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**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

STAKEHOLDER ENGAGEMENT PLAN (SEP)

MAY 2025

PREPARED FOR



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Acronyms

ADIN	Northern Integrated Development Agency
ANAC	National Administration of Conservation Areas
ANE	National Road Administration / Administração Nacional de Estradas
CENOE	National Emergency Operations Centre
CRRNP	Climate Resilient Roads for the North Project
CSOs	Civil Society Organizations
CTA	Confederation of Economic Associations of Mozambique
ESF	Environment and Social Framework
ESMP	Environmental and Social Management Plan
ESIA	Environmental and Social Impact Assessment
ESCP	Environmental and Social Commitment Plan
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
FGD	Focus Group Discussions
GBV	Gender Based Violence
GRM	Grievance Redress Mechanism
GREPOC	Post-Cyclone Reconstruction Office
IEC	Information, Education and Communication
INATRO	National Institute of Road Transport
INGD	National Institute for Disaster Management
LMP	Labor Management Procedures
MADER	Ministry of Agriculture and Rural Development
MoGCSA	Ministry of Gender, Children and Social Action
MoSAPS	Ministry of State Administration and Public Service
MoEHD	Ministry of Education and Human Development
MoPWHWR	Ministry of Public Works, Housing and Water Resources
MTC	Ministry of Transport and Communication
PWD	Persons with Disability
SEP	Stakeholder Engagement Plan
SPA	Provincial Environmental Services
SA	Social Assessment
SRA	Security Risk Assessment
SMP	Security Management Plan
UN-HABITAT	United Nations Human Settlements Program
WHO	World Health Organization
UNOPS	United Nations Office for Project Services

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1. INTRODUCTION

1.1 Overview of the Project

Mozambique with an area of 801,590 square kilometers and a population of 32.5 million, is strategically positioned in the southeastern corner of Africa. Most of the poor in Mozambique live in the North. The three provinces of Cabo Delgado, Nampula and Zambezia alone account for almost 60 percent of the country's poor. 81 percent of Nampula's population live below the poverty line while 77.6 percent of Cabo Delgado is poor. The rural areas in the North lack access to economic opportunities and jobs, in part due to poor road connectivity.

Mozambique is the second country most exposed to floods and cyclones in Africa on account of its location and its 104 river basins. This poses a risk to the low-lying coastline where over 60 percent of the population live and to road infrastructure therein.

Mozambique's road network of 30,617 kilometers of classified roads is prone to disruption by river floods and cyclones, leading to the extended isolation of remote communities. This has led to extensive damage over the last 20 years, with substantial sums of financial resources being diverted from network improvement to the repair of flood-related damages. As the Mozambican road network has a low redundancy, those disruptions sometimes isolate communities for extended periods of time and thus have a significant detrimental impact on their local economics. In Cabo Delgado province, the cyclones, heavy rains and floods destroyed various infrastructures including roads and bridges, hitting an already vulnerable population, which was in many areas affected by insurgency attack and poverty. The districts of Palma, Mocímboa da Praia, Nangade, Muidumbe, Macomia, Quissanga, Meluco, and Mueda are the security high risk areas, however improvements are gradually been observed as a result of the efforts of Government intervention through FADM, SAMIM and Ruanda forces. Despite the improvements of security in these districts, communities still require humanitarian assistance. The poor condition of roads and bridges has created difficulties for the transportation of the human aid for the population of the northern districts of cabo Delgado.

The delays in rebuilding of road infrastructures caused by lack of road maintenance programs , had increased the degradation of the road network and bridges, especially steel bridges, causing partial isolation of the Mueda, Quissanga, Muidumbe, Macomia, and Mecufi districts, affecting around 378,762 people. As the security situation has improved in the northern districts of Cabo Delgado (reflected in the reduction of insurgent attacks) as result of the presence of military forces, there is a need to urgently reconstruct the affected road network to ensure the implementation of all reconstruction projects in Cabo Delgado province and provide the minimum conditions for the movement of goods and people.

In view of these, GoM requested the World Bank to finance the development of a long-term program of socio-economic integration through Climate Resilient Roads for the Northern Region of Mozambique. As the proposed project is aligned with the Country Partnership Framework (CPF) for Mozambique FY23-27 the Bank has indicated willingness to fund a US\$ 125 million envelope to finance the project. The project implementing entity under the proposed project will be the Road Fund under the Ministry of Public Works, Housing and Water Resources (MoPWHWR). To facilitate project implementation and allocation of responsibilities, the Road Fund will enter into legally binding and enforceable cooperation agreements with ANE, IP and

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other beneficiary institutions of the project. There will be a Project Implementation Unit (PIU) at ANE, IP to facilitate its implementation.

The MoPWHWR will provide overall coordination for the project while the Road Fund will be responsible for implementation, coordination with ANE, IP, budgeting, monitoring, financial management and auditing of project resources. ANE, IP will oversee execution of the works, including procurement, Environmental and Social Standards (ESS), and engineering aspects. A dedicated Project Implementation Unit will be established and maintained during the project life-cycle. The PIU will be based in north of Mozambique and will be staffed with relevant specialists, including Environmental, Social, Health and Safety specialists.

The Climate Resilient Roads for The North is being prepared under the World Bank's Environment and Social Framework (ESF), as well as Mozambican Environmental and Social regulations. Under the ESF, all World Bank Borrowers have agreed to comply with the ten Environmental and Social Standards (ESSs) applied to investment project lending financed by the Bank. This Project recognizes the significance of, and adopts the ESSs, for identifying and assessing as well as managing the environmental and social risks and impacts associated with this investment Project. The Concept Stage Environmental and Social Review Summary (C-ESRS), undertaken by the World Bank has classified the environmental and social risks as Substantial. As a response, ANE, IP, has developed the key instruments to address these risks. Therefore, in accordance with the Environmental and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure, as a recognition of the importance of open and transparent engagement between the Borrower and project stakeholders, ANE, IP will provide stakeholders with correct and clear information about the project as this can improve the environmental and social sustainability of the project, enhance project acceptance, and make a significant contribution to its successful design and implementation. Once implemented, the SEP will support the development of strong, constructive, and responsive relationships with project stakeholders which is important for successful management of project environmental and social risks. In this case, it noted that, stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management, and monitoring of the project's environmental and social risks and impacts.

1.2 Project Description

1.2.1 Project Objectives and Targeted Area

The Climate Resilient Roads for the North Project aims to enhance climate-resilient, safe and sustainable road connectivity in the Northern Provinces of Mozambique, namely Cabo Delgado, Niassa and Nampula, as indicated in Figure 1. It will target the upgrading, rehabilitation, and maintenance of selected secondary and tertiary roads, as well as the construction and rehabilitation of bridges in the secondary road network and installation of bailey bridges in the tertiary road network.

Environmental and Social Instruments for Climate Resilient Roads for the North of Mozambique.

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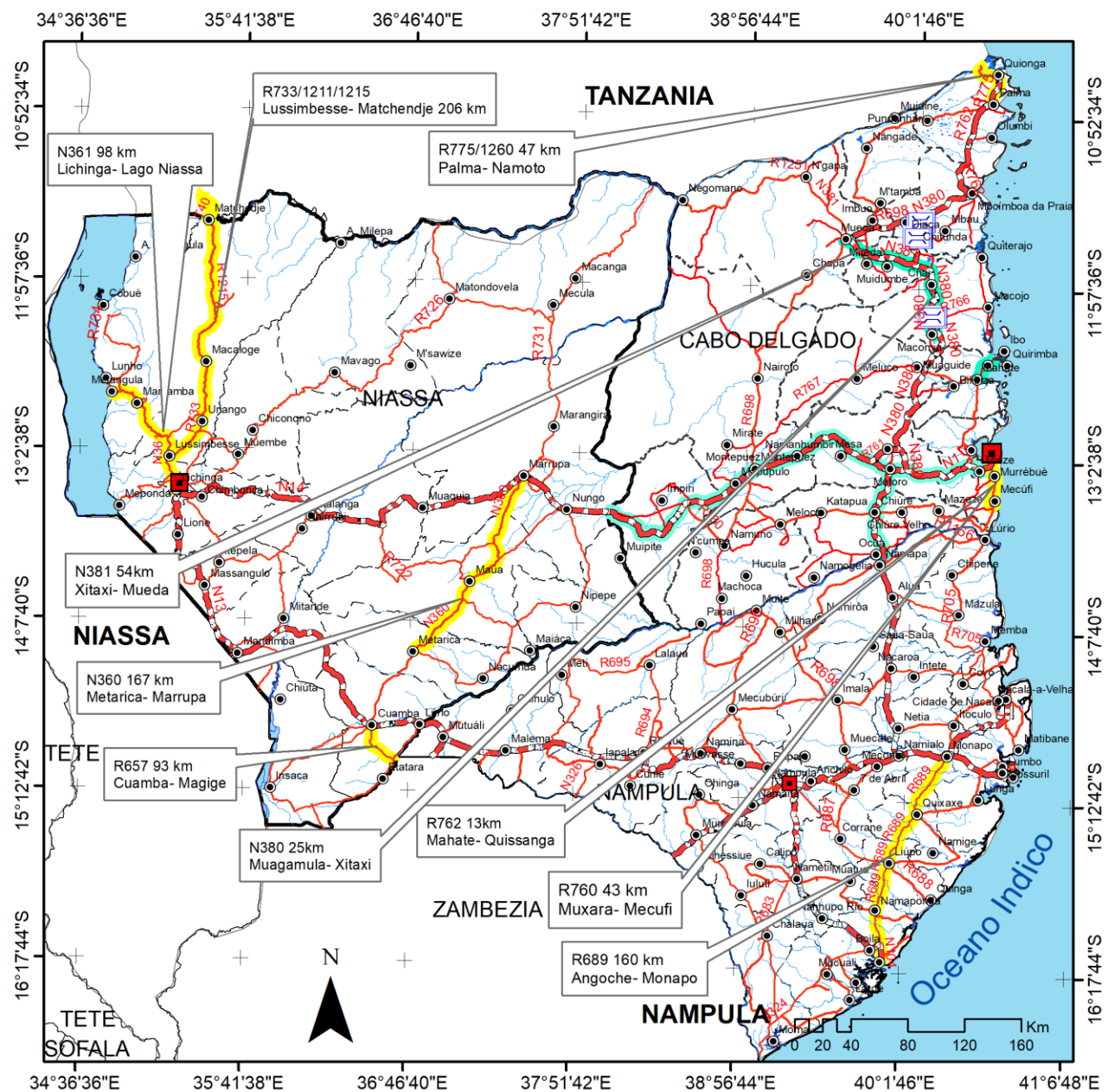


Figure 1 - Project location

1.2.2 Project Components

The Climate Resilient Roads for the North Project comprises the following 4 components as in Table 1.:

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Table 1 - Project components

