress Mechanism (GRM) must be implemented, particularly in conflict-affected areas. This GRM aims to effectively document and respond to GBV cases, including project-related instances of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH).

The GRM must operate on a survivor-centric approach, with a primary focus on empowering GBV survivors by prioritizing their rights, needs, and wishes. This document offers an overview of the GRM's structure for the project. It is strongly recommended that

the project establish an independent workflow within the GRM specifically dedicated to addressing GBV grievances<sup>14</sup>.

National evidence collected during the risk assessment reveals that a very small percentage of women report GBV experiences to formal services due to potential risks such as rejection stigmatization, retaliation, lack of awareness about available quality services, and pervasive impunity for GBV perpetrators. Therefore, all procedures outlined in this document take into account the findings and recommendations from the GBV risk assessment. Contractors, as per project appraisal documents, are mandated to have systems in place to address worker and community complaints, and these complaints should be recorded in the respective client's GRM management system for follow-up and reporting. GBV-sensitive reporting channels and GRM processes are integrated into the broader project GRM but will be tracked separately.

It is important that any GBV-prevention or response measure in a project, such as the GRM, follows a survivor-centric approach. This means empowering the survivor of GBV by prioritizing their rights, needs and wishes. A survivor-centered approach helps to promote a survivor's recovery and reinforce their capacity to make decisions for themselves, including about whether and which support services to access. It means ensuring confidentiality, informed consent, and access to good quality services, including health care, psychological support, security, and legal services as appropriate

## 10.2 Guiding Principles for Grievance Redress Mechanism

The CRRNP adheres to the fundamental guiding principles when addressing GBV-related complaints:

- **Safety and Well-Being:** Ensuring the safety of the complainant is of paramount importance at all times.
- **Confidentiality/Anonymity:** Maintaining the confidentiality and anonymity of the complainant is essential. Relevant details should only be disclosed with the documented informed consent of the individual.
- **Survivor-Centered Approach:** Placing the survivor's choices, needs, safety, and well-being at the forefront of all actions and procedures. This approach is grounded in the following principles
- **Respect:** Respect the survivor's choices, wishes, rights, and dignity throughout the process.
- **Safety Priority:** Prioritizing the safety of the survivor in all actions.
- **Confidentiality:** Upholding confidentiality to empower individuals to choose whom they share their stories with.
- **Non-Discrimination:** Ensuring equal and fair treatment for all survivors, irrespective of their age, nationality, race, etc.

<sup>14</sup> <https://openknowledge.worldbank.org/server/api/core/bitstreams/df20fd7c-83d4-451b-8882-946d337b1587/content>

In conflict and displacement regions like Cabo Delgado, Niassa, and Nampula, where services are limited, literacy rates are low, and there are internally displaced populations, a GBV grievance mechanism should be tailored to these specific challenges. Key components include:

- Train local individuals, trusted by the community, to identify and report GBV incidents.
- Establish mobile units equipped with communication tools to facilitate reporting across different areas.
- Use local radio stations to broadcast GBV information and encourage reporting.
- Form committees of trusted community leaders considering gender dynamics at the community level to receive and document GBV complaints.
- Partner with organizations with existing reporting mechanisms to streamline reporting efforts.
- Establish confidential reporting spaces within communities or displacement camps.
- Train officers from affected communities to serve as intermediaries for reporting.
- Keep the community informed about the grievance mechanism's availability.
- Develop accessible materials explaining the reporting process.
- Third-Party Hotlines: Partner with organizations for toll-free reporting hotlines.

Customizing reporting channels, collaborating with existing mechanisms, and maintaining a survivor-centered approach are essential in addressing GBV in these challenging environments.

### 10.3 Reporting Channels

Is important that the GRM have multiple channels covering project affected communities and workplaces such as:

**Helpline and Reporting for Incidents:** In areas affected by conflict and displacement, it is crucial to have accessible reporting mechanisms for Gender-Based Violence (GBV) and Violence Against Children (VAC) incidents although some level of coordination will be needed with the GBV Cluster<sup>15</sup> (Coordinated by UNFPA) to ensure that incidents related to the project that may be received through the emergency line are reported to the project. The helpline and reporting channels are intentionally designed to overcome barriers such as language and ensure that survivors and witnesses can easily communicate their experiences. These channels not only provide a means for reporting but also offer immediate frontline support. Trained personnel are available to listen, provide guidance, and offer referrals to appropriate services. This immediate support is especially vital in regions with limited access to healthcare and social services, where survivors may urgently require medical and psychological assistance.

<sup>15</sup> [https://www.globalprotectioncluster.org/sites/default/files/2022-07/2021\\_moz\\_protection\\_cluster\\_strategy\\_final\\_inputs\\_protection\\_partners\\_jan2021.pdf](https://www.globalprotectioncluster.org/sites/default/files/2022-07/2021_moz_protection_cluster_strategy_final_inputs_protection_partners_jan2021.pdf)

### **Grievance Boxes:**

- The introduction of Community Grievance Boxes (CGBs) is a community-focused approach to grievance resolution. These boxes are strategically placed within local communities to serve as a discreet means for community members to report GBV and related incidents. Oversight of these CGBs is a collaborative effort involving a joint committee, which includes representatives from the community, the PIU, and the inspection team. The CGBs empower local residents to take an active role in addressing issues within their communities. By facilitating anonymous reporting, they create a safe space for survivors and witnesses to come forward without fear of reprisal.
- Workplace Grievance Boxes are specifically designed to address incidents that may occur within the project's workforce or contractor teams. Managed by contractors in close collaboration with PIU. This approach not only promotes a safe and respectful work environment but also demonstrates the commitment of the project to addressing GBV comprehensively, both within and beyond the community.

