

FINAL Community Consultation Plan

Cyclone Pam Road Reconstruction Project

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Executive summary

The Cyclone Pam Road Reconstruction Project (CPRRP, the Project) aims to accelerate economic and social recovery in Vanuatu's Cyclone Pam-affected provinces as defined by the Project. The development objective is to restore socioeconomic activities of people around the Efate Ring Road to pre-cyclone levels by repairing about 20 damaged sites. All works will be designed and implemented using the "build back better" (BBB) concept, and will strengthen the climate and disaster resilience of roads and bridges.

The Community Consultation Plan (CCP) describes the purpose, method and outputs of the Project being implemented by the Public Works Department (PWD) of the Ministry of Public Infrastructure and Utilities (MIPU) and the stages and processes for communication. This plan covers the requirements of relevant country laws, current PWD practice of communication and consultation and also complies with the Safeguard Policy Statement 2009 (SPS) and Public Communication Policy 2011 (PCP) of the Asian Development Bank (ADB).

The purpose of the CCP is to guide what types of information need to be provided to and obtained from stakeholders, when and how such information is communicated, and how the information is to feed into the different project stages and aspects including feasibility study, detailed design, construction, and operations. It provides an approach to guide overall communications about the project for PWD, other relevant government agency staff, implementation and supervisory consultants, and the primary beneficiaries and other stakeholders (such as civil society organisations). Importantly, the CCP is based on local custom and tradition to ensure it facilitates meaningful consultation.

The foremost CCP principle is meaningful participation of the key stakeholders. Identified internal and external key stakeholders include:

Internal stakeholders	External stakeholders
<ul style="list-style-type: none"> • Senior management (Director General, Director, Deputy Director) of MIPU Infrastructure Working Group • Corporate Services- Administration, Finance, and Procurement • All MIPU/PWD staff • ADB 	<ul style="list-style-type: none"> • Relevant government ministries (Ministry of Finance and Economic Management, Office of the Prime Minister, Vanuatu Program Management Unit, Departments of Lands; Environmental Protection and Conservation; Agriculture, Forestry, Fisheries; Water, Geology and Mines; and Women's Affairs) • Cabinet and Parliament • Program Recovery Committee • Development partners • Chiefs, landowners and communities along and using the road • Private sector including tour operators, resort and cattle farm owners • Civil society including community based organisations • Media (domestic and international) • Contractors • General public (Port Vila and residents/users of the Efate ring road)

Not all of the stakeholders need to receive or provide information at all times, therefore a hierarchy of communication can be used, ranging from the most intense and frequent communications with the directly affected and beneficiary communities through to releases of more general information to the wider public at specific times within the project.

Communication processes with different project stakeholders can range from meetings (including focus group discussions) and interviews, through to releases via radio, electronic or print media. Specific communications are required during the social and environmental safeguards due diligence.

A communication matrix has been developed that includes: (i) communication objectives for the project; (ii) risks to the project due to poor communication; (iii) target audience/stakeholders; (iv) key messages; (v) information channels; and, (vi) timeframe and resource/budget requirement. Expected outcomes from effective communication are also identified.

Key messages to be delivered include highlighting the following components of the project:

- > “Building back better”
- > Strengthening Ni-Vanuatu community and infrastructure resilience
- > Coordination with, and support from, government agencies
- > Partnerships with communities
- > Local ownership through maintenance

Partnering with communities will be through negotiating agreements with landowners to ensure long-term access to the project sites for maintenance work as well as working with community groups in maintaining the infrastructure.

The main channels of communications will depend on the stakeholders, the information to be provided or received, and the purpose and timing of the communication. Methods include face to face meetings with stakeholders, focus group discussions, community meetings, establishing community liaison committees, preparation and dissemination of posters, information sheets or booklets, and use of media including electronic, radio, newspaper and social media when/where appropriate.

Visual materials such as a poster will be developed, to be posted in community halls, shops and church halls, to inform communities about the Project and the timing of key activities such as site investigations, meetings, and surveys etc. Information communication technology such as mobile phones, internet and website will also be considered by the Project to inform stakeholders about the objectives and progress of the Project.