Component	Subcomponents and Description
Component 1: Climate Resilient, Safe and Sustainable Improvement of Roads (US\$ 119.6 million)	<i>Sub-component 1.1: Improvement and maintenance of road network (US\$81.5 million).</i> This sub-component will focus potentially on the following: (i) Upgrade of 52km of the secondary road N381 Mueda – Xitaxi; and 15km of the tertiary road R762 Muepane – Quissanga; and rehabilitation of 25km of sealed secondary road N380 Muagamula – Xitaxi in Cabo Delgado province, including the rehabilitation or reconstruction of culverts and other drainage infrastructure; (ii) Consultancy services for the preparation of concept design and bid documents for upgrading/rehabilitation of roads, including for follow-on operations, and the monitoring of road works; and (iii) Land acquisition and resettlement of project affected persons. Road safety audits/inspections will be conducted at different stages of the project, speed management and improved Vulnerable Road User (VRU) facilities will be ensured across project roads and bridges. Pedestrian sidewalks, and cycle lanes in urban and community centers, including wider shoulders along road segments will be introduced for non-motorized traffic to increase road safety of VRUs. Through this Subcomponent, Community infrastructure (markets, schools, health centers, agriculture produce storage facilities) will be provided to rural population along segments of roads targeted by the project and incorporated into the works contracts. <i>Sub-component 1.2: Improvement of bridges and drainage structures (US\$38.1 million).</i> This sub-component will focus on: (i) Construction and rehabilitation of five concrete bridges along the secondary road N380 in Cabo Delgado (Mirohote (45m), Muaguamula (40m), Muera 1 (55m), Muera 2 (30m) and Nango (35m); (ii) Consultancy services for the preparation of concept design and bid documents, and the monitoring of the bridge works in Cabo Delgado province; (iii) acquisition and installation of 1,500m of bailey/metallic bridges in tertiary roads in all three northern provinces, including the construction of substructure of the bridges; and (iv) Consultancy services for design and preparation of bid documents for construction of the substructure for installation of the bailey/metallic bridges in all three northern provinces.
Component 2: Improvement of Road Safety and Transport Mobility (US\$ 2.5 million).	The Safe System approach for road safety will be an integral part of the road design and implementation and will finance: - the enhancement of the capacity of the National Institute of Road Transport (INATRO) on road safety regulation, inspection and supervision, and ANE on road safety engineering. - a pilot program on safe road infrastructure, inclusive road safety programs targeting youth, awareness-raising and dissuasive measures, and improving gender disaggregated crash data collection. - first responder training for youth across project roads. - a “safer route to school” pilot to improve access to schools. - capacity building and accreditation on road safety audit; and - a study on improving transport services in rural areas, including addressing the recommendations of the report.

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Component 3: Institutional Strengthening and Project Management (US\$ 2.9 million).	Component 3 will include incremental operating costs and institutional strengthening activities and covers: a. an institutional assessment of the road sub-sector. b. road asset management. c. enhancement of climate resilience in planning and management of road infrastructure. d. road and traffic data collection. e. preparation of a road maintenance strategy. f. study on facilitation of public private partnerships in road rehabilitation and maintenance; (vii) development of community resilience committees led by women to support emergency preparedness and response; and g. promotion of women's employment in the road sub-sector. Effort will be made to incorporate a skills development and livelihoods sub-component to provide opportunities for conflict-impacted local labor in the road works. This component will also provide technical assistance for the implementation of the project including procurement, FM and audits, environmental and social oversight, and M&E.
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1.2.3 Main Project Activities by Component

The Component 1 will support the upgrading of roads and bridges.

Table 2 – Civil works (Roads to be constructed and rehabilitated)

Road	Length (km)	Intervention	Estimated cost (US\$ Million)	Province
N381 Mueda - Xitaxi	52	Upgrade	42.6	C.Delgado
R762 Muepane - Quissanga	15	Upgrade	9.4	C.Delgado
N380m Muagamula - Xitaxi	25	Rehabilitation	17.5	C.Delgado

Table 3 - Consultancy services

Activity	Estimated cost (US\$ Million)	Province
Preparation of concept designs and bidding documents (phase I)	1.45	C.Delgado
Monitoring Consultant for the works (phase I)	4.55	C.Delgado
Preparation of concept designs and bidding documents (phase II)	6.0	C.Delgado, Nampula, Niassa.

Table 4 - Roads for preparation of concept designs and bidding documents (Phase II)

Road	Length (km)	Intervention	Province
R775/1260 Palma – Namoto	47	Upgrade	C.Delgado
R760 Muxara – Mecufi	43	Upgrade	C.Delgado
N361 Lichinga - Lago Niassa	98	Rehabilitation	Niassa

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N360 Metarica - Marrupa	167	Upgrade	Niassa
R733/1211 Lussimbessse – Matchedje	206	Upgrade	Niassa
R657 Magige - Cuamba	93	Upgrade	Niassa
R689 Angoche - Monapo	160	Upgrade	Nampula
Total	814		

Table 5 - Civil works (Bridges to be constructed and rehabilitated)

Bridge/River	Length (M)	Estimated cost (US\$ Million)	Intervention	Province
Mirohote	45	6.7	Construction	C.Delgado
Muaguamula	40	6.2	Construction	C.Delgado
Muera 1	55	5.8	Rehabilitation	C.Delgado
Muera 2	30	5.5	Construction	C.Delgado
Nango	35	5.8	Construction	C.Delgado

Table 6 - Consultancy services

Activity	Estimated cost (Us\$ Million)	Province
Preparation of concept designs and bidding documents	0.55	C.Delgado
Supervision Consultant for the works	0.95	C.Delgado
Preparation of designs and bidding documents for installation of metallic bridges	1.1	C.Delgado, Nampula, Niassa.

Table 7 - Purchase of Metallic Bridges

Activity	Estimated cost (US\$ Million)	Province
Acquisition of 1500 m of metallic bridges	5.5	C.Delgado, Nampula, Niassa

The Component 3 will support the activities indicated in Table 8 and related cost.

Table 8 – Activities to be supported under component 3

Activity	Estimated cost (US\$ Million)
Road Asset Management	0.5
Equipment and road and traffic data collection	0.8
Enhancement of climate resilience of roads	0.2
Technical assistance for project implementation	0.8
Preparation of Maintenance strategy	0.1
Development of community resilience committees	0.1
Project operating costs	0.9

1.3 Main Project Risks and Impacts

A generic impact mapping was undertaken to assess the likely potential CRRN Project E&S impacts and risks. The likely impacts shall be generated from the following project activities:

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- Establishing temporary access to work and ancillary areas, demarcating clearance zones, establishing access control.
- For road upgrading, erection of temporary diversions where needed to manage existing traffic.
- Clearance and levelling of the corridor, and major earthworks where required (e.g. cuttings, embankments).
- Location and development of borrow pits (and possibly quarries), import of materials, e.g. gravel, clay, bitumen.
- Sourcing and establishing of a water supply from surface and/or groundwater.
- Improvement of existing drainage and introduction of new road drainage, including culverts if required.
- Surfacing and sealing of the carriageway, including use of bitumen mixing plants where the road is to be sealed.
- Water crossings, e.g. construction or upgrading of bridges and culverts, including concrete batching for structures.
- Establishment or improvement of safety arrangements e.g. modification of camber, barriers, improving sight lines.
- Landscaping, as required.

The equipment required will include heavy mobile plant (e.g. graders, bulldozers, excavators, rollers) and temporary fixed plant such as bitumen mixing plant, concrete batching plant and power generators.

The table below summarize the most probable generic E&S impacts and risks identified. Detailed description of the impacts and risks are presented in the ESMF.

Construction Phase	Operation Phase
Air Pollution	Climate Change Risks
Noise & Vibration	Noise and Vibration
Impact on Soil Structure/Topography	Air pollution
Soil Erosion	Environmental Pollution
Impact on Surface Drainage /Hydrology	Risk of Flooding
Impact on Vegetation Coverage	
Impact on Employment and Occupational Health and Safety impacts	
Traffic & Road Impacts, including other Community Health, Safety & Security	
Change of Land use	
Land Acquisition & Resettlement	
Gender Based Violence (GBV) and Sexual Exploitation and Abuse (SEA)	
Risk of Crimes Occurrence	
Cultural Heritage	

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2. STAKEHOLDER ENGAGEMENT PLAN (SEP)

2.1 Objectives of the SEP

The overall objective of this Stakeholders Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. It outlines ways in which the RF/ANE (PIU) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

Specifically, the SEP intends to:

- a. emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.
- b. Identify stakeholders and maintain a constructive relationship with them, in particular project-affected parties.
- c. Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.
- d. Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- e. Ensure that project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- f. Provide project-affected parties with accessible and inclusive means to raise issues and grievances.
- g. Gain a deep understanding of the local context and identify risk factors associated with vulnerable groups (women, children, elderly people and victims of GBV/SEA/SH) in project locations.
- h. Bring different parties together to negotiate their interests.
- i. Enable the public to discuss and analyze the environmental and social consequences of the project.
- j. Achieve sustainable development of the project.
- k. Incorporate the wishes and opinions of those interested and affected in the environmental licensing process.
- l. Assess the community's awareness and perceptions regarding project and respective impacts.
- m. Facilitate consultations with government entities, including ANE, local government, and stakeholders to align project objectives.

2.2 Principles of Stakeholder Engagement

To meet best practice approaches, the project will apply the following principles during its stakeholder consultation:

- **Openness and life cycle approach:** public consultations for the project will be organized throughout the project life cycle, conducted in an open manner, free from external manipulation, interference, coercion or intimidation.
- **Informed participation and feedback:** information will be provided and widely distributed among all interested parties in an appropriate format, opportunities will be provided to communicate stakeholder feedback, to analyze and address comments and concerns.

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- **Inclusiveness and sensitivity:** Stakeholder identification to be undertaken to support better communications and build effective relationships. The participation process for the projects will equally be inclusive. In addition, Stakeholders always will be encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs will be key principle underlying the selection of engagement methods.
- **Special attention must be given to vulnerable groups:** in particular, women, people with disabilities, displaced persons, young people/youth, the elderly, migrant workers and communities, people with chronic illnesses, and the cultural sensitivities of diverse ethnic groups, will be given due attention during the planning of engagement, the following should be taken into account:
 - different levels of education and illiteracy, lack of understanding of a consultation process; and
 - gender-aware consultations and culturally appropriate consultations requires attention to be paid to ensure representation of different socio-economic groups, classes, ethnic and religious groups. Marital status and age can also be important factors. The possibility of female collaborators carrying out consultations with women, girls and families headed by women may also be considered. It may also be helpful to identify and consult with NGOs or community organizations that represent women or minority groups.
- **Commitment:** demonstrated when the need to understand, engage and identify interested parties is recognized and put into practice at the beginning of the process.
- **Integrity:** occurs when engagement is conducted in a way that promotes mutual respect and trust.
- **Respect:** created when the rights, cultural beliefs, values and interests of stakeholders and affected communities are recognized and taken into account.
- **Transparency:** demonstrated when community concerns are responded to in a timely, open, effective manner and with the knowledge of all stakeholders.
- **Trust:** achieved through open and meaningful dialogue that respects and defends differences expressed in the community's beliefs, values and opinions.
- **Ethical considerations:** the consultant team will to the extent possible adhere to the recommendations outlined by the World Health Organization (WHO) to uphold the utmost confidentiality and privacy of all participants throughout the consultation and data collection processes. Informed consent will be diligently obtained from each participant involved. Furthermore, no identifiable information will be shared without the explicit and informed consent of the participant. Participants will be well-informed regarding the purpose of the consultation and their unassailable right to withdraw their participation at any point. This approach will be sensitive to local customs, traditions, and norms, thereby fostering inclusivity and respect during the consultation process. Recognizing that the consultation process may potentially cause distress to participants, the consultant team will implement pre-arranged protocols to provide necessary support services should they be required. This additional measure underscores our commitment to the well-being and comfort of all individuals involved in the consultation.