### **Community Representative on GRC (through Community Liaison Officers – CLO)**

Community representatives are integral to the Grievance Resolution Mechanism (GRM). These individuals are selected from the local community and play a pivotal role in bridging the gap between the project and the neighboring community. Their responsibilities extend beyond serving as points of contact for reporting; they also serve as advocates for the community's concerns. By facilitating collaboration and dialogue, community representatives help ensure that the project's actions align with the community's needs and wishes. This approach fosters a sense of ownership and partnership, ultimately strengthening the effectiveness of the GBV grievance mechanism within the context of conflict and displacement regions.

## **10.4 Complaint Submission and Management Procedures**

**Step 1: Reporting:** Incident reports can be made through various channels available such as the helpline, grievance boxes or community committees for the GRM face-to-face. Upon receiving a report, the GRM Screener categorizes the complaint by type and if the alleged perpetrator is related to the project for specific handling. This screening must be conducted within 24 hours and the complaint notification must be sent to PIU for information.

**NOTE:** Incidents of sexual assault and rape, child abuse, human trafficking, sexual exploitation, forced prostitution, or sex trafficking, are under mandatory reporting to legal authorities.

Complaints that are not related to the project will be referred to other stakeholders within the GBV multisectoral mechanism (Health providers, police, social services, etc.) according to the needs and as per the referral pathway.

**Step 2: Initial Response and Case Management:** Upon receiving the complaint the GRM Manager provides initial support to survivors and their families, ensuring safety and well-being under a survivor-centered approach<sup>16</sup>. This may involve referrals to medical services, counselling, or legal support. Consent and concordance are obtained from survivors or their legal representatives to proceed with the case. Survivor-centered care and confidentiality are paramount at this stage. GBV Service delivery and complaint investigation must be done under written consent provided by the survivor or their representatives. This phase can last till all survivor needs are met namely : health, legal, psychosocial and safety needs.

**Step 3: Administrative Investigation:** The GRM Coordinator assigns an investigation team to each GBV/VAC incident and investigation plan. The investigation team comprises individuals trained in GBV/SEA/SH/VAC case management, including external specialists when/where necessary. Investigations are conducted thoroughly, ensuring survivor privacy and dignity. Complaints that have criminal nature must be investigated by the legal authorities and administrative sanctions will be applied considering outcomes from criminal investigation. Administrative investigation must be conducted within 10 days with confidentiality and privacy.

**Step 4: Case Management:** Follow-up actions include regular check-ins with survivors to assess their well-being and continued support needs. Additionally, focus group discussions (FGDs) may be organized to gather community feedback and identify areas for improvement.

**Step 5: Corrective Action Planning and Sign-off:** Upon completing the investigation, the investigation team develops a corrective action plan to address the GBV/SEA/SH/VAC incident. Contractors, if implicated, are responsible for implementing these corrective actions. The plan is reviewed and approved by investors, with compliance actively monitored.

**Step 6: Lessons Learned and Feedback Loop:** The GRM team, in collaboration with stakeholders, regularly reviews the GRM process to identify lessons learned and areas

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<sup>16</sup> A victim/survivor-centred approach places the rights, wishes, needs, safety, dignity and well-being of the victim/survivor at the centre of all prevention and response measures concerning sexual exploitation and abuse (SEA) and sexual harassment (SH).  
<https://interagencystandingcommittee.org/iasc-champion-protection-sexual-exploitation-and-abuse-and-sexual-harassment/iasc-definition-principles-victim-survivor-centered-approach>

for improvement. Feedback from survivors and the community is actively sought and used to enhance the GRM's effectiveness.

## 10.5 Roles and Responsibilities of GRM Stakeholders/Operators

Table 6- Roles and responsibilities of GRM stakeholders

| Role                                    | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PIU Project Manager</b>              | <ul style="list-style-type: none"> <li>Accept grievances and report to investors within 48 hours.</li> <li>Communicate relevant case updates to investors.</li> <li>Facilitate communication with contractors and management of administrative investigation</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>GRM Screener</b>                     | <ul style="list-style-type: none"> <li>Receive, sort, and register grievances.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>GRM Case Manager</b>                 | <ul style="list-style-type: none"> <li>Provide initial support to survivors and families</li> <li>Share grievance receipts.</li> <li>Collect consent and concordance.</li> <li>Link survivors to available formal or informal services if needed.</li> <li>Oversee or monitor the cause analysis of incidents with contractors for prevention improvements</li> <li>Implement corrective action plans.</li> </ul>                                                                                                                                                                                                                                                                                                                    |
| <b>Community Liasion Officer (CLO)</b>  | <ul style="list-style-type: none"> <li>The CLO acts as a bridge between the community and the organization, facilitating communication between the two parties. This involves relaying grievances to the relevant authorities within the organization.</li> <li>Mediation and negotiation and referring Grievances</li> <li>Directs grievances to the appropriate channels within the organization for formal investigation and resolution.</li> <li>Monitor the progress of grievance resolution, ensuring that cases are being addressed in a timely and fair manner.</li> </ul> <p>Provide feedback to the community, ensuring that complainants are informed about the resolution and any actions taken by the organization.</p> |
| <b>GRM Coordinator/ GBV Focal point</b> | <ul style="list-style-type: none"> <li>Monitor grievances.</li> <li>Maintain GBV incident logs.</li> <li>Issue investigation confidentiality agreements.</li> <li>Assign investigation teams for GBV/VAC incident reports.</li> <li>Plan administrative investigations.</li> <li>Evaluate investigation risks.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                            |