During construction, Community Liaison Committees (CLCs) will serve as the primary channel for formal communications between the community, contractor and PWD. The DSC has worked with PWD, Provincial Government and the Vaturisu Chiefs to plan the formation of Community Liaison Committees (CLCs). They have been established in March 2017. While the GRM is administered by the Contractor, the CLCs also serve as the representative body for consultation on complaints made through the grievance redress mechanism (GRM). A Provincial-level CLC will also be established, to advise and be advised on issues that cannot be resolved at the local CLCs.

The GRM is described in the safeguards due diligence documents and the contractor’s site-specific environmental management plans. The GRM sets out the process for resolving concerns or complaints and shows how communities and other stakeholders can lodge any complaints or concerns about the project at different stages/levels.

In February 2017, a Phase II of the project was approved for feasibility and design. This work includes a revision of the work proposed at three sites, and the inclusion of three additional sites, Tassiriki road upgrade, Saama and Ulei. Phase I works are currently under procurement, following successful feasibility, design and consultations in 2016.

Abbreviations

ADB	Asian Development Bank
BBB	'build back better'
CLC	community liaison committee
CPRRP	Cyclone Pam Road Reconstruction Project
CCP	community consultation plan
DFAT	Department of Foreign Affairs and Trade (of Australia)
DEPC	Department of Environmental Protection and Conservation
DMF	design and monitoring framework
DSC	design and supervision consultant
DDR	due diligence report
FGD	focus group discussion
GEF	Global Environment Facility
IEE	initial environmental examination
MFAT	Ministry of Foreign Affairs and Trade (of New Zealand)
MFEM	Ministry of Finance and Economic Management
MIPU	Ministry of Infrastructure and Public Utilities
MOU	Memorandum of Understanding
NGOs	non-government organizations
PAM	project administration manual
PCP	Public Communications Policy 2011 (of ADB)
PRC	program recovery committee
PWD	Public Works Department
SPS	Safeguard Policy Statement 2009 (of ADB)
TOR	terms of reference

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1 Introduction

The Cyclone Pam Road Reconstruction Project (CPRRP, the Project) aims to accelerate economic and social recovery in Vanuatu's Cyclone Pam-affected provinces as defined by the Project. The development objective is to restore socioeconomic activities of people around the Efate Ring Road to pre-cyclone levels by repairing about 20 damaged sites. The Asian Development Bank (ADB), the Global Environment Facility (GEF), and the Government of the Republic of Vanuatu (the government) are funding the Project.

The executing agency is the Ministry of Finance and Economic Management (MFEM), while the implementing agency is the Ministry of Infrastructure and Public Utilities (MIPU). Cardno Emerging Markets (Australia) Pty Ltd., the design and supervision consultant (DSC), is tasked with the effective day-to-day management of the Project from design through to implementation.

The Project is made up of repair and rehabilitation works at approximately 20 sites (subprojects) around the Efate Ring Road. While daily communications for the Project are ongoing, relevant government agencies and communities around Efate will be specifically consulted during the feasibility and design stages. Information will be gathered from those with local knowledge in the Project area and information on the planned scope of work will be provided by the DSC. Particular efforts will be made to understand the impact and opportunity of the Project on communities. Community awareness will be ongoing throughout the Project and participation in specific project activities can be encouraged at particular times.

In February 2017, a Phase II of the project was approved for feasibility and design. This work includes a revision of the work proposed at three sites, and the inclusion of three additional sites, Tassiriki road upgrade, Saama and Ulei. Phase I works are currently under procurement, following successful feasibility, design and consultations in 2016.

All works will be designed and implemented using the "build back better" (BBB) concept, and will strengthen the climate and disaster resilience of both the infrastructure (roads and bridges) and communities. The works will incorporate gender sensitive designs and safety features wherever possible including construction of walkways and provision of laundry facilities in streams alongside the road.

Effective and efficient communication and meaningful consultation are key components of the overall process for how the DSC will deliver the project outputs.

2 Community consultation plan

This Community Consultation Plan (CCP) guides the planning and processes for communications for and about the Project. It describes the purpose, method and outputs of the Project and the stages and processes for communication. This CCP covers the requirements of relevant country laws, current PWD practice in respect of communications and consultations and also complies with the *Safeguard Policy Statement 2009* (SPS) and *Public Communication Policy 2011* (PCP) of the ADB.