2.3 Stakeholder Identification and Analysis

According to data from the General Population Census carried out in 2017, the provinces of Cabo Delgado, Nampula, and Niassa have a total of 9,464,848 inhabitants, of which 2,267,715 are from

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Cabo Delgado, 5,483,382 are from Nampula, and 1,713,751 are from Niassa. A significant part of the population from these 3 provinces will benefit from the enhanced access to road transport through the project interventions.

Therefore, the stakeholder's identification is a critical component of the SEP before the specific engagement begins, and it is an on-going process requiring regular review and updating. Through that, ANE, IP will find it easy to understand how each stakeholder may be affected or, perceives they may be affected so that the engagement can be tailored to inform them and understand their views and concerns in an appropriate manner. When identifying and mapping specific individuals or organizations, it is important to consider the expected area of influence of the Project i.e. the geographical area over which it may cause impacts (both positive and negative) over its lifetime, and the localities within which people and businesses could be affected. It also important to consider the nature of the impacts that could arise and the types of government bodies, NGOs, academic and research institutions and other bodies who may have an interest in the project.

Identification and analysis of stakeholders will help the National Roads Administration, Public Institute (ANE, IP) to know the key stakeholders, their location, their interests and issues, levels of influence, what motivates them and what they are looking for in relationship to the project activities.

Table 9 below describe the categorization of stakeholders according to how they will be affected (directly or indirectly) by the implementation of the project; level of intervention and influence on project implementation.

Table 9 - Stakeholder identification and mapping

Stakeholders that may be affected, directly or indirectly, by the results of the implementation of the project	Stakeholders that may take part in the implementation of the Project	Stakeholders with influence on the implementation of the project
• General affected population living in the project targeted areas (Cabo Delgado, Nampula and Niassa Provinces). • Vulnerable population including women, female headed households, children/ child headed households, Persons with Disability (PWD), elderly and others. • Civil society in general. • Private sector, small commercial farmers,	• Provincial Government. • ANE provincial delegations • All sectoral institutions at provincial level. ○ Environment ○ Education ○ Health ○ Public works, housing and water resources. • Northern Regional Water Administration (ARA-Norte). • ANE, IP delegation. • Provincial Health Directorate (DPS). • Provincial Directorate of Education Human Development (DPEDH).	• Ministry of Public Works, Housing and Water Resource. • Ministry of Transport and Communication (MTC). • Ministry of Labor, Employment and Social Security. • Ministry of Agriculture and Rural Development (MADER). • Ministry of Gender, Child and Social Action. • Ministry of Health (MISAU). • Ministry of Education and Human Development (MINEDH).

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- subsistence/traditional farmers. - Public servants (health, education workers, public administration in general). - NGOs and Associations operating at district and Provincial levels. - Provincial and District Government. - Small Business operating along the roads to be intervened and others. - Transport operators.	- Provincial Directorate of Transport and Communications (DPTC). - Provincial Infrastructure Directorate (DPIE). - Provincial Environmental Services (SPA). - Provincial Services for Economic Activities. - Provincial Directorate of Territorial Development and Environment (DPDTA). - Provincial Directorate of Agriculture and Fisheries (DPAP). - Provincial Directorate of Industry and Commerce (DPIC). - Provincial Directorate of Culture and Tourism (DPCT). - GBV multisectoral stakeholders (Health institutions, Legal system, and Social Affairs).	- Ministry of Land and Environment (MTA). - National Institute of Meteorology. - National Institute for Disaster Management (INGD). - International organizations promoting gender equality reducing GBV and implementing interventions on protection against sexual exploitation and abuse. - UN Agencies, especially the UNFPA coordinating the GBV and the Health Cluster in Nampula, Cabo Delgado, and Niassa. - Northern Integrated Development Agency (ADIN).
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2.3.1 Affected Parties

Affected parties include local communities, community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category: (i) general population living in the project targeted areas; (ii) vulnerable population including women, female headed households, children/ child headed households, Persons with Disability (PWD), and elderly; (iii) small commercial farmers, subsistence/traditional farmers; (iv) small Business operating along the roads to be intervened and others; (v) transport operators; and (vi) NGOs and Associations operating at district and Provincial levels.

The local communities will be directly affected by the Project through the implementation of construction and/or reconstruction activities of roads and bridges. Therefore, the involvement of the local community is important to ensure their effective participation in decision-making on the implementation of the Project. Project implementation decisions that may be of interest to local communities include, but will not be limited to: recruitment of local labor, and selection criteria; mechanisms for submitting concerns and complaints; alternative accesses in sections of roads to be rehabilitated; role of local/traditional leaders; communication with Contractors; risks related to GBV/SEA/SH, especially due to the likely presence of private protection/security forces at construction sites.

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2.3.2 Other Interested Parties

The institutional and community stakeholders with relevant intervention and influence on the Project are indicated and categorized in Table 9. There are, however, other institutions that could have a significant, but not decisive, influence on the implementation of the project. These institutions include: Ministry of Gender, Children and Social Action (MoGCSA); Ministry of State Administration and Public Service (MoSAPS); Ministry of Education and Human Development (MoEHD); State Secretariat for Youth and Employment; National Employment Institute; National Institute of Statistics; Courts at provincial and district levels, and Higher Education Institutions established at provincial levels.

The provincial government which includes provincial services/directorate for infrastructures, environment, education, health, public works, housing and water resources (especially ANE, IP), social affairs, and the provincial police, as well as the Provincial Secretariat in the three provinces (Cabo Delgado, Nampula and Niassa), are key in several aspects of the project. This category also includes community leadership and community-based organizations with a relevant role in local life, in discussions and decision-making on local issues, such as neighborhood secretaries and chiefs among others.

The participation of the NGOs whether local, national or international is important in the implementation of the proposed project and the engagement process throughout its life cycle. These may include organizations working directly in the construction and building materials, health, education, environment and biodiversity conservation sectors as well as other related stakeholders such as; the Engineers of Mozambique, Confederation of Economic Associations of Mozambique (CTA), United Nations Human Settlements Program (UN-HABITAT) as well as those working in the area of protection and development of special interest groups (children, women and the youth) and this include; UNICEF, UNFPA coordinating the GBV and the Health Cluster in Nampula, Cabo Delgado, and Niassa. Furthermore, the involvement of NGOs that work with communities in different sectors, including sanitation, health will be fundamental to support project activities especially the local media which are also very important.

2.3.3 Disadvantaged / Vulnerable Individuals or Groups

Disadvantaged or vulnerable groups or individuals refers to those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual or group is also more likely to be excluded from or unable to participate fully in the mainstream consultation process and as such require specific measures and/or assistance to do so. Therefore, it will be important for project implementers to understand whether the project impacts may disproportionately affect disadvantaged or vulnerable individuals or groups who often do not have a voice to express their concerns against injustices.

It is important to note that, within the areas of the proposed project there exists groups of vulnerable or disadvantaged groups such as the elderly persons, PWDs and their caretakers, women and children-headed households, sexual and gender minorities, the unemployed, people with chronic illnesses (e.g. HIV/AIDS, lepers, etc.), people who cannot write or read and/or speak only local languages.

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In general, vulnerable groups or individuals face barriers to participating in public consultation meetings and other engagement processes. Even when participating in community meetings, they may not understand the Project impacts presented due to language barriers (or feel inhibited due to their status in the community) and therefore are not always able to freely express their concerns and interests about the Project.

Therefore, this SEP considers and addresses the limitations of these groups and individuals to ensure that all stakeholders are included and supported to overcome the limitations they face and can participate in the consultation and engagement process. The description of the engagement methods to be used especially for these groups is presented in Table 10.

2.3.4 Methodology

The stakeholder engagement started with scoping meetings with various stakeholders institutionally at central (Maputo) and provincial levels, as indicated in the stakeholder's identification and analysis section. Focus group discussions, in-depth interviews and informal discussions with residents of the project area should be used for stakeholder consultation meetings. Consultations should form an integral part of the environmental and social project instruments. To effectively conduct consultations with the identified stakeholders, including local communities, government entities, international organizations, civil society organizations, and affected individuals, various consultation methods are to be employed looking at time and resource constraints.

- **Formal meetings:** presentation of project information to the PAPs, with a view to capturing opinions, as well as building an in-depth and impersonal relationship with the PAPs. This should be applied during the project preparation phase and during the implementation phase as well.
- **Public consultations:** presentation of Project information to a large group of PAPs, especially directly affected communities, allowing the group to provide views on aspects of the project of concern.
- **Stakeholder group:** Specific stakeholder groups, such as women, young girls, youth, and men. The Focus Group Discussions (FGD) will be tailored to each group's unique experiences and concerns. This allows for a deeper understanding of the challenges they face related to GBV, economic changes, natural disasters, and climate change.
- **Questionnaires:** This is to be applied specifically to Government entities, and Civil Society Organizations (CSOs). This method will also provide valuable data on GBV risks that exist and may be exacerbated or initiated as result of project operations.
- **Preparation and distribution of leaflets about the project:** Leaflets with brief and specific information about the Project will be prepared and distributed to the stakeholders. Such materials will have regular updates, such as for dissemination and management of the Grievance Redress Mechanism (GRM) in the project alongside other important project milestones.
- **Media:** Local media such as national television, national radio, and local community radio, posters, billboards, among others will constitute another avenue for disclosure of information about the project.
- **Use of electronic correspondence and telephone communication:** This avenue will serve to distribute information to public servants/officials and relevant provincial governments, NGOs, relevant organizations/agencies all about the project.