|                                            |                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Investigation Team</b>                  | <ul style="list-style-type: none"> <li>• Investigate and document GBV/VAC incidents.</li> <li>• Prepare investigation reports.</li> <li>• Ensure survivor privacy and dignity</li> <li>• Develop corrective action plans.</li> </ul>                                                                                              |
| <b>Contractors</b>                         | <ul style="list-style-type: none"> <li>• Investigate and document GBV/VAC incidents involving their employees.</li> <li>• Develop and implement corrective action plans.</li> <li>• Monitor compliance with agreed-upon corrective actions.</li> <li>• Report back to the PIU on investigations and follow-up actions.</li> </ul> |
| <b>Community Grievance Committee (CGC)</b> | <ul style="list-style-type: none"> <li>• Manage grievance boxes.</li> <li>• Ensure community members' awareness of and access to the GRM.</li> <li>• Coordinate with GRM Field Manager for community-level responses.</li> <li>• Collaborate with local NGOs/CBOs.</li> </ul>                                                     |

## 10.6 Appeals Process

**Step 1: Complainant's Request for Appeal:** If a complainant wishes to appeal a decision related to their GBV grievance, they should follow these guidelines:

- **Submission of Appeal:** The complainant must submit a written request for appeal to the Grievance Mechanism (GRM) within a specified timeframe, typically within 7 days from the date of the decision they wish to appeal. The appeal should clearly state the reasons for disagreement with the initial decision.

**Step 2: Appeal Review:** Once the appeal request is received, the GRM will initiate the review process:

- **Appeal Acknowledgment:** The GRM will promptly acknowledge receipt of the appeal request in writing, confirming the date of receipt and providing an estimated timeline for the appeal review process.
- **Review Committee Formation:** A dedicated review committee, comprising impartial individuals not involved in the initial investigation, will be formed to assess the appeal.
- **Access to Case Information:** The complainant and the respondent(s) will be provided with an opportunity to access and review all relevant case information, including investigation reports and evidence submitted during the initial investigation.
- **Review Meeting:** The review committee will convene to discuss the appeal, review the initial decision, and assess whether the decision aligns with established policies and procedures.

**Step 3: Appeal Decision:** Following the appeal review process, the GRM will make a final decision

- Notification: The complainant will be notified in writing of the appeal decision, along with the rationale for the decision, within [insert timeframe] days from the conclusion of the appeal review.
- Decision Implementation: If the appeal results in a change to the initial decision, the GRM will ensure the prompt implementation of corrective actions or remedies as necessary.

**Step 4: Closure:** The appeals process is considered concluded after the final decision is communicated to the complainant. The GRM will archive all relevant documents related to the appeal for record-keeping and future reference.

## 12. TRAINING AND CAPACITY BUILDING

Proper training is crucial for staff and stakeholders to be adequately prepared to address GBV issues professionally and empathetically. Before training development a needs assessment of the current understanding and skill level of staff and stakeholders regarding GBV issues should be conducted, especially in regards to GBV response in humanitarian and dealing with IDP and other vulnerable populations. This assessment must be done with armed security contractors to guarantee their engagement since inception.

### Curriculum Development

Separated curriculum for PIU and managers are recommended and GBV providers must also be engaged so they can understand the project dynamics and requirements, especially on case management and survivor-centered approach.

Training content:

- GBV Fundamentals: Include modules on understanding GBV – its forms, impact, and the importance of addressing it.
- Legal and Ethical Guidelines: Relevant laws, ethical standards, and rights related to GBV.
- Communication Skills: Focus on sensitive communication techniques, active listening, and empathy.
- Grievance Handling Procedures: Detailed training on procedures to follow when a complaint is lodged including administrative investigation.
- Safety and Confidentiality: Emphasize the importance of maintaining confidentiality and ensuring the safety of the complainant.
- Compliance with GBV rules listed in the ESCMPS and C- ESMPs.
- GBV Case management under survivor-centered approach
- Data registration and reporting

### 13. STAKEHOLDER ENGAGEMENT AND COMMUNICATION PLAN

Considering the high mobile population and extreme vulnerability, it's important to utilize various channels like local radio, digital/social and paper media, and community meetings for dissemination. And partner with local NGOs, community leaders, and religious figures to disseminate information and gather feedback.

Massive campaigns using posters, flyers, and digital media to raise awareness about GBV and available support systems and include testimonials, case studies, and positive messaging to encourage community participation. Organize community forums and discussion groups to talk about GBV, its impacts, and GRMs and implement interactive activities like role-playing and community art projects to engage various age groups. Safe spaces for vulnerable populations with vocational training and job opportunities to alleviate economic desperation leading to exploitation and improve access to legal aid and enforcement of domestic violence laws.