The objectives of the CCP are:

- > To foster partnerships with the beneficiary and stakeholder communities to strengthen Ni-Vanuatu resilience through project activities
- > To share information fully on the proposed project, its components, and its activities with all relevant internal and external stakeholders
- > To increase awareness of MIPU and PWD staff on the objectives of the project, its stages and aspects including regulatory requirements, and role of each department/staff to support the project implementation
- > To provide a process for communication with stakeholders including their participation in project activities such as surveys, site investigations, planning, feasibility and design, construction, monitoring, and maintenance
- > To obtain inputs to and opinions about the needs and priorities of stakeholders in respect of proposed impact mitigation measures as well as gender sensitive and safety features to be incorporated into the project
- > To obtain the cooperation of beneficiary communities and stakeholders in activities required to be undertaken for project planning and implementation
- > To establish a clear, easily accessible and effective complaints and grievance resolution procedure
- > To inform contractors about government's civil works standards, regulatory requirements and best practice during pre-construction; construction and operations
- > To ensure transparency in all project activities

2.1 Purpose of the Plan

The purpose of the CCP is to identify what types of information need to be provided to and obtained from stakeholders, when and how such information is communicated, and how the information is to feed into the different project stages and aspects including feasibility study, detailed design, construction, and operations. It provides an outline to guide communications about the Project for PWD, other relevant government agency staff, implementation and supervisory consultants, and the primary beneficiaries and other stakeholders (such as civil society organisations). Importantly, the CCP is based on local custom and tradition to ensure it facilitates meaningful consultation.

Although MIPU is still to complete and disclose a ministry-level communication and consultation strategy, this CCP is specifically aimed at the design and implementation of the Project. Previous experiences in Vanuatu have demonstrated that a fully inclusive communications process can encourage wider community support for a Project. Broadly based stakeholder engagement and community consultation helps the community and the public to better understand the role of PWD, the responsibility of the DSC to deliver the project, and helps to foster ownership and therefore contribute to the sustainability of the Project.

The CCP includes description of the Project grievance redress mechanism (GRM) that are reflected in the safeguards due diligence documents and the contractor's site-specific environmental management plans. The GRM sets out the process for resolving concerns or complaints and shows how communities and other stakeholders can lodge any complaints or concerns about the project at different stages/levels.

2.2 Meaningful consultation principles

In order for meaningful consultation to occur, the communication strategy needs to be defined and agreed for the Project. The following principles have been adopted as recognised means for conducting meaningful consultations. That is, consultation that yields understanding, engagement, agreement and acceptance. Meaningful consultation, as one element of communications, is an integral part of various phases of the project including scoping, negotiating agreements and memorandum of understanding (MOU) signing, feasibility study, detailed design and procurement, construction, monitoring, and maintenance.

2.2.1 Timely communications

Proactive and timely communications are an important practice to help achieve Project outputs, and more broadly, Project outcomes. The timing of consultation can affect the quality of communications. It is important to engage key stakeholders as early as practicable.

2.2.2 Inclusion

It is well documented that the crucial ingredient in facilitating sustainable development is ensuring participation of all relevant stakeholders in meaningful consultations. Similar to other Pacific countries, the majority of land areas in Vanuatu are under customary ownership. Thus it is vital to include landowners as soon as possible in dialogue at the project level, and in the planning of specific project activities. Including government agencies and provincial authorities in consultation, even those without a specific approval or decision-making role on the Project, can assist accomplishment.

Meaningful consultations must also be gender inclusive. Hence, women are specifically invited to consultation meetings. If no women are initially present, the request is made for some women to be brought to the meeting. In addition, women are encouraged to take part in job opportunities that may arise from the Project and are required as part of the minimum quorum for the Community Liaison Committees, which will be established to facilitate communications during the civil works. At least one member of the CLC must be a women representative.

2.2.3 Link to the project stages

The Plan is linked to the Project's stages, such that the different communication requirements for each stage have been identified (refer **Table 2-4**, "Timeframe" column). Different strategies and levels of engagement are required at different times, depending on the stage, from feasibility study to detailed design, procurement, construction award, implementation, and monitoring. Recognising this ensures that communication and consultation is sensitive to the needs of different stakeholders as the Project progresses.