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Table 10 - Project stakeholder needs matrix

Level/Group	Project Affected and Interested Parties (PAPs)	Engagement Objective	Language Needs	Means of Notification	Appropriate Consultation Approach
Central	• MoPHRH, MTC, MADER, MISAU, MINEDH, MTA, INGD, INE, UN Agencies • Ministry of Defense • Ministry of Interior • National Public Safety Service – SENSAP • Ministry of Gender Social Affairs • Ministry of Labor, Employment and Social Security	Inform, listen, involve and collaborate	Portuguese	Letters, e-mail, phone call.	Consultation/coordination meetings
	• World Bank • IOM, UNDP, UNFPA, UNHCR, UNOPS, OCHA	Involve, collaborate, guidance	Portuguese and English	Letters, e-mail, phone call.	Coordination meetings
	• NGO's, project related private sector • ADEL, Aga-Khan Foundation, CESC, FDC, Fundação Ariel, Girl Child Rights, Jhpiego, Jos. • ASAC-Kulima, Muleide, Pathfinder, Rede Homem Pela Mudança HOPEM.	Inform, listen, involve and collaborate	Portuguese and English	Letters, e-mail, phone call.	Public consultations, advocacy meetings

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Level/Group	Project Affected and Interested Parties (PAPs)	Engagement Objective	Language Needs	Means of Notification	Appropriate Consultation Approach
	• AIFO, Action Aid, CARE International, CUAMM, FHI360, Helpcode, Médicos Del Mundo				
Regional	• ADIN	Inform, listen, involve and collaborate	Portuguese	Letters, information material, media	Public consultations, advocacy meetings
Provincial	• ANE-IP provincial delegations • Northern Regional Water Administration (ARA-Norte). • Provincial Health Directorate (DPS). • Provincial Directorate of Education Human Development (DPEDH). • Provincial Directorate of Transport and Communications (DPTC). • Provincial Infrastructure Directorate (DPIE). • Provincial Environmental Services (SPA).	Inform, listen, involve and collaborate	Portuguese	Letters, e-mail, phone call.	Working meetings, public consultation, discussions in working focus groups.

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Level/Group	Project Affected and Interested Parties (PAPs)	Engagement Objective	Language Needs	Means of Notification	Appropriate Consultation Approach
	• Provincial Services for Economic Activities. • Provincial Directorate of Territorial Development and Environment (DPDTA). • Provincial Directorate of Agriculture and Fisheries (DPAP). • Provincial Directorate of Industry and Commerce (DPIC). • Provincial Directorate of Culture and Tourism (DPCT). • GBV multisectoral stakeholders (Health institutions, Legal system, and Social Affairs).				
District	• Government authorities especially those related to sectors of public infrastructures and works, environment, agriculture, education, health, social	Inform, listen, involve and collaborate	Portuguese	Letters, information material, media.	Working meetings, public consultation, discussions in working focus groups.

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Level/Group	Project Affected and Interested Parties (PAPs)	Engagement Objective	Language Needs	Means of Notification	Appropriate Consultation Approach
	protection, etc.), as indicated in table 3.				
Community	• General affected population living in the project targeted areas (Cabo Delgado, Nampula and Niassa Provinces). • Vulnerable population including women, female headed households, children/ child headed households, Persons with Disability (PWD), elderly and others. • Civil society in general. • Private sector, small commercial farmers, subsistence/traditional farmers.	Inform, listen, involve and collaborate	Local Language Portuguese and	• Community meetings, radio, social media.	Public consultations Focus Group Discussions (FGD)
Vulnerable	Women, female headed households, children/ child headed households.	Inform, listen, involve and collaborate	Local language	• Community meetings with special groupings for women, female headed households, children/ child	Public consultations Focus Group Discussions (FGD)

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Level/Group	Project Affected and Interested Parties (PAPs)	Engagement Objective	Language Needs	Means of Notification	Appropriate Consultation Approach
				headed households • Radio, social media	
	Persons with Disability (PWD), elderly and others	Inform, listen, involve and collaborate	Local language	• Community meetings with special groupings with disabilities	Public consultations Focus Group Discussions (FGD)
Media	• National, provincial a local media	Inform, listen, involve and collaborate	Portuguese and English	• Coordination meetings, letters, information material, e-mail	Public consultations, advocacy meetings

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3. STAKEHOLDER ENGAGEMENT PROGRAM

3.1 Summary of Stakeholder Engagement Undertaken During Project Preparation

The Stakeholder Engagement Plan (SEP) was developed from the initial Project preparation phase in accordance with the World Bank's Environmental and Social Standard 10 (ESS10). It seeks to ensure that the views, concerns and interests of project stakeholders, including local communities are considered during both project preparation and implementation.

The public consultations were carried out at two main phases: the first phase which took place from the 15th to the 19th of January 2024 at the central level in Maputo and in the city of Pemba in Cabo Delgado. This was a consultation of information about the project to institutional stakeholders (governmental and non-governmental), and at the same time the collection of relevant data to inform the development of project's environmental and social instruments, namely the Environmental and Social Management Framework (ESMF), including Labor Management Procedures (LMP), Gender-Based Violence / Sexual Exploitation and Abuse/Sexual Harassment (GBV/SEA/SH), Risk Assessment and Prevention and Response Action Plan, Chance Finds Procedure, Social Assessment (SA); and Security Risk Assessment (SRA), Security Management Plan (SMP). A total of 20 institutions were consulted, and a total of 51 people participated of which 41 men and 10 women as indicated in Table 11. The attendance lists are presented in Annex 2 and 3 of this SEP.

At the central level (in Maputo) the meetings were attended by representatives of the following Government institutions:

- a. National Road Administration (ANE, IP)
- b. National Institute of Statistics (INE)
- c. National Institute of Meteorology (INAM)
- d. National Emergency Operations Centre (CENOE), of the National Institute for Disaster Management (INGD)
- e. Ministry of Transport and Communication (MTC)
- f. Ministry of Land and Environment (MTA)
- g. Ministry of Labor, Employment and Social Security (MoITSS)
- h. Post-Cyclone Reconstruction Office (GREPOC)

At the provincial level (in Pemba) the meetings were attended by representatives of the following Government institutions:

- a. Provincial Health Directorate (DPS)
- b. ANE provincial delegation
- c. Provincial Directorate of Transport and Communications (DPTC)
- d. Provincial Directorate of Industry and Commerce (DPIC)
- e. Police of the Republic of Mozambique (PRM), Provincial Command
- f. Provincial Environmental Services (SPA)
- g. Provincial delegation of National Institute for Disaster Management (INGD)
- h. Provincial Directorate of Gender, Children and Social Action (DPGCAS)
- i. United Nations Office for Project Services (UNOPS) through the security specialist in Pemba
- j. Provincial Directorate of Agriculture and Fisheries (DPAP)

The second phase of consultation which effectively correspond to the regional workshop to present environmental and social instruments took place in all the three provinces, Cabo Delgado, Nampula and Niassa. This second phase was divided into two parts: the workshop to present the

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E&S instruments that took place in the cities of Pemba and Nampula (on February 19th), and Lichinga (on February 21st); and the second part of consultations at community/district levels.

The stakeholders consulted provided contributions and suggestions on the aspects that they consider relevant and that they would like to see considered in the process of developing the E&S instruments and during the implementation of the project.

Some of the key issues that were raised during the consultations include:

- a. the project should rigorously include measures to mitigate the climate change effects and such measures be integrated into the road designs. This implies that findings from studies on the project should inform the designs of the roads;
- b. the road engineering designs should consider the flood peak volume and provide drainage infrastructure (box culverts, bridges) that is commensurate with the risks posed by floods during such periods to avoid submerging and washing off road infrastructure;
- c. Have measures for traffic management during road works because these roads will be open to traffic during project implementation;
- d. drainage should also be considered on flood plains where water flows to avoid flooding people's property and soil erosion. This implies that, the drainage facilities should not be directed towards homesteads and gardens to the extent possible;
- e. the environmental and social instruments of the project should consider the National Roads Code and other applicable legal and policy instruments to ensure coherence and complementarity of the project and GoM development strategies;
- f. the ESMF should include recommendation that site specific ESIA/ESMP consider provisions on risk assessment of climate effects and present provisions for mitigation. Gender and climate change aspects must also be considered;
- g. the project should observe the principles of local content, ensuring that national labor is prioritized in the hiring processes; and
- h. The project should employ a Project Liaison Officer to play an interphase role between the project and the communities. This is important in that, of late and in many areas where Government is implementing projects, the relation between the communities and the contractors is characterized by accusations of harassment by the contractors' teams especially Chinese workers.

Annex 1 presents the details of the topics discussed with each institution and the contributions received from these institutions.

The meetings were conducted in Portuguese and in some cases, mixed with English. A summary note describing the project and its activities, the objectives of the consultations, the main instruments being developed, and the next steps after issuing the preliminary versions of the instruments was distributed to the participants of the consultation meetings for their knowledge and better guidance of the discussions.

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Figure 2 - Consultation meeting with Provincial Directorate of Industry and Commerce (DPIC) in Pemba.



Figure 3 - Consultation meeting with Provincial Environmental Services (SPA) in Pemba



Figure 4 - Consultation meeting with INAM



Figure 5 - Introductory meeting with ANE



Figure 6 - Consultation meeting with MTC



Figure 7 - Consultation meeting with Ministry of Labour

Table 11 - Institutions consulted in the first phase and number of participants

Nº.	Institution met	Location	Date	Nº. of participants	
				Men	Women
1	National Road Administration (ANE, IP)	Maputo	15/01/2024	2	1

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2	National Institute of Statistics (INE)	Maputo	15/01/2024	1	0
3	National Institute of Meteorology (INAM)	Maputo	16/01/2024	4	0
4	National Emergency Operations Centre (CENOE), of the National Institute for Disaster Management (INGD)	Maputo	16/01/2024	1	1
5	Ministry of Transport and Communication (MTC)	Maputo	17/01/2024	5	1
6	Ministry of Land and Environment (MTA)	Maputo	18/01/2024	1	0
7	Ministry of Labor, Employment and Social Security (MITSS)	Maputo	19/01/2024	2	1
8	Post-Cyclone Reconstruction Office (GREPOC)	Maputo	25/01/2024	1	1
9	ANE provincial delegation	Pemba	17/01/2024	2	1
10	Provincial Directorate of Health (DPS)	Pemba	18/01/2024	2	0
11	Provincial Police Command (PRM)	Pemba	18/01/2024	2	0
12	Provincial Directorate of Industry and Commerce (DPIC)	Pemba	18/01/2024	1	1
13	Provincial Environment Services (SPA)	Pemba	19/01/2024	2	0
14	Provincial Directorate of Gender, Children and Social Action (DPGCAS)	Pemba	19/01/2024	2	1
15	United Nations Office for Project Services (UNOPS) through the security specialist in Pemba	Pemba	19/01/2024	1	0
16	Provincial Directorate of Transport and Communications (DPTC)	Pemba	18/01/2024	4	0
17	Provincial delegation of National Institute for Disaster Management (INGD)	Pemba	19/01/2024	1	0
18	Provincial Directorate of Agriculture and Fisheries (DPAP)	Pemba	19/01/2024	3	1
19	Ministry of Agriculture and Rural Development (MADER)	Maputo	30/01/2024	3	1
20	National Administration of Conservation Areas (ANAC)	Maputo	01/02/2024	1	0
Total				41	10

3.2 Stakeholder Engagement Strategy

The strategy for consultation process, disseminating information and public participation within the scope of the SEP has the following main objectives:

- Allow understanding of the needs of direct and indirectly project affected people;
- Ensure coordination between all those involved in the implementation, government authority structures at their different levels relating to the PAPs;
- Allow and guarantee the reception of feedback and comments from PAPs, as well as reception of complaints and suggestions regarding the design and implementation of the project; and

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- d. Ensure transparent service delivery by the parties involved in the implementation of the Climate Resilient Roads for the North Project (CRRNP), including the management of information received whose responses can be taken back to the PAPs to allow adjustments to interventions throughout the CRRNP life cycle.