Involving international organizations, human rights groups, local organizations, and government institutions is key. Their roles range from providing expertise and funding, to on-the-ground support, advocacy, and policy shaping. A GBV-sensitive Grievance Mechanism should be tailored to challenges in conflict-affected areas like Cabo Delgado, Niassa, and Nampula involving Training local individuals to report GBV incidents: Establishing mobile units for accessible reporting Use local media for GBV awareness: and Creating confidential reporting spaces in communities.

### 14. CONCLUSION

The Climate Resilient Roads for the North Project (CRNNP) in Mozambique, which focuses on enhancing road connectivity and climate resilience in Cabo Delgado, Niassa, within its scope of work. This approach is critical given the heightened risks of GBV in these conflict-affected and environmentally vulnerable regions.

The project's environmental and social instruments, grounded in the Availability, Accessibility Acceptability and Quality (AAAQ) framework and the World Bank's guidelines, have revealed significant challenges related to GBV. These include the scarcity of specialized GBV services, particularly in emergency contexts, barriers in accessing existing services due to ongoing conflict, and the limited acceptability of support provided by non-specialized community and religious leaders. The socio-economic, cultural, and conflict-induced complexities of the project areas further exacerbate these challenges, making GBV risk mitigation and response a multifaceted issue.

## 15. RECOMMENDATIONS

In conclusion, addressing GBV within the Climate Resilient Roads for the North Project requires a comprehensive, multi-sectoral approach. By implementing these recommendations, the project can significantly contribute to mitigating GBV risks, enhancing the safety and well-being of affected communities, and ensuring the success of the infrastructure development in line with social and environmental safeguards.

Based on the findings, the following strategic recommendations are proposed to enhance the effectiveness of GBV risk management in the project:

1. Strengthening Service Delivery and Specialized Services:
  - a. Enhance the availability of specialized GBV services in all project areas, focusing on emergency and conflict-affected regions like Cabo Delgado and Niassa by strengthening collaboration with available GBV providers formal and informal.
  - b. Strengthen service delivery by collaborating with UN agencies and local NGOs.
  - c. Implement mobile GBV service units in collaboration with UN agencies and local NGOs to reach remote and underserved areas. Ensure these units are equipped to provide immediate support and connect survivors with necessary resources.
  - d. Provide survivor-centered care services in line with national and international guidelines, including child-sensitive approaches survivor-centered care services in line with national and international guidelines, including child-sensitive approaches
  - e. Advocate for safe shelters and support centers, particularly for women and children affected by GBV.
  - f. Increase legal aid and support services for GBV survivors, facilitating their access to justice.
  - g. Foster collaboration with local NGOs, CSOs, UN agencies, and government bodies for a coordinated response to GBV.
  - h. Establish formal partnerships to pool resources and expertise for a more comprehensive approach.
  - i. Establish agreement with District Attorney officer for project related complaints for judicial expedited process.
  - j. Provide survivor-centered care services in line with national and international guidelines, including child-sensitive approaches.
2. Capacity Building for Local Women-Led Organizations, Community and Religious Leaders
  - a. Increase capacity building and awareness programs for community and religious leaders to provide more informed and gender-sensitive support.
  - b. Foster a network of CSOs to challenge harmful norms and promote GBV prevention considering gender dynamics and cultural acceptancy.

- c. Promote the use of survivor-centered approaches in all GBV services to enhance acceptability through training and dissemination of clear procedures
  - d. Collaborate with legal professionals and organizations to ensure survivors have comprehensive support.
- 3. Community Awareness-raising
  - a. Carry-out construction worker housing mapping and establish a worker's data base to inform the community sensitization campaigns.
  - b. Conduct extensive community awareness campaigns to educate about GBV, its impacts, and available support systems.
  - c. Utilize various communication channels to reach a wide audience and challenge societal norms.
  - d. Foster an inclusive approach that involves men and boys as allies in the fight against GBV.
  - e. Conduct regular unannounced GBV/SEA/SH safety audits at the construction sites and nearby communities. Utilize audit findings to continuously improve safety measures
  - f. Implement safe spaces and other group-based interventions targeting host families to mitigate risks related to offsite accommodation. E.g. community dialogue sessions in safe spaces with men and boys, community and religious leaders, mothers-in-law, matrons, traditional healer to discuss customary practices and disseminate human rights legislation with emphasis on early marriage.
- 4. Comprehensive Training for Project Personnel and other project stakeholders
  - a. Provide comprehensive training for all project staff, contractors, and associated personnel on GBV prevention and response including violence against children (VAC). The training content shall include socio-cultural issues specific from Cabo delgado, Nampula and Niassa provinces project sites.
  - b. Develop targeted training programs for local authorities, healthcare providers, and community leaders on handling GBV cases effectively and sensitively.
  - c. Strengthen the capacity of local stakeholders to respond appropriately to GBV incidents.
- 5. Accessible Grievance Mechanism
  - a. Establish and maintain accessible, confidential, and efficient grievance mechanisms for reporting GBV incidents. Ensure these mechanisms are well-publicized within the project areas and understood by the community.
  - b. Equip and train GRM and relevant stakeholders for the uptake of GBV/SEA/SH complaints and refer to the third-party local organization incident response person.
  - c. Develop secure and efficient data sharing procedures between stakeholders to ensure a coordinated and confidential response process.
  - d. Implement a robust monitoring and evaluation system to assess the effectiveness of GBV interventions and make necessary adjustments.



- e. Train GRM and relevant stakeholders on trauma-informed, survivor-centered approaches and the need to protect the survivors and alleged perpetrator data.