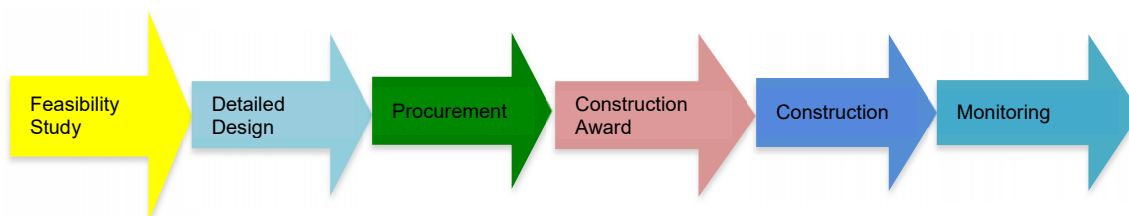


Figure 2-1 Project stages

2.2.4 Link to social and environmental safeguards

Vanuatu's environmental and land legislation and the ADB's SPS and PCP require consultation with communities and potentially affected people during the assessment process and the preparation of Project safeguards documents (environmental assessment, land/social due diligence report or resettlement plan). There are several consultation requirements during the safeguards processes that need to be coordinated, and this plan provides structure and meaning for these consultations.

2.2.5 Disclosure

The CCP will be reviewed and approved by MIPU during the feasibility study stage, for subsequent submission to ADB. The CCP will be disclosed on the ADB's website and is made available locally through posting on the Project website link (on the Vanuatu Project Management Unit's website,

<http://vpmu.gov.vu/index.php/projects/cpr>). A summary will also be available as a brochure to communities, and copy available to community meeting halls. If required by PWD, the CCP will be translated into Bislama. As required, the CCP will be updated, this will be the responsibility of the DSC's safeguards team.

Disclosure will inform the community of planned consultations and opens the way for open and meaningful consultation.

2.3 Overall communication approach

This CCP is focused on promoting awareness of government's disaster response and efforts to improve Ni-Vanuatu resilience as well as Project-specific communications. The CCP will also broadly disseminate information about the role of MIPU and PWD and how they prioritise developments/ projects within the process of achieving their overall mission statement.

Not all of the stakeholders need to receive or provide information at all times, therefore a hierarchy of communication can be used ranging from the most intense and frequent communications with the directly affected and beneficiary communities through to releases of more general information to the wider public at specific times within the project.

The processes for communication with different project stakeholders can range from meetings (including focus group discussions) and interviews through to releases via radio, electronic or print media. Specific communications are required during the social and environmental safeguards due diligence.

A communications plan matrix (**Table 2-3**) has been developed that includes: (i) communication objectives for the project; (ii) risks to the project due to poor communication; (iii) target audience/stakeholders; (iv) key messages; (v) information channels; and, (vi) timeframe and resource/budget requirement. Expected outcomes from effective communication are also identified.

2.4 Stakeholders and target audiences

To achieve the communication objectives, the CCP identifies the consultation principles, key stakeholders, messages, communication method/means, timing, and resource requirements. This is to ensure a targeted plan that can reach stakeholders, particularly communities and their leaders (chiefs) and local government officials. The internal stakeholders are those whom are directly involved in the management, administration and implementation of the Project while the external stakeholders who are those who are not directly involved in the management, administration and implementation however will be affected or be involved in some way in the process of the implementation of the Project. Following are the identified key project stakeholders:

Table 2-1 Project stakeholders

Internal stakeholders	External stakeholders
<ul style="list-style-type: none"> ▪ Senior management (Director General, Director, Deputy Director) engaged in the MIPU Infrastructure Working Group ▪ Corporate Services - Administration, Finance and Procurement ▪ All MIPU/PWD staff ▪ ADB 	<ul style="list-style-type: none"> ▪ Relevant government ministries (Ministry of Finance and Economic Management; Office of the Prime Minister; Vanuatu Program Management Unit; Departments of Lands, Environmental Protection and Conservation; Agriculture, Forestry, Fisheries; Water, Geology and Mines; and Women's Affairs) ▪ Cabinet and Parliament ▪ Program Recovery Committee ▪ Development partners ▪ Chiefs, landowners and communities along the ring road ▪ Private sector including tour operators, resort and cattle farm owners ▪ Civil society including community based organisations ▪ Media (domestic and international) ▪ Contractors ▪ General public (Port Vila and residents/users of the Efate ring road)

2.5 Key communication outcomes

Key outcomes for the Project's stakeholders are shown in the following table.