The SEP will support the implementation of the Project's Environmental and Social Management Framework (ESMF), the design of site-specific instruments (ESIA/ESMP) and guide the stakeholder engagement process. The Project will recruit and maintain a Social Specialist with communication skills who will lead the implementation of the SEP and be responsible for all aspects related to engagement with PAPs.

The information to be disclosed include the following: project instruments (SEP, ESMF, LMP, GBV/SEA/SH action plan, GRM); site specific environmental and social safeguards instruments (i.e. ESIA/ESMP, RAP if necessary); project activities and guides; regular updates on project developments. The disclosure will be through public notices, press releases, Project website (ANE and MoPHRH), consultation meetings, information leaflets and brochures, focus group meetings with vulnerable groups and local communities. The Portuguese and local languages will be used to disclose information and conduct meetings, workshops and trainings. The Table 12 describes the proposed consultation plan for the CRRNP.

3.3 Proposed Strategy to Incorporate the Views of Vulnerable Groups

The project will seek the views of elderly persons, PWDs and their caretakers, women and children-headed households, sexual and gender minorities, the unemployed, people with chronic illnesses (e.g. HIV/AIDS, lepers, etc.), people who cannot write or read and/or speak only local languages, through the Focus Group Discussions (FGD), public consultations, social media and radio broadcasting targeted at these specific groups. The following measures will be taken in order to remove obstacles to full and enabling participation / access to information: ensure that local language is used in all the communications, customize the project GRM in such a way that all groups identified as vulnerable have access to the information and can submit their grievances and receive feedback as prescribed.

Stakeholder consultations should never directly ask about individual experiences of GBV. Rather, they should focus on gaining an understanding of the experiences of women and girls in affected communities, including wellbeing, health and safety concerns. If any consultations are to take place with children, they must be carried out by a person trained in child consultations, with an understanding of local culture and customs. Before commencing with consultation, teams should be prepared with information related to those providing services to survivors in a community so anyone who discloses violence can be immediately referred. Taking into account these safety and ethical principles can prevent inadvertently causing harm when consulting with community members. This is aligned with the WB ESS10 and the Good Practice Note Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works (September 2018).

Informed consent shall be obtained from each participant involved. It is important to note that no survivors of Gender-Based Violence (GBV) and no minors shall be engaged in any circumstance during the consultation process. Furthermore, no identifiable information shall be shared without the explicit and informed consent of the participant. Participants shall be well-informed regarding

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the purpose of the engagement and their unassailable right to withdraw their participation at any point.

To ensure that the selection of participants during the engagement activities remain free from any form of discrimination, ANE, IP shall actively engage with local authorities and CSOs to identify the most reliable participants. This approach will be sensitive to local customs, traditions, and norms, thereby fostering inclusivity and respect during the consultation process.

Considering that sometimes engagement process may potentially cause distress to participants, ANE, IP shall implement pre-arranged protocols to provide necessary support services should they be required. This additional measure underscores the commitment to the well-being and comfort of all individuals involved in any engagement.

3.4 Reporting Back to Stakeholders

The stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Redress Mechanism, and on the project's overall implementation progress. The feedback to stakeholders will be provided through information meetings or also through the provision of project reports, both through the ANE-IP and MoPHRH website and local media.

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Table 12 - Proposed consultation plan

Project phase	Topic of consultation/ message	Method used	Estimated date/period	Target stakeholders	Responsibilities
Project preparation phase	Consultation meetings for data collection and disclosure of project information to key stakeholders.	Consultation meetings, letters, email.	January 15th to 19th 2024 in Maputo and Pemba.	Government and Private Institutions.	Consultant developing the E&S instruments ANE-IP
	Disclosure of Project Appraisal Document (PAD) and Financing Agreement (if applicable).	Meetings with key institutions, email, WB and ANE website or other relevant institutions such as the Ministry of Public Works, Housing and Water Resources (MoPHRH).	When the PAD is available for public information and access. Before project implementation (effectiveness).	MoPHRH, ANE-IP and all other government institutions involved, including the World Bank.	MoPHRH ANE-IP WB
	Disclosure of the project E&S frameworks/instruments (ESMF, LMP, ESCP, GBV/SEA/SH action plan)	Stakeholders' public consultation meetings and workshop (government institutions, public and private institutions, local administrative authorities. local administrative authorities, media, academic institutions, NGOs). Focus group meetings and email,	19 to 23 February 2024 in cities of Pemba, Nampula and Niassa, including at district level.	Staff from ANE-IP, MoPHRH, Road Fund, and other government institutions involved, beneficiaries (communities in general, provincial and local authorities, private institutions and firms (especially of construction), traders, academia, media,	MoPHRH ANE-IP Consultant

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Project phase	Topic of consultation/ message	Method used	Estimated date/period	Target stakeholders	Responsibilities
		website, media, flyers.		associations, NGOs).	
Project implementation phase	Continuous engagement with project beneficiaries and other interested parties, including disclosure of SEP and GRM at all levels (central, provincial, district and community).	Public consultations (workshops), and technical training sessions.	To be defined by ANE-IP, continuously throughout the project's life cycle.	Staff from PIU, ANE and other relevant institutions involved in project activities. Project beneficiaries (local communities, central, provincial, local, and district authorities), companies operating in the project area, traders, academia, media, various associations, NGOs. Contractors hired by the project.	PIU E&S specialist Consultancy services (if cost effective and needed)
	Site specific instruments (ESIA, ESMP, RAP wherever necessary.	Public and community consultations, focus group discussions, media, website of ANE-IP and MoPHRH.	During the development stage of ESIA/ESMP, RAP. Before construction activities start and along the construction period.	Project beneficiaries at provincial, district and community level. Contractors and Engineers (works supervision firm).	PIU E&S specialist Consultancy services
	Dissemination of project activities, focusing on environmental, social,	Public and community consultations, focus group discussions,	Continuously (at a frequency to be defined by the PIU)	Project beneficiaries at provincial, district	PIU E&S specialist

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Project phase	Topic of consultation/ message	Method used	Estimated date/period	Target stakeholders	Responsibilities
	occupational health and safety related issues.	meetings with specific personnel from relevant institutions, media, website of ANE-IP and MoPHRH.	throughout the project life cycle.	and community level. Contractors and Engineers (Works Supervision Firm).	

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4. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

4.1 Resources

ANE-IP and other relevant institutions for project implementation will oversee stakeholder engagement activities. The budget for the SEP is \$390.000 for the entire period of project implementation and will be updated throughout the life cycle of the project, depending on the development of the social activities. The budget should be included in component 3 (Institutional Strengthening and Project Management) of the project.

Table 13 - Budget Estimate for SEP implementation

Nº.	Budget category	Estimated cost (USD)
1. Stakeholder engagement related expenses		
1.1	Travel costs for staff	100.000
1.2	Events (organization and undertaking workshops and community meetings, including focus groups)	200.000
2. Communication campaigns		
2.1	Design and printing posters, flyers	5.000
2.2	Disclosure of information through social media, including radio broadcasts at district and community levels	15.000
3. Trainings		
3.1	Training on social/environmental issues for PIU and contractor staff	5.000
3.2	Training on GBV/SEA/SH for PIU) and contractor staff	15.000
3.3	Training in communication and community engagement for PIU	10.000
4. Grievance Redress Mechanism		
4.1	Establishment and training of complaints management committees	20.000
4.2	Acquisition and setting up complaint's boxes at district and community level	5.000
4.3	Complaints management communication materials	15.000
Total		390.000

4.2 Responsibility for Implementing of SEP

The overall responsibility for the implementation of the SEP lies with the Project Implementation Unit under the Project Coordinator with the direct support from the Environmental and Social specialist and other related staff that may be brought on board in the PIU (such as GBV for instance). The Environmental and Social safeguards Team must maintain an IP database (including terms of commitment if necessary) throughout the project life cycle. The SEP activities will also be implemented along with the site-specific instruments (ESIA/ESMP) both through ESIA

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consultants and the Contractors who will be involved in the project construction works. The Table 14 below describes the specific responsibilities of the project coordinator and the environmental and social specialist on SEP implementation.

Table 14 - Main responsibilities in implementation of the SEP

Nº.	Entity	Responsibility
1	Project Coordinator	- Assume overall coordination of the project day to day implementation and monitoring of all plans and related activities including the engagement of PAPs, including all environmental and social assessment processes. - Ensure the proper identification and engagement of PAPs and provide feedback to them. - Lead continuous identification of risks and opportunities and, also lead the design of mitigation and improvement measures. - Supervise all activities related to the engagement of PAPs. - Responsible for ensuring timely reporting and on SEP issues in the project.
2	E&S Specialist/s	- Participate in all activities related to the engagement of PAPs; - Continuously monitor, verify and keep the PAPs database updated; - Coordinate with stakeholders from institutions involved in the implementation of SEP related activities in the project, including those relating to ESIA development processes to ensure the means of communication established for the engagement of PAPs are effectively understood and applied. - Develop and conduct feedback surveys of project beneficiaries. - Supervise the implementation of GRM. - Prepare specific involvement and engagement plan for all PAPs of the project. - Identify communication activities and continuously implement them in line with the specific engagement plan. - Ensure that all parties involved in project implementation are properly informed about the messages to be communicated to the PAPs. - Collaboration with specialized NGOs in the district level to transmit specific messages to vulnerable groups and the local community.

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5. GRIEVANCE REDRESS MECHANISM

5.1 Overview

A Grievance Redress Mechanism (GRM) is an accessible and inclusive system, process, or procedure that receives and acts upon complaints and suggestions for improvement in a timely fashion and facilitates resolution of concerns and grievances arising in connection with a project. An effective grievance mechanism provides project-affected parties with redress and helps address issues at an early stage.

As part of the development of the SEP and this GRM structure, some types of complaints that may arise because of project implementation were identified. Such types of complaints include: (i) interference with cultivated land and crops, due to construction works and rehabilitation of roads and bridges; (ii) physical damage and nuisance due to construction and/or operational activities of the project; (iii) road accidents involving vehicles and machines used for the project's construction works; (v) noise and vibration, and consequences on properties and the health of communities in the vicinity of the project's intervention areas; (vi) obstruction of access as a result of construction works related to the project; (vii) gender-based violence involving project workers from the Contractor staff.