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## APPENDIXES

### Appendix 1- List of CSO working on GBV in project areas

| Organization                                        | Activities/Focus Areas – Nampula                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AENA (National Association of Rural Extension)      | <ul style="list-style-type: none"> <li>Dissemination of family and domestic violence laws</li> <li>Gender and HIV/AIDS debates.</li> <li>Gender, participation, and leadership discussions</li> <li>Integration of women in the adult literacy and agriculture education process</li> <li>Agriculture and natural resources.</li> </ul> |
| AMR (Association of Rural Women)                    | <ul style="list-style-type: none"> <li>Dissemination of anti-violence laws</li> <li>Gender and violence discussions.</li> </ul>                                                                                                                                                                                                         |
| AMORA – Association of Women for Girl Support       | <ul style="list-style-type: none"> <li>Women's rights.</li> <li>Gender-based violence.</li> </ul>                                                                                                                                                                                                                                       |
| Activa Women's Rights                               | <ul style="list-style-type: none"> <li>Activities related to women's rights.</li> </ul>                                                                                                                                                                                                                                                 |
| NUGENA – Nampula Gender Center                      | <ul style="list-style-type: none"> <li>Defense of Women's Human Rights.</li> </ul>                                                                                                                                                                                                                                                      |
| OPHENTA- Association of Women and Support for Girls | <ul style="list-style-type: none"> <li>Governance with a focus on human rights.</li> <li>Human rights of women and girls.</li> </ul>                                                                                                                                                                                                    |

| Organization                                  | Activities/Focus Areas – Niassa                                                                                                                                                              |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Estamos-Community Organization                | <ul style="list-style-type: none"> <li>Water and Sanitation</li> <li>HIV/AIDS, Natural Resources, Governance, and Social Audit (with women and children as a cross-cutting area).</li> </ul> |
| FOFEN-Forum of Women's Associations of Niassa | <ul style="list-style-type: none"> <li>GBV prevention.</li> <li>Women, Peace, and Security.</li> <li>Women's participation in politics.</li> </ul>                                           |

| Organization               | Activities/Focus Areas – Cabo Delgado                                        | Contact |
|----------------------------|------------------------------------------------------------------------------|---------|
| AME-Women Hope Association | <ul style="list-style-type: none"> <li>Defense of women's rights.</li> </ul> |         |

|                                                |                                                                                                                    |  |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--|
|                                                | <ul style="list-style-type: none"> <li>Prevention and mobilization against VBG (Gender-Based Violence).</li> </ul> |  |
| DJUMULA – “Solve Everything” (Cabo Delgado)    | <ul style="list-style-type: none"> <li>Gender-based violence.</li> </ul>                                           |  |
| OCUPALI - Believe                              | <ul style="list-style-type: none"> <li>Gender-based violence.</li> </ul>                                           |  |
| PROMURA- Women and Girl Protection Association | <ul style="list-style-type: none"> <li>Gender-based violence.</li> </ul>                                           |  |
| UNU WAWATIANA – Women's Growth                 | <ul style="list-style-type: none"> <li>Gender-Based Violence.</li> </ul>                                           |  |
| UNUWATHIANA VBG                                | <ul style="list-style-type: none"> <li>Community awareness through radio.</li> </ul>                               |  |

## Appendix 2- Code of Conduct for Contractors Personnel Including Armed Security Workers

We are the Contractor, [enter the name of Contractor/Subcontractor] also referred to herein as ‘the company’, we have signed a contract Nr [enter the Contract Number and Location] with ANE – National Roads Administration, IP also referred to herein as ‘the employer’ for construction and rehabilitation of rural roads and bridges in Zambézia and Nampula provinces as part of the **Climate Resilient Roads for the North in Northern Region of Mozambique**. It is anticipated that the civil works will be carried out between [enter date] and [enter date].

The Contractor/subcontractor is committed to ensuring that the project is implemented in a way that minimizes any negative impacts on the local environment, communities, and workers. This will be done by respecting environmental, social, Gender Based Violence, Sexual Exploitation, Abuse, Sexual Harassment and Violence Against Children (GBV/SEA/SH/VAC), health and safety (ESHS) standards, and ensuring appropriate occupational health and safety (OHS) standards are met.

To ensure that all those engaged in the Works are aware of these commitments, the Contractor/subcontractor commits to the following core principles and minimum standards of behavior that will apply to all contractor/subcontractor employees, associates, and representatives, including subcontractors and suppliers, without exception. This Code of Conduct applies to the companies, to the contractors, subcontractors, consultants, and suppliers, contracted under the CRRNP in all project locations, accommodations onsite and offsite. Hereinafter referred to as Contractors/ Subcontractors.

### General

1. The contractor/subcontractor, and thus all employees, associates, representatives, subcontractors, and suppliers, are committed to complying with all relevant national laws, rules, and regulations. Additionally, in humanitarian settings, they are obliged to adhere to specialized international laws designed to protect internally displaced populations.