Table 2-2 Summary of outcomes

Stakeholders	Communication medium	Outcomes
Internal		
PWD management	<ul style="list-style-type: none"> Weekly email update Regular IWG meetings 	PWD management understand the current status of the project and are able to act to make decisions as required ADB are included in the weekly email
PWD staff, including corporate staff	<ul style="list-style-type: none"> Staff meetings (monthly) Regular reports (monthly/quarterly) 	Staff are familiar with project objectives and understand the role of the Infrastructure Working Group. ADB receive the monthly reports
External		
Relevant government ministries	<ul style="list-style-type: none"> Regular report (monthly and quarterly) to be forwarded by MIPU 	Staff are familiar with project objectives and understand the role of the Infrastructure Working Group.
Cabinet, Parliament and the Program Recovery Committee	<ul style="list-style-type: none"> Regular report (monthly/quarterly) to be forwarded by MIPU 	Staff are familiar with project objectives and understand the role of the Infrastructure Working Group.
MFAT, DFAT, JICA, and other development partners	<ul style="list-style-type: none"> Regular report (monthly/quarterly) Emails 	Development partners are kept informed about the progress of adjacent and interacting projects
Efate ring road chiefs, Area Council members, project communities, women's organisations, business operators, and the public	<ul style="list-style-type: none"> Community meetings Distribution of project poster 	Project communities, their traditional and elected leaders and public are aware of the project, structure and MIPU's leadership role in its implementation
Communities, Chiefs, and Area Council	<ul style="list-style-type: none"> Community meetings Meetings and briefings of Vaturisu Executive Council, Shefa Province, Area Council and members 	Communities are aware of their role in planning (feasibility and detailed design), construction, operation and maintenance of the roads and river crossings in the project site.
Communities, Chiefs, and Area Council	<ul style="list-style-type: none"> Face to face meetings with landowners and chiefs 	Communities are aware of their role as partners in the project and mechanism to participate in project activities through MOU and participation of the project (community liaison projects) to improve their access to transport infrastructure. Customary land is not seen as an impediment to development
Communities, women's organisations, business operators, and the public	<ul style="list-style-type: none"> Community meetings Brochure of GRM to communities Copy available to community meeting halls 	Communities and the rest of civil society are informed about a Project wide grievance redress mechanism.

Stakeholders	Communication medium	Outcomes
	<ul style="list-style-type: none"> • Presentation to Vaturisu Efate Council members 	
Media	<ul style="list-style-type: none"> • Provided with media releases ahead of key Project milestones or a change in the physical presence of the project on site 	Ensure that media are aware of what is happening to both inform the public and to prevent speculation
Contractors	<ul style="list-style-type: none"> • Notices to tenderers 	Contractors selected for the limited international bidding process will be advised as required by notices to tenderers, following PWD and ADB procurement processes

2.6 Communications with external stakeholders

Participatory methods, including face-to-face meetings, focus group discussion, and community consultations, are the primary mode of communications proposed. The use of media including Project poster (see attached), radio, newspaper notice and interviews are also proposed to inform the general public, Project communities, landowners, and other key stakeholders about scope and progress. Moreover, posting of progress and disclosure of social and environmental documents on community notice boards, government and ADB websites will be undertaken.

2.6.1 Media

As per MIPU communication policy, all external communications by the Project team, including request for meetings with other government agencies, are to be forwarded to PWD (through PWD Safeguards Unit). All formal communications to government, non-government, and communities are to be directed through the MIPU Director General's office.

To facilitate clear and correct communication, the Project team are required to refer external communications requests from the media to the Team Leader who can then discuss with PWD and MIPU senior staff for approval about type of activity or event or response to project inquiries or requests.