5.2 GRM Principles

The complaints management process should be based on the following key principles:

- a. **Transparency and justice:** The process for resolving grievances and complaints should be transparent, considering local social and cultural aspects, such as the local language. The GRM should allow access to judicial or administrative resources for all PAPs.
- b. **Accessibility and culturally appropriate:** All PAPs should have access to the GRM and its respective procedures and communication channels. Any individual or group that is directly or indirectly affected by the Project's activities, as well as those who may have an interest in the Project or the ability to influence its outcome, positive or negatively, should have access to submit complaints.
- c. **Social and participatory inclusion:** PAPs, vulnerable groups, members of associations and civil society are encouraged to take complaints and comments to the project management. Special attention must be paid to ensure that disadvantaged people, marginalized groups, including those with special needs, have access to this GRM.
- d. **Openness and regularity of communication:** Existence of channels for individuals and groups to choose their preferred method of presenting complaints. Communication channels should be kept open throughout the entire process of resolving each complaint and, for a maximum period of 6 months after the situation has been resolved. And later archived.
- e. **Written records:** All complaints should be recorded on a complaints form and tracked until final resolution.
- f. **Dialogue and site visits:** All complaints should be considered to warrant discussions with the complainant and a visit to the location where the problem occurs to verify the veracity and seriousness of the complaint, if appropriate, to obtain a first-hand understanding of the nature of the restlessness.
- g. **Timely response and proportionality:** All complaints, whether simple or complex, should be handled and resolved as quickly as possible. The action taken on the complaint or suggestion should be quick, decisive and constructive.
- h. **Feedback to complainant:** Feedback received by the grievance process date must be incorporated into the project and must be reported to the complaints.

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5.3 Responsibilities in GRM Implementation

The project's social specialist will be primarily responsible for implementing the GRM, in coordination with all levels of project implementation, namely the Contractors, supervision engineer team and local community where GRM focal points can be established. Table 15 below presents details of the specific responsibilities for each participant.

Table 15 - Main responsibilities of key GRM implementation personnel

Team member	Responsibility
Social specialist	• Produce all supporting documentation for GRM implementation, such as specific guidelines for each level of implementation, reporting template, dissemination material (flyers and others). • Lead the formalization of a GRM implementation structure at all levels (central, provincial, and local), before construction works begin. • Training all relevant stakeholders for GRM implementation. • Monitoring and dissemination of the GRM for the project's key stakeholders, including the Contractors. • Lead the resolution of received complaints, coordinating with all levels of complaint entry (Contractors, Resident Engineer, Local Leaders, community focal points where applicable, etc.). • Keep the complaint resolution monitoring database updated. • Monitor, in coordination with the Resident Engineer of each construction work subproject, and his social team, the Contractor's activities in relation to the complaint's resolution process, ensuring that monthly reports include a section on complaints received, resolved, in the process of resolution, etc. • Ensure that the monthly/or quarterly reports to be shared with the World Bank include a GRM implementation progress section. • Carry out an annual assessment of the GRM, with recommendations for improvement.
Supervision team (the engineer) of each construction work	• Establish a functional structure for the implementation of GRM at the level of the construction work, in collaboration with the Social Specialist at the central level at ANE. • Coordinate together with the Contractor the implementation of Information, Education and Communication (IEC) activities on the GRM. • Coordinate the entire complaint resolution process at local level (construction work and in the surrounding community), collecting complaint registration forms weekly from the various entry points, registering complaints in the database and defining how each complaint will be resolved, assigning resolution responsibilities to those involved, consulting whenever necessary the social specialist at the central level at ANE.

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	• Resolve all complaints that can be resolved at your level and respond to the complainant within the indicated deadlines. • Monitor all complaints received and the stage of resolution, and record the final decision including the complainant's level of satisfaction. • Keep the database for recording and monitoring complaints up to date. • Keep the PIU coordination team at ANE informed monthly about complaints received, including the resolution stage. • Ensure that the Contractor records and resolves complaints from its workers and forwards records of these complaints, and other complaints received from PAPs, to the Resident Engineer/supervisor.
--	--

5.4 Complaint Resolution Process

1. Complaints or suggestions must be received at several points: PIU at ANE, Contractor (at the local level of the construction work), Supervision of the construction work (engineer); specific local authorities, or via telephone (number designated for this purpose). A complaint registration form (annex 4) must be completed by the person receiving the complaint. The complainant must receive proof of submission of the complaint. If the complaint has been submitted by telephone, the form must be completed in full by the person receiving the telephone call. Whoever receives the complaint via telephone must ensure that the complainant provides contact, to later inform him of the resolution of the complaint. The initial point of resolution is also the person receiving the complaint. Thus, whoever receives the complaint will start the resolution process by interacting with the complainant to obtain more information or even provide information to the complainant if necessary. In other words, sometimes the complaint can be resolved by simply information provided to the complainant. All complaints received at local level (construction work and surrounding areas) should be forwarded to the Resident Engineer or his social team for verification and assignment of responsibilities for resolution. The Resident Engineer or his social team confirms receipt of the complaint using the appropriate contact method indicated by the complainant (telephone, email or other), declaring that he will analyze the complaint received, and informing the resolution deadlines. This confirmation should be made by the Supervision (the engineer) at local level within 5 working days after the complaint has been lodged.
2. The Engineer (supervision team at construction site) will start resolving the complaint by analyzing all the information in the process, interacting with the person who received the complaint, and with the complainant whenever necessary. If necessary, the Engineer should interact with the person who received the complaint, the contractor, the local administration (if necessary) and the complainant to discuss the case and assign responsibilities for resolution. If PIU intervention is necessary at ANE, the Engineer or his social team will coordinate with the PIU social specialist.

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Resolution of complaints regarding gender-based violence, sexual exploitation and abuse, sexual harassment, should be referred to the Counselling Centers established at the local level or to the local police.

After a complete review of the facts presented by the complainant, the Engineer should decide whether to validate the complaint or not.

Regardless of the need for intervention by the PIU social specialist at ANE, the supervision team (the engineer) should keep the PIU informed about the complaints received, including their resolution stage. In order to comply with this procedure, the Engineer should register the complaints in a Database.

The Engineer as well as the PIU at ANE has ten (10) working days to respond to the complainant, immediately after notifying receipt of the complaint, indicating the stage of resolution, therefore saying: i) resolved (indicating the proposed solution); or ii) stating that it is still in the process of resolution to determine the facts; iii) or that the complaint will be transferred to the attention of the PIU or another level as defined.

3. Once the PIU receives the complaint from the engineer or its social team, they will then call the resolution committee members to a meeting, as well as notify the complainant to be part of the meeting, if deemed necessary and feasibly. It is not expected that there will be many cases that require PIU intervention. Most complaints can be resolved at the local construction site level by the supervision team (the engineer) including local authorities if necessary. They will find a solution acceptable to both sides. If the case is forwarded to the PIU, they has twenty (20) working days from the date of receipt from the Engineer to respond to the complainant indicating the stage of resolution: i) resolved (with the proposed solution); or ii) advise the complainant to bring the complaint through the local Court System or other appropriate government mechanism. The PIU meetings for complaints resolution should be recorded in minutes.
4. The PIU may not be able to reach an agreement with the complainant on a solution acceptable to both sides. In such cases, the complainant will be advised to file the complaint through the local Court System or other Government mechanism that the complainant deems appropriate. This stage is completely independent of the Project or its subproject. However, the PIU should continue to follow the process and provide all necessary information in its possession.

5.5 Entry Points and Communication Channels

The complainant will submit their complaint, suggestion or concern through public or individual meetings, phone call using a dedicated call line (which should be free of charge), letter (complaints box) and email. The entry points should be formally established before project activities starts implementation and should include local leaders, resident engineers (which is part of works supervision team), the E&S specialist in the PIU, between others.

5.6 GRM Proposed Structure

In summary and consistent with international standards, the GRM includes the following five-step procedure:

- Step 1: Receipt and Registration
- Step 2: Classification and Prioritization
- Step 3: Investigation

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- Step 4: Resolution and Feedback
- Step 5: Monitoring and Evaluation

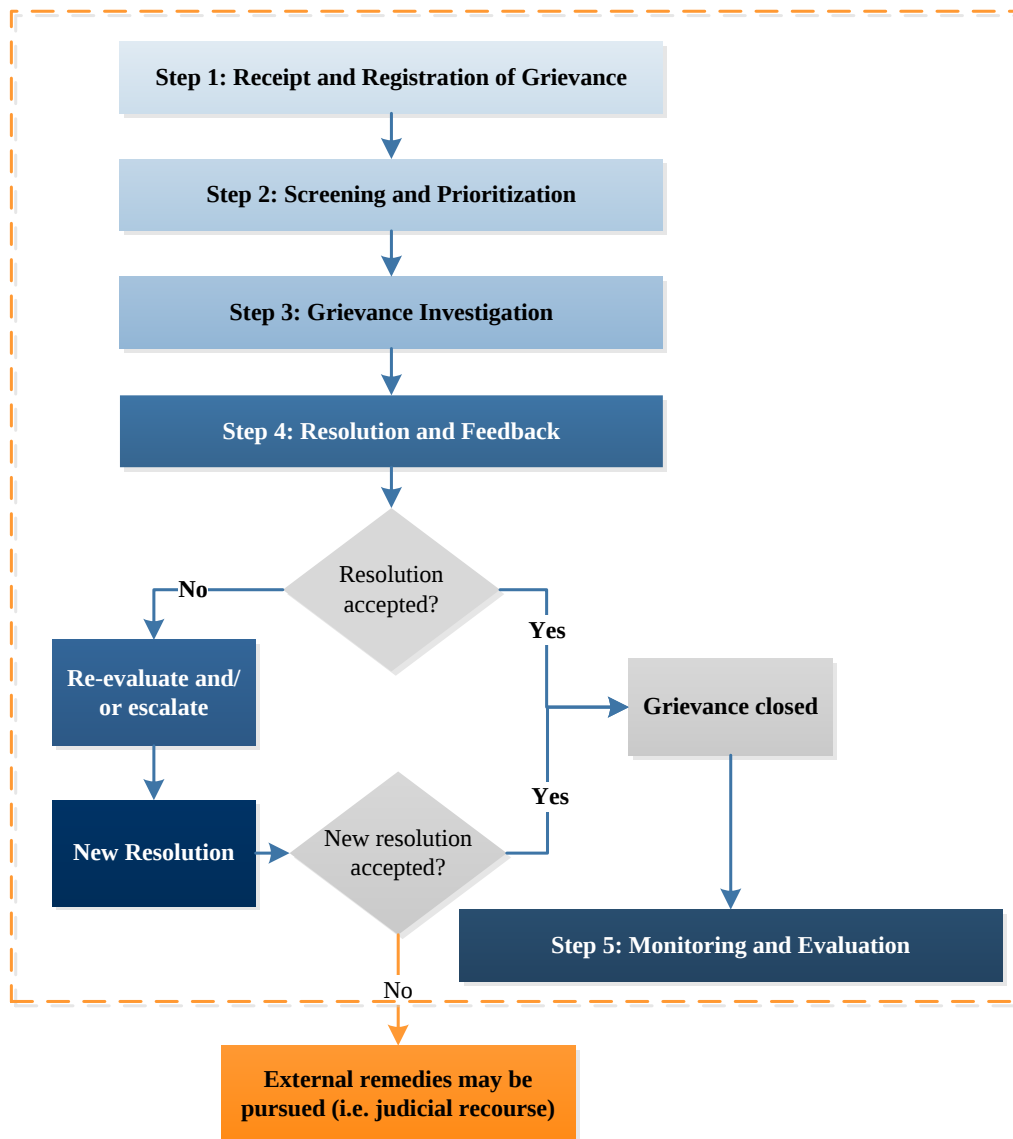


Figure 8 - Proposed process flow chart of Grievance Redress Mechanism

6. MONITORING AND REPORTING

6.1 SEP Monitoring

The monitoring process is a critical and important activity for the implementation of the SEP. The specific objective of monitoring is to ensure that all activities planned for the engagement and involvement of PAPs are fulfilled and verified at all levels and phases of the project implementation