2. Comply with this Code of Conduct and all applicable laws, regulations, and other requirements, including requirements to protect from GBV/SEA/SH/VAC, the health, safety, and well-being of communities of other Contractor's Personnel and any other person.
3. The contractor/subcontractor commits to treating women, children (persons under the age of 18), and men with respect regardless of family status, ethnicity, race, gender, religion, language, marital status, age, disability (physical and mental), sexual orientation, gender identity, political conviction or social, civic, property, birth or health status, including HIV status.
4. The contractor/subcontractor will provide a workplace environment where unsafe, offensive, abusive, or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation. It will prohibit demeaning, threatening, harassing, abusive, culturally inappropriate, or sexually provocative language and behavior among all contractor/subcontractor employees, associates, and representatives, including subcontractors and suppliers.

## **Health and Safety**

5. The contractor/subcontractor will prohibit workers from working under the influence of alcohol or drugs, including medications that impair cognitive function.
6. The contractor/subcontractor will ensure that adequate sanitation facilities are available on-site and at any worker accommodations provided to those working on the project. This includes providing separate and lockable facilities for men and women.
7. Maintain a safe working environment, including by:
  - a. ensuring that workplaces, machinery, equipment, and processes under the control of each person are safe and without health risks.
  - b. provide necessary Personal Protective Equipment (PPE), for their respective workers and subcontractors.
  - c. provide for the use of appropriate measures related to chemical, physical, and biological substances, and agents.
  - d. follow the applicable emergency operating procedures.
  - e. All security or enforcement personnel involved in the project shall at all times fulfill their duties by the law, serving the community, and protecting all persons against illegal acts, in line with the high degree of responsibility required by their profession.
    - i. During their duties, project personnel must respect and uphold the human rights and dignity of all individuals.
    - ii. These rights are protected by both national and international laws, including but not limited to the Universal Declaration of Human Rights and related conventions.
    - iii. The use of force should be exceptional and proportionate to the objective to be achieved.

- iv. Firearms are an extreme measure and should be used only in dire circumstances.
- v. No personnel may inflict, tolerate, or justify torture or other cruel treatments, regardless of circumstances.

## **Sexual Exploitation and Abuse**

8. The contractor/subcontractor will prohibit all forms of GBV/SEA/SH/VAC and implement penalties against workers who perpetrate GBV/SEA/SH/VAC. Penalties will range from warnings to termination of a worker's employment by the company and may include reporting the perpetrator to the police or other legal actions.
9. The contractor/subcontractor understands that GBV/SEA/SH/VAC includes acts that inflict physical, sexual, or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty. The different forms of GBV are understood to include:
  - a. Rape: physically forced or otherwise coerced penetration — however slight — of the vagina, anus, or mouth with a penis, another body part, or object. Rape includes marital rape and anal rape/sodomy. The attempt to do so is known as attempted rape. The rape of a person by two or more perpetrators is known as gang rape.
  - b. Sexual Assault: any form of non-consensual sexual contact that does not result in or includes penetration. Examples include attempted rape, as well as unwanted kissing, fondling, or touching of genitalia and buttocks.
  - c. Sexual Harassment: unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Sexual harassment is not always explicit or obvious, it can include implicit and subtle acts but always involves power and gender dynamic in which a person in power uses their position to harass another based on their gender. Sexual conduct is unwelcome whenever the person subjected to it considers it unwelcome. Examples include looking somebody up and down; kissing, howling, or smacking sounds; hanging around somebody; whistling and catcalls; in some instances, giving personal gifts.
  - d. Sexual Favors: a form of sexual harassment that includes making promises of favorable treatment (e.g. promotion) or threats of unfavorable treatment (e.g. loss of job) dependent on sexual acts—or other forms of humiliating, degrading, or exploitative behavior.
  - e. Sexual Exploitation: any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. Sexual exploitation can also include lying about one's intentions, position, or influence for sexual purposes.
  - f. Physical Assault: an act of physical violence that is not sexual. Examples include: hitting, slapping, choking, cutting, shoving, burning, shooting, or use of any weapons, acid attacks, or any other act that results in pain, discomfort, or injury.

- g. Child Marriage: refers to any formal marriage or informal union between a child under the age of 18 and an adult or another child.
- h. Trafficking in Persons: refers to any activities such as the recruitment, transportation, transfer, harboring, or receipt of individuals through means of force, fraud, or coercion, with the intention of exploitation. This includes, but is not limited to, forced labor, sexual exploitation, and various forms of contemporary slavery.
- i. Denial of Resources, Opportunities, or Services: denial of rightful access to economic resources/assets or livelihood opportunities, education, health, or other social services. Examples include earnings forcibly taken by an intimate partner or family member, a woman prevented from using contraceptives, or a girl prevented from attending school).
- j. Psychological / Emotional Abuse: the infliction of mental or emotional pain or injury. Examples include threats of physical or sexual violence, intimidation, humiliation, forced isolation, stalking, harassment, unwanted attention, remarks, gestures, or written words of a sexual and/or menacing nature, or destruction of cherished things.