2.6.2 Government agencies, civil society, and communities

The Project team are required to advise the Team Leader of requested or planned external communications. However, social safeguards specialists and other specialists are simply expected to interact professionally with all external stakeholders, in collaboration with PWD, without the oversight of the Team Leader. Local protocols for contacting and interacting with communities, chiefs and Area Councils must be followed to ensure that the appropriate people are being consulted and informed.

Communications media such as posters may be used to inform community, private sector and other stakeholders about the project, key activities, and timeframe.

2.7 Key messages

To achieve the communication objectives for the Project, there are a number of important points, expressed as desired outcomes, to be assisted by the delivery of key messages. These are summarised in the table below.

Table 2-3 Outcomes and messages

Desired outcome	Key messages
The government, through MIPU/PWD, delivers the Project to continue providing reliable transport infrastructure to Efate ring road communities, transport operators, and businesses operating in the area by ' building back better '	Strengthening community and infrastructure resilience "Building back better"

Desired outcome	Key messages
MIPU/PWD is supported by other government agencies to ensure laws and regulations are followed, to deliver improved transport infrastructure	Coordination with, and support from, government agencies
MIPU/PWD is supported by provincial and local governments in reaching target communities, and communicating with chiefs and landowners in securing short term and long term access to project sites	Coordination with, and support from, government agencies Partnerships with communities
MIPU/PWD works in partnership with national and Efate council of chiefs (Vaturisu Council) in carrying out key project activities and requirements	Partnerships with communities Local ownership
MIPU/PWD works in partnership with communities in monitoring project construction and operations to ensure community grievances during construction are addressed in a timely and appropriate manner	Partnerships with communities
MIPU/PWD is establishing partnership with landowners to 'build back better' transport infrastructure in the project site to sustain access of villagers to regular public transport, Port Vila and village markets, and basic social services to Port Vila	Partnerships with communities Strengthening community and infrastructure resilience "Building back better"

The communications plan matrix is provided in **Table 2-4**.

Table 2-4 Project communication plan

Plan elements					Work Plan			Evaluation
Objectives	Risks	Audiences/ Stakeholders	Messages/ Information	Communication Method	Timeframe	Responsibility	Resource Requirement	Expected Outcomes
1. To foster partnerships with the beneficiary and stakeholder communities to strengthen Ni-Vanuatu resilience through Project activities	The community does not recognise value of their support to government investment in the affected structures Landowners and Chiefs unwilling to formalise long term lease agreement (MOU) to maintain structures due to uncertainties about the nature of MOU	Efate Council and ring road chiefs Village Council members Program communities Mama's group leaders and members Public	Partnership with communities 'building back better' Local ownership through maintenance Strengthening Ni-Vanuatu community and infrastructure resilience	Community meetings Focus group discussions Regular briefings of Efate Council of Chiefs	Feasibility, design, construction and operations On going; July 2016 to Q3 2018	PWD Safeguards Officers DSC consultants (Social Safeguards Specialists and Social Development, Community Consultation and Gender Specialist)	Assigned PWD officer's time DSC Safeguards Consultants' time and budget to meet with chiefs and landowners Social safeguards input time (national and international) and budget Budget, personnel for project posters Budget for radio and newspaper announcements	Formation and operationalisation of community liaison committees per site before and during construction, and during operations Signing of long term access MOUs between government and landowners. Formation of maintenance committees Communities consulted about the project scope (with at least 30% female participation)
2. To increase awareness of MIPU and PWD staff on the objectives of the project, its stages and aspects incl. regulatory requirements, and role of each department/staff to support the project preparation	Staff consider project participation as an additional unwelcome task rather than an opportunity for improving PWD services to communities	MIPU, PWD and DSC	'Building back better' Partnership with communities Coordination with, and support from, government agencies 'Team work' in delivering this project	Staff orientation including engineering, laboratory, and corporate service officers and staff ¹ . Circulars, Monthly staff meetings Notice board	Feasibility study, design, construction and operations. July 2016 – Q3 2018	PWD Safeguards Officers Cardno consultants (Technical and safeguards specialists and Social Development, Community Consultation and Gender Specialist)	Assigned PWD officer Time to meet staff and form IWG	Staff and team understand the process of integrating project cycle elements including the purpose of feasibility study, detailed design, regulatory requirements, construction and operation PWD/MIPU assigned staff actively and timely implement tasks in support of the project IWG formed and operational
3. To share Project information, its components and activities with relevant internal and external stakeholders	Project stakeholders do not fully understand the project scope and activities thus do not support project activities.	Relevant government agencies, civil society groups including private sector groups e.g. businesses, and communities Development partners MFAT, DFAT, JICA, and other development partners	Strengthening Ni-Vanuatu community and infrastructure resilience Partnership with communities 'building back better'	Face to face meetings with government and civil society groups Community meetings Focus group discussions CLC	Feasibility study, design, construction and operations. Each quarter from July 2016 to Q3 2018	PWD Safeguards Officers DSC consultants (Technical and safeguards specialists and Social Development, Community Consultation and Gender Specialist)	Assigned PWD officer's time DSC Safeguards Consultants' time and budget to meet with communities, chiefs and landowners Budget for information materials e.g. posters, radio and newspaper announcements.	Project communities, their traditional and elected leaders, and the public are aware of the project, structure, and MIPU's leadership in project implementation. Positive public opinion about the project Project requests prioritised by responsible agencies/officers. Relevant agencies/national government provided timely required support. Development partners are kept informed about the progress of their development investment.