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cycle. Monitoring should be a continuous process and aligned with the objectives of the SEP and the project. Monitoring the engagement of PAPs allows evaluating their effectiveness, and it is important that the main performance indicators that reflect the SEP objectives, activities and respective verification times are identified.

The project's Environmental and Social Safeguards Specialist will be responsible for coordinating the monitoring of the implementation of the SEP, together with the project's M&E specialist, including in relation to the site-specific instrument development processes (ESIA/ESMP), and their implementation by the Contractors. The Table 16 below presents the reference indicators to be considered when monitoring the implementation of the SEP.

Table 16 - SEP monitoring indicators

Activity	Monitoring indicator	Frequency	Level of Achievement		
			S	M	HS
Dissemination and awareness meetings	Number of community meetings held to discuss project progress (at least 1 meeting every 3 months)	Quarterly			
Preparation and dissemination of awareness/engagement material	Number of pamphlets and posters developed and distributed at meetings with PAPs (at least 10 each quarterly meeting with community)	Bi-annual			
Implementation and monitoring of the SEP	Number of monitoring reports developed (2 reports annually)	Annually			
GRM implementation and monitoring	Number of sessions for disclosure of GRM (at least 2 a year)	Annually			
	% of complaints resolved in relation to the total received (at least 85%)	Quarterly			
	% of complaints resolved in time (at least 90% of all resolved complaints)	Monthly			
	Number of complaints resolved on time to the satisfaction of the complainant (at least 60% of resolved complaints)	Monthly			

S-Satisfactory; M-Moderate; HS-Highly Satisfactory

The monitoring report will be based on a set of indicators as described in the table above, and must be prepared on a regular basis.

6.2 Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Its reporting will be done on a quarterly basis and should include the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the reported period should be conveyed to the stakeholders in various ways, such as feedback meetings, communications via radio broadcast.

Environmental and Social Instruments for Climate Resilient Roads for the North of Mozambique.

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ANNEXES

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Annex 1 – A summary of issues during the consultation to key-informant staff members from public institutions in Pemba and Maputo (February 15th to 19th)

Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
1	National Road Administration (ANE, IP)	Maputo	15/01/2024	2	1	• Presentation of the JV team (JBN and EA) and the objectives of the consultations meetings to be carried out between the 15th and 19th of January. • Support to be provided by ANE to the process. • Meetings already confirmed with institutions, both in Maputo and Cabo Delgado.	• ANE made two staff members available to attend the meetings in Maputo. • Provided the list of institutions that confirmed to be met during the study in both Maputo and Pemba.
2	National Institute of Statistics (INE)	Maputo	15/01/2024	1	0	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Security statistics for the northern region of the country (Cabo Delgado, Niassa and Nampula). • Statistics on crime and justice. • Statistics of general population census. • Statistics on gender-based violence.	• INE has a report on crime and justice, to be provided in digital format to the team. • Statistics on security are not part of data generated by INE, that is from police and security agencies. • The demographic health survey report is available and has information on gender-based violence which is source of information to the study. • ANE has a survey report on family budget, with data disaggregated by province, rural and urban level.
3	National Institute of Meteorology (INAM)	Maputo	16/01/2024	4	0	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Data on tropical cyclones occurring in the last 20, 10 or 5 years.	• INAM has data on cyclones that have already occurred and will provide. • Rainfall data exists and can be provided. However, there is a limitation that INAM does not have meteorological stations in all areas of the country. • There are no specific technical specifications for roads/bridges, but there

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
						• Provinces prone to the effects of tropical cyclones. • Technical specifications recommended for road and bridge works for climate resilience. • Areas most prone to flooding in Cabo Delgado, Niassa and Nampula.	is a manual for building climate-resilient schools, which was developed by UN-Habitat with intervention from INAM. TUN-Habitat should be contacted for access. • For areas prone to flooding ANE should contact National Directorate of Water Resources Management (DNGRH). • ANE sent formal request of data to INAM indicating the following: (i) Number of tropical cyclones that hit Cabo Delgado, Nampula and Niassa in the last 20 years and affected districts; (ii) Wind speed and rainfall volume for the period of occurrence of each cyclone; (iii) Trajectory maps of the same tropical cyclones that hit the three provinces; (iv) Districts of Cabo Delgado, Nampula and Niassa vulnerable to being affected by tropical cyclones.
4	National Emergency Operations Centre (CENOE), of the National Institute for Disaster Management (INGD)	Maputo	16/01/2024	1	1	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • INGD major role. • Technical specifications for roads and bridges. • Capacity of the INGD on E&S issues.	• INGD major role is coordination with other institutions and sectors aligned with the nature of a disaster. • Depending on the nature and magnitude of the emergency, high risk emergencies are commanded by the President or Prime Minister. • Responding to all types of emergencies and natural disasters is one of the responsibilities of INGD. • For roads related disasters, they have a mobile bridge installed to facilitate emergency access as ANE implements measures to restore cut off access, they provide boats in case of flood related disasters.

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
							• Engineering designs should consider the flood peak volume and provide drainage infrastructure (box culverts, bridges) that is commensurate with the risks posed by floods. • Drainage should also be considered on flood plains where water flows to avoid flooding people's property and soil erosion. • Most of the roads in Mozambique have very many structures very close to the road or within the road reserve and these pose safety risks to drivers and people who live in such areas. • Most of the secondary access roads in Mozambique are in very poor condition and these humpers emergency operations. • Terrorists' attacks in the North have reduced and about 5000 IDPs have returned to their homes. • Most of the emergency response activities entail provision of shelter, food, WASH (Sanitation), and blankets. • INGD do not have its own E&S staff but coordinate with other government institutions with E&S capacity to undertake any E&S related tasks.
5	Ministry of Transport and Communication (MTC)	Maputo	17/01/2024	5	1	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Systematized data on road accidents (cumulative numbers) for Cabo Delgado, Nampula and Niassa.	• The MTC has a database of road accidents. The data exists in INATRO and DNTS, although they may not be systematized. • The MTC does not have a department that deals with ESHS matters, although the DNTS has focal points that interact with

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
						• Specific role of the MTC in managing the road network, from a communication point of view. • MTC has a department that deals with environmental, social, health and safety (ESHS) issues.	other institutions when it comes to environmental and safety matters. • There is no specific role for the MTC in managing the road network. However, the MTC regulates transport and road signs through INATRO. This work is done in coordination with ANE. • The environmental and social instruments being developed for the Climate Resilient Roads for the North should consider the National Roads Code. • The team should also refer to E&S instruments of the Southern Africa Connectivity Project, including its feasibility studies. ANE can provide these documents as they participated during the project preparation phase.
6	Ministry of Land and Environment (MTA)	Maputo	18/01/2024	1	0	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Technical specifications/guidelines to be included in road and bridge works to ensure climate resilience. • Important aspects that the MTA considers relevant to include in the design and implementation phase of road and bridge projects.	• There is a National Climate Change Adaptation and Mitigation Strategy (2013-2025), which results from the implementation of the United Nations Framework Convention on Climate Change. Therefore, the project should rigorously include measures to mitigate the climate change effects. • The ESMF should present the recommendation that site specific ESIA/ESMP consider provisions on risk assessment of climate effects and present provisions for mitigation. Gender and climate change aspects must also be considered. • The final draft E&S instruments should be shared with the MTA for review and comment.

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
							• There is a manual for building climate-resilient schools, which was developed by UN-Habitat with MTA support. MTA will share the manual. • There is also the Gender and Climate Change Strategy, which the project should consider. • At the local level, each district has a Local Climate Change Adaptation Plan, which the project should consider. This plan has a chapter on roads and bridges.
7	Ministry of Labor, Employment and Social Security (MITSS)	Maputo	19/01/2024	2	1	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Main concerns and/or frequent risks and impacts related to occupational health and safety in different sectors, especially in civil works (roads, bridges, among others). • What have been the most recommended mitigation measures (in a strategic way) for situations of occupational risks and impacts, with focus on civil works (roads, bridges, among others). • Following the new Labor Law (Law no 13/2023) coming into force in February, it would be important to know whether there will be regulations to	• The project should observe the principles of local content, ensuring that national labor is prioritized in the hiring processes. • Foreign labor hiring processes should strictly follow the requirements of national legislation. • Health and safety requirements, including social security, should be observed. • National legislation does not determine the percentage (%) of female labor to be hired in certain jobs. However, the positive exclusion principle is acceptable. • The Ministry does not have a systematized database of work-related accidents. There are only administrative records of documents received from communications that companies send reporting accidents. • Based on these records, the Ministry will be able to provide data relating to the project targeted provinces (Cabo Delgado, Nampula and Niassa). • Since the meeting request letter did not specify the information required, meeting participants will escalate concerns to

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
						be updated in connection with the new Labor Law. Of particular interest to the project are the regulations related to general labor inspection; work accidents and occupational illnesses; hygiene and safety in industries, among others. Data on the occurrence of work-related accidents, by sector (roads and bridge for example) and by province, in the last 2 to 5 years.	other departments within the Ministry, once the information is available the Ministry will contact ANE and the Consultant.
8	Post-Cyclone Reconstruction Office (GREPOC)	Maputo	25/01/2024	1	1	- Project scope, objectives, and targeted area, and assignment of the consultancy team. - Challenges that GREPOC faces in implementing activities, especially in relation to environmental and social aspects, and what recommendations may provide to consider in CRRNP project. - How GREPOC has dealt with security aspects in some areas of the Northern provinces.	- GREPOC is a project management unit and has PIUs with all specialties relevant to its activities, including environmental and social safeguards. - Initially there was no demand for security specialists in the projects, but later there was a need to include in the tender documents for Contractors to have a security specialist, to advise on security aspects. - GREPOC's advice is to ensure that contractors' contracts include clauses on the need to provide periodic reporting on the implementation of E&S measures, including for the complaints management through a GRM. - One of the measures that GREPOC applies to limit river water pollution in intervention sites is to prevent concrete from being made on site, but only brought in for immediate application. - Institutional communication and coordination are essential to ensure