## **Implementation**

1. The contractor/subcontractor will encourage all employees, volunteers, and sub-contractors to report suspected and actual acts of GBV/SEA/SH/VAC by a worker, whether in the same contractor/subcontractor or not.
2. Disseminate the Code of Conduct for Contractor/subcontractor Personnel in local communities and engage with communities so that they understand the content of this Code. Through this engagement, the contractor/subcontractor will encourage communities to report suspected and actual acts of GBV/SEA/SH/VAC by a worker.
3. Follow the GRM protocols in all suspected and actual SEA/SH incidents and GBV response protocols and use the protections in place to protect survivors.
4. Support application on sanctions against contractor staff involved in SEA/SH incidents.
5. Promote non-retaliation measures against anyone who reports violations of this Code of Conduct.
6. Ensure that the staff of the Contractors is properly supervised when the works are taking place in places where children are, such as schools, kindergartens, boarding schools, among others.
7. Ensure that Contractor's staff do not invite or entice unaccompanied children into their accommodation, either inside or outside the camp, unless the children are at immediate risk of injury, physical danger, or death and shall report immediately to the Contractor's or control and monitoring staff.
8. Ensure that staff of the Contractor's do not invite women (over 18 years old) to their accommodation sites, either inside or outside the camp.
9. Ensure that Contractor's staff do not use any computers, mobile phones, video cameras, cameras, or social media to exploit or harass children or access child exploitation material, including child pornography.

10. Ensure that Contractor's staff with a history of sexual exploitation, abuse, and harassment are not hired.
11. Collaborate in the implementation of risk mitigation activities related to Gender-Based Violence, Sexual Exploitation, Abuse and Harassment, Prevention and mitigation of sexually transmitted infections (HIV/AIDS/STI) as well as the exploitation of underage for child labor through training, root cause analysis meetings, a safety audit of the camps, placement and dissemination of communication material including complaint boxes.
12. Ensure that the Project Liaison Committee improve communication between the project and the community and implementation immediate mitigation measures (Containment training, community consultation, and community workshops):

### **Raising Concerns**

1. If Contractor's observe behavior that represents a breach of this Code of Conduct, should report the breach immediately; by contacting: Contact [insert name of ANE's social expert].
2. Call [Insert number] to contact the project's grievance line.

### **Consequences of breaching the code of conduct**

Any breach of this Code of Conduct by the Contractors will result in serious consequences, including contract termination, report to legal entities, administrative penalties according to severity of the CoC violation

I do hereby acknowledge that I have read the foregoing Contractor/subcontractor Code of Conduct, and confirm that I am authorized to sign in on behalf of the company.

For the Contractor's personnel

Name of: [insert name]

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

Date: (day /month/ year): \_\_\_\_\_

Countersignature of the Contractor's authorized representative:

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

Date: (day/ month/ year): \_\_\_\_\_

### Appendix 3- List of districts, communities and project sites

| Province     | District | Community Name  | Road Description       | Road Number |
|--------------|----------|-----------------|------------------------|-------------|
| Niassa       | Metarica | Metarica Sede   | Metarica - Marupa      | N360        |
| Niassa       | Metarica | Locuvir         | Metarica - Marupa      | N360        |
| Niassa       | Metarica | Namicude Sede   | Metarica - Marupa      | N360        |
| Niassa       | Metarica | Malavi          | Metarica - Marupa      | N360        |
| Niassa       | Maua     | Maua Sede       | Metarica - Marupa      | N360        |
| Niassa       | Maua     | Chicule         | Metarica - Marupa      | N360        |
| Niassa       | Maua     | Abimo           | Metarica - Marupa      | N360        |
| Niassa       | Maua     | Mugoma          | Metarica - Marupa      | N360        |
| Niassa       | Maua     | Vilaverde       | Metarica - Marupa      | N360        |
| Niassa       | Maua     | Mugema          | Metarica - Marupa      | N360        |
| Niassa       | Marupa   | Nacapa          | Metarica - Marupa      | N360        |
| Niassa       | Marupa   | Mamanela        | Metarica - Marupa      | N360        |
| Niassa       | Marupa   | Marrupa Sede    | Metarica - Marupa      | N360        |
| Niassa       | Lichinga | Lichinga Sede   | Lichinga - Lago Niassa | N361        |
| Niassa       | Lichinga | Malica          | Lichinga - Lago Niassa | N361        |
| Niassa       | Lichinga | Nalimila        | Lichinga - Lago Niassa | N361        |
| Niassa       | Sanga    | Matumbue        | Lichinga - Lago Niassa | N361        |
| Niassa       | Sanga    | Lipende         | Lichinga - Lago Niassa | N361        |
| Niassa       | Sanga    | Lipombue        | Lichinga - Lago Niassa | N361        |
| Niassa       | Sanga    | Dias Sede       | Lichinga - Lago Niassa | N361        |
| Niassa       | Sanga    | Uleti           | Lichinga - Lago Niassa | N361        |
| Niassa       | Sanga    | Midoca          | Lichinga - Lago Niassa | N361        |
| Niassa       | Sanga    | Chabane         | Lichinga - Lago Niassa | N361        |
| Niassa       | Sanga    | Bode            | Lichinga - Lago Niassa | N361        |
| Niassa       | Lago     | Chirombo        | Lichinga - Lago Niassa | N361        |
| Niassa       | Lago     | Chiulica        | Lichinga - Lago Niassa | N361        |
| Niassa       | Lago     | Maniamba Sede   | Lichinga - Lago Niassa | N361        |
| Niassa       | Lago     | Simba           | Lichinga - Lago Niassa | N361        |
| Niassa       | Lago     | Metangula Sede  | Lichinga - Lago Niassa | N361        |
| Cabo Delgado | Mueda    | Nambuenga Sede  | Muagamula - Mueda      | N380        |
| Cabo Delgado | Mueda    | Mueda Sede      | Muagamula - Mueda      | N380        |
| Cabo Delgado | Muidumbe | Anocochiva Sede | Muagamula - Mueda      | N380        |
| Cabo Delgado | Muidumbe | Xitaxi Sede     | Muagamula - Mueda      | N380        |
| Cabo Delgado | Muidumbe | Tada            | Muagamula - Mueda      | N380        |
| Cabo Delgado | Muidumbe | Muedumbe Sede   | Muagamula - Mueda      | N380        |