¹ Regarding the project including its objectives, implementation stages, time frame, personnel and other resource requirement.

Plan elements					Work Plan			Evaluation
Objectives	Risks	Audiences/ Stakeholders	Messages/ Information	Communication Method	Timeframe	Responsibility	Resource Requirement	Expected Outcomes
4. To inform the community of the risks of HIV transmission	Community does not receive the message from the Project team	Communities, particularly those near construction sites/camps	Strengthening Ni-Vanuatu community and infrastructure resilience	Awareness and training activities (including HIV/AIDS awareness and climate change adaptation)	Pre-construction (Q1 2017) and during construction (Q3 and Q4 2017)	PWD Safeguards Officers DSC consultants (SDCCGS) Contractor	Budget service provider to conduct awareness/training on HIV/AIDS and climate change	Increase community resilience through community awareness workshops
5. To provide access for communication with stakeholders including their participation in project activities such as surveys, and maintenance e.g., vegetation and river training at bridge sites.	Stakeholders unable to participate in activities thus unwilling to support key project activities.	Communities Chiefs Landowners	Partnership with communities 'building back better' Strengthening Ni-Vanuatu community and infrastructure resilience	Community meetings, including CLCs Meetings and briefings of Vaturisu Executive Council, Shefa Province, Area Council and members Area Council officials/CLC	Feasibility, design, construction and operations Approximately quarterly from July 2016 to Q3 2018	PWD Safeguards Officers DSC consultants (Social Safeguards Specialists and SDCCGS)	Assigned PWD officer's time DSC Safeguards Consultants' time and budget to meet with communities, chiefs and landowners Social safeguards' time (national and international) and budget	Communities are aware of their role as partners in the project and mechanism to participate in project activities through MOU and participation of the project (community liaison committees) to improve their access to transport infrastructure.
6. To obtain inputs to and opinions about the needs and priorities of stakeholders in respect of proposed impact mitigation measures as well as gender sensitive and safety features to be incorporated into the project	Mismatch of provided mitigation measures by the project to community expectations No gender and safety features included in the project design due to lack of consultations	Vaturisu Council of Chiefs Village Council of Chiefs Communities Women's and youth groups	Partnership with communities 'building back better' Strengthening Ni-Vanuatu community and infrastructure resilience	Face to face meetings Focus group discussions Meeting with Vaturisu Executive Council and relevant community chiefs Area Council officials/CLC	Feasibility study, design, construction and operations. July 2016 – Q3 2018	PWD Safeguards Officers Cardno consultants (Social Safeguards Specialists and SDCCGS)	Assigned PWD officer's time DSC Safeguards Consultants' time and budget to meet with communities, chiefs and landowners Social safeguards' time (national and international) and budget	Relevant community groups provided inputs to mitigation measures, if required Gender and safety measures were incorporated into project design
7. To obtain the cooperation of beneficiary communities and other stakeholders in activities required for project planning and implementation. For example, the use of land for materials storage	Communities including their chiefs unwilling to participate in activities resulting to delays in project implementation.	Chiefs Landowners Communities Government agencies	Partnership with communities 'building back better' Strengthening Ni-Vanuatu community and infrastructure resilience	Letters Posters Face to face meeting with Vaturisu Executive Council and village chiefs Focus group meetings with women and youth groups and CLC	Feasibility study, design, construction and operations. July 2016 – Q3 2018	PWD Safeguards Officers Cardno consultants (Social Safeguards Specialists and SDCCGS)	Assigned PWD officer's time DSC Safeguards Consultants' time and budget to meet with communities, chiefs and landowners Social safeguards' time (national and international) and budget	Project communities, their traditional and elected leaders, and the public are aware of the project, structure, and MIPU's leadership in project implementation.
8. To establish a clear, easily accessible and effective complaints and grievance resolution procedure	Grievance from communities, businesses, other civil society groups and the public resulting to delays in project implementation.	Communities Women's organisations and youth Business operators, and the Public	Strengthening Ni-Vanuatu community and infrastructure resilience Partnership with communities 'building back better'	Community meetings Brochure of GRM to communities Copy available to community meeting halls Presentation/ meetings with	Feasibility, detailed design, and pre-construction On-going: September 2016 - Q3 2018	PWD Safeguards Officers DSC consultants (Social Safeguards Specialists and SDCCGS) Contractor (CLC and GRM responsibilities)	Assigned PWD officer's time DSC Safeguards Consultants' time and budget to meet with communities, chiefs and landowners Social safeguards' time (national and	Provincial government, council of chiefs, communities, and the rest of civil society are informed about a Project wide grievance redress mechanism

Plan elements					Work Plan			Evaluation
Objectives	Risks	Audiences/ Stakeholders	Messages/ Information	Communication Method	Timeframe	Responsibility	Resource Requirement	Expected Outcomes
				Vaturisu Efate Council and Shefa Provincial government CLC			international) and budget Contractor to provide catering, transport and logistics for monthly CLC meetings. Will maintain GRM register	
9. To inform contractors about government's civil works standards, regulatory requirements and best practice social and environmental safeguards including GRM, during pre-construction, construction, and operations	Contractors produce substandard works resulting to poor structure and complaints from communities and public	Contractors Communities Business operators, and the Public	'building back better' Strengthening Ni-Vanuatu community and infrastructure resilience	Briefing of contractors during tender and post-tender Formal notice(s) to tenderers/contractors Face to face meetings	Tender stage, construction, and operations Weekly co-ordination meetings and monthly formal contract meetings from May 2017 to end of construction (Q3 2018)	DSC Team: Team Leader, Procurement Specialists Resident Engineer PWD Safeguards Officers DSC consultants (Social Safeguards Specialists and SDCCGS)	Time of relevant specialists including: Safeguards specialists, communications specialist Budget for briefing of contractors Briefing materials	The government, through MIPU/PWD, continue providing reliable transport infrastructure to Efate ring road. communities, transport operators, and businesses operating in the area by <i>'building back better'</i>
10. To ensure transparency in all project activities	Communities, business operators, contractors, and the public suspicious of key project activities including procurement of civil works for construction and maintenance	Contractors Communities, including women and youth Business operators, Contractors, and the Public	'building back better' Strengthening Ni-Vanuatu community and infrastructure resilience Partnership with communities	Project notices to the public Tender notices to potential contractors Briefings CLC	Feasibility, Detail Design, Tender stage, construction, and operations July 2016 to Q3 2018	DSC Team: Team Leader, Procurement Specialists Resident Engineer PWD Safeguards Officers Cardno consultants (Social Safeguards Specialists and SDCCGS)	Time of relevant specialists including: Procurement Specialist Safeguards specialists, Communications specialist Budget for tender notices, briefing of contractors Briefing materials	Provincial government, council of chiefs, communities, and the rest of civil society are informed about a Project wide grievance redress mechanism Public satisfied with process of contractor selection for the project

3 Implementation, monitoring and reporting

The focal point for the implementation of the CCP is the DSC who will work closely with PWD Safeguards staff and operate on behalf of PWD. The DSC works with the Provincial Government and the Efate (Vaturisu) Council of Chiefs to align consultation expectations and delivery with existing modes.

The DSC is responsible for setting up meetings with the respective agencies to inform them of their responsibilities during