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
							security in project operations. The Security Forces are the ones who guarantee security for project operations in risk areas. • The issue of demining should always be considered. GREPOC deals with the demining through the Contractors. Therefore, the responsibility for demining is placed in the bidding documents, and contractors subcontract certified companies to carry out the demining where necessary.
9	ANE provincial delegation	Pemba	17/01/2024	2	1	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Current ANE provincial level structure and the proposed structure for the time of project implementation. • Experience in managing activities in a security risk area. Lessons learned.	• ANE informed that there is neither a department nor an employee with security responsibility. All security issues, currently involving travel to high-risk areas and emergency response, are managed by the security defense forces, especially for the northern part of the province, providing support to ANE and the contracted personnel in operation. • Due to the attacks in the province's northern part, road infrastructures (bridges) are partially destroyed. • Two projects under ANE portfolio were interrupted due to GBV related incident, and only after addressing the identified irregularities related to GBV the activities resumed.
10	Provincial Directorate of Health (DPS)	Pemba	18/01/2024	2	0	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Operations in critical security area.	• The DPS operates in critical security areas under the guidance and protection of local forces. When security conditions are not adequate, the emergency health response is supported by local forces, with the DPS providing support through specific equipment and medications.

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
						• Gender-based violence in critical security areas. • High-risk areas for GVB in the province. • Main risks related to GBV in project context and vulnerable population.	• GBV has increased since the onset of terrorist attacks, especially in camps prepared for the displaced population. • Security high-risk areas include the districts of Ancuabe, Montepuez. • Awareness-raising actions within the population are carried out through community-level teams. Multisectoral teams, involving Health, Justice, Police (PRM), and Social Action, conduct lectures and sensitize community leaders and other respected entities at local level. • The most common types of GBV are sexual, physical, and psychological violence, and the most vulnerable population is women.
11	Provincial Police Command (PRM)	Pemba	18/01/2024	2	0	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Situation of security risk in the province and future perspective. • GBV related issues. • Road traffic accident.	• The security high risk areas are the districts in the northern part of the province, namely: Palma, Mocímboa da Praia, Nangade, Muidumbe, Macomia, Quissanga, Meluco, and Mueda. • Centers where IDP are located is where the greatest risk for GBV is. • Poor conditions of some roads, lack of signaling and road maintenance contribute to traffic accidents. • Generally, all districts have a police station, but considering the project's coverage area, not all stations are operational due to the terrorism situation.
12	Provincial Directorate of Industry and Commerce (DPIC)	Pemba	18/01/2024	1	1	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Relevance of the project for economic activities.	• The project implementation will stimulate increased agricultural production since one of the major challenges at the moment is the need for alternative roads for the transportation of agricultural products.

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
							The trade sector involves approximately 45% women, and with the project's implementation, we expect revitalization of some activities and thus increased participation from women, which may contribute to 5% impact in areas with agricultural potential.
13	Provincial Environment Services (SPA)	Pemba	19/01/2024	2	0	- Project scope, objectives, and targeted area, and assignment of the consultancy team. - Recommendation for the project.	Suggestion to conduct a public consultation in Metuge or Quissanga, taking advantage of an extended government executive session where all district administrators covered by the project will be present.
14	Provincial Directorate of Gender, Children and Social Action (DPGCAS)	Pemba	19/01/2024	2	1	- Project scope, objectives, and targeted area, and assignment of the consultancy team. - Operations in critical security areas. - Gender-based violence, and main risks related to GBV in the project context and vulnerable population. - Recommendation for the project.	- Occurrence of sexual abuse by workers against vulnerable women in the communities. - The government has been working with community leaders for public awareness, and there is a multisectoral mechanism (PRM, Justice, Health, and Social Action) aiming for integrated care in the prevention and combat of GBV related risk. - High-risk zones for GBV are located further inland and with difficult access, hindering awareness campaigns. Communities lacking information show high GBV rates. - Some northern districts such as Macomia, Mocimboa da Praia, Ibo, Namuno have reported GBV cases resulting in deaths, with one contributing factor being alcohol consumption. - The most common types of GBV are physical, sexual, and psychological.

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
							• Women are the vulnerable group seeking the most support of the services of DPGCAS. • Looking at the project scenario, it is recommended to conduct lectures, awareness campaigns at the community level, as well as for the contracted workers.
15	Ministry of Agriculture and Rural Development (MADER)	Maputo	30/01/2024	3	1	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Discuss if MADER has anything to recommend for consideration during project preparation phase and in the execution phase. • MADER has an Environmental and Social Safeguards Office and therefore may want to share experience E&S safeguards in projects.	• MADER could have been better prepared if the meeting request had included details about the project. • The safeguards documents should consider all relevant legislation, including for the agriculture sector. • MADER asked what security we are talking about in relation to the Security Management Plan under preparation. The Consultant clarified that this is a plan that results from the security risk assessment for the northern provinces (Cabo Delgado, Nampula and Niassa), motivated by the risk situation currently observed in that region. This is a document that establishes the procedures that will be used to guarantee the safety of assets/infrastructure and people during the execution of the project. Occupational health and safety issues will be detailed in site-specific instruments (ESIA/ESMP) that will be developed later

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
							following the procedures established in the ESMF. • MADER indicated that they are aware that the multinational Total is applying material on road asphalt that is resilient to the effects of climate change. This technology should be considered for this project. • MADER will issue a note to the sector's provincial directorates to find out if they have anything to recommend regarding the roads that will be covered by the project. • It is important to ensure that preliminary E&S safeguards instruments are shared with civil society organizations for information.
16	National Administration of Conservation Areas (ANAC)	Maputo	1/02/2024	1	0	• Project scope, objectives, and targeted area, and assignment of the consultancy team. • Discuss if ANAC has anything to recommend for consideration during project preparation phase and in the execution phase.	• ANAC indicated that the project is welcome and hopes that the project's interventions do not interfere with ecosystems, especially in conservation areas, even considering that the intervention will be on existing roads. • ANAC is preparing to conduct research on the impact of climate change on rivers environment and will start with the Zambezi River

Environmental and Social Instruments for Climate Resilient Roads for the North of Mozambique.

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Nº.	Institution met	Location	Date	Nº. of participants		Issues discussed	Issues that arose and proposed actions
				Men	Women		
							from its entry into Mozambique to the Marromeu complex, in the province of Sofala.

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Annex 2 – Copies of Attendance Lists for the Meetings held in Pemba – during 1st Phase of consultations (15th-19th February 2024)



ADMINISTRAÇÃO NACIONAL DE ESTRADAS, IP

PROJECTO DE ESTRADAS RESILIENTES AO CLIMA PARA O NORTE (P500488)

SERVIÇOS DE CONSULTORIA PARA DESENVOLVIMENTO DE INSTRUMENTOS AMBIENTAIS E SOCIAIS

Primeira Fase de Consulta/colecta de Dados às Partes Interessadas (Institucionais)

19 / Janeiro / 2024

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18 / Janeiro / 2024

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Stakeholder Engagement Plan



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PROJECTO DE ESTRADAS RESILIENTES AO CLIMA PARA O NORTE (P500488)

SERVIÇOS DE CONSULTORIA PARA DESENVOLVIMENTO DE INSTRUMENTOS AMBIENTAIS E SOCIAIS

Primeira Fase de Consulta/colecta de Dados às Partes Interessadas (Institucionais) 18 / Janeiro/ 2024

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Annex 3 – Copies of Attendance List for the Meetings held during 1st Phase of Consultations in Maputo (15th-19th February 2024)



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REPÚBLICA DE MOÇAMBIQUE

MINISTÉRIO DOS TRANSPORTES E COMUNICAÇÕES

DIRECÇÃO NACIONAL DE LOGÍSTICA E DESENVOLVIMENTO DO SECTOR PRIVADO DE TRANSPORTES

ASSUNTO: Projecto de Estradas Resilientes DATA: 17-1-2024

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19 / Janeiro/ 2024

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Annex 4 - Sample Grievance Redress Forms

A unique code should be assigned to each complainant / or Project Affected Person (PAP) at the first time they report a concern, and the same code should be used for all future concerns reported by the same person.		
1. INCIDENT INFORMATION		
1.1 Received By:	1.2 Date received:	1.3 Reported by:
1.4 Grievance category - <i>(Circle as appropriate)</i> <i>(Compensation/Land access/Inadequate Notification/Disruption to business or property/Property damage/Environmental damage/Safety Risk/Traffic/Boundary Dispute/Other)</i>		
1.5 Project Related? Yes: ☐ No: ☐ <i>- If the grievance is not related to the project do not continue.</i>	1.6 Date of the report to Contractor:	1.7 Date of the report to ANE:
1.8 Case ID:	1.9 Location	1.10 District:
1.11 Contract Number:		1.12 Name of the contractor:
3.6 Risk of retaliation: Yes: ☐ No: ☐		
3.7 Description of concern:		
2. RESOLUTION FEEDBACK		
2.1 Complainant satisfied with process? Yes: ☐ NO: ☐		Why not?
2.2 Complainant satisfied with outcome? Yes: ☐ NO: ☐		Why not

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2.3 Other relevant information:		
3. ACTION TAKEN TO RESOLVE THE COMPLAINT		
Reported to	Date Reported	Action Taken
Print name (complainant):		
Signed (complainant)	Date:	
Signed (Grievance Focal Point)	Date:	
Copied to:		

Name (Complainant):

PAPs ID Number:

Contact Information (Community; mobile phone):

Nature of Grievance or Complaint:

Date Individuals Contacted:

Summary of Discussion _____

Signature PAP: _____ Date: _____

(If relevant) - RAP Consultant representative: _____ Date: _____

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Local Authorities: _____ Date: _____

Grievance Resolution Section

Name & Position of Reporting Person: _____

Review/Resolution Date of Meeting on Grievance: _____

People Present at Meeting (Attach Attendance/ Sing-in List):

Was field verification of complaint conducted? Yes _____ No _____

Findings of field investigation:

Summary of Conclusions from the Meeting:

Key Issues:

Was agreement reached on the issues? Yes _____ No _____

If agreement was reached, detail the agreement below: If agreement was not reached, specify the points of disagreement below and Next Action Step Agreed:

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Signed (Conciliator): _____ Signed (person): _____

Signed (Independent Observer): _____ Date: _____