|              |           |              |                          |      |
|--------------|-----------|--------------|--------------------------|------|
| Cabo Delgado | Muidumbe  | Litembo Sede | Muagamula - Mueda        | N380 |
| Cabo Delgado | Muidumbe  | Capoca Sede  | Muagamula - Mueda        | N380 |
| Cabo Delgado | Muidumbe  | Dumussa Sede | Muagamula - Mueda        | N380 |
| Cabo Delgado | Muidumbe  | Muteda Sede  | Muagamula - Mueda        | N380 |
| Niassa       | Cuamba    | Maco         | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Correia      | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Macua        | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Magige Sede  | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Etara        | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Murupe       | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Muarina      | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Quimora      | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Mueia        | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Mepina       | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Mocola       | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Saulo        | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Nacoma       | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Cuamba Sede  | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Inacio       | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Paindane     | Magige - Cuamba          | R657 |
| Niassa       | Cuamba    | Matia        | Magige - Cuamba          | R657 |
| Nampula      | Angoche   | Angoche Sede | Angoche - Monapo         | R689 |
| Nampula      | Angoche   | Muapala      | Angoche - Monapo         | R689 |
| Nampula      | Angoche   | Seba         | Angoche - Monapo         | R689 |
| Nampula      | Angoche   | Morria       | Angoche - Monapo         | R689 |
| Nampula      | Angoche   | Grandecol    | Angoche - Monapo         | R689 |
| Nampula      | Angoche   | Namaponda    | Angoche - Monapo         | R689 |
| Nampula      | Mogincual | Namicuta     | Angoche - Monapo         | R689 |
| Nampula      | Mogincual | Tutua        | Angoche - Monapo         | R689 |
| Nampula      | Mogincual | Lupo Sede    | Angoche - Monapo         | R689 |
| Nampula      | Mogincual | Nieque       | Angoche - Monapo         | R689 |
| Nampula      | Mogincual | Arie         | Angoche - Monapo         | R689 |
| Nampula      | Mogincual | Petereque    | Angoche - Monapo         | R689 |
| Nampula      | Mogincual | Naula        | Angoche - Monapo         | R689 |
| Nampula      | Mogincual | Ussene       | Angoche - Monapo         | R689 |
| Nampula      | Mogincual | Praca        | Angoche - Monapo         | R689 |
| Nampula      | Mogincual | Quixaxe Sede | Angoche - Monapo         | R689 |
| Nampula      | Monapo    | Gago         | Angoche - Monapo         | R689 |
| Nampula      | Monapo    | Napalaia     | Angoche - Monapo         | R689 |
| Nampula      | Monapo    | Monapo Sede  | Angoche - Monapo         | R689 |
| Niassa       | Sanga     | Matumbe      | Lussimbessse - Matchedje | R733 |

|              |           |                |                         |           |
|--------------|-----------|----------------|-------------------------|-----------|
| Niassa       | Sanga     | Baia           | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Guerra         | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Bagarila       | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Matetema       | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Massamabala    | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Nansinhenje    | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Vilaca         | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Ingoma         | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Ngogoti        | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Incoero        | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Unango         | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Mazi           | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Macalonge      | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Instambul      | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Malingaline    | Lussimbesse - Matchedje | R733      |
| Niassa       | Sanga     | Matchedje      | Lussimbesse - Matchedje | R733      |
| Cabo Delgado | Mecufi    | Natuco         | Muchara - Mecufi        | R760      |
| Cabo Delgado | Mecufi    | Mecufi Sede    | Muchara - Mecufi        | R760      |
| Cabo Delgado | Mecufi    | Muxilo         | Muchara - Mecufi        | R760      |
| Cabo Delgado | Mecufi    | Nausse         | Muchara - Mecufi        | R760      |
| Cabo Delgado | Mecufi    | Condore        | Muchara - Mecufi        | R760      |
| Cabo Delgado | Ancuabe   | Muoda          | Muchara - Mecufi        | R760      |
| Cabo Delgado | Ancuabe   | Murebue        | Muchara - Mecufi        | R760      |
| Cabo Delgado | Ancuabe   | Marroro        | Muchara - Mecufi        | R760      |
| Cabo Delgado | Ancuabe   | Merebo         | Muchara - Mecufi        | R760      |
| Cabo Delgado | Ancuabe   | Muxara         | Muchara - Mecufi        | R760      |
| Cabo Delgado | Quissanga | Mahate Sede    | Mahate - Quissanga      | R762      |
| Cabo Delgado | Quissanga | Quissanga Sede | Mahate - Quissanga      | R762      |
| Cabo Delgado | Macomia   | Macomia Sede   | Mahate - Quissanga      | R762      |
| Cabo Delgado | Palma     | Palma Sede     | Palma - Namoto          | R775/1260 |
| Cabo Delgado | Palma     | Quionga Sede   | Palma - Namoto          | R775/1260 |
| Cabo Delgado | Palma     | Namuiranga     | Palma - Namoto          | R775/1260 |
| Cabo Delgado | Palma     | Namoto         | Palma - Namoto          | R775/1260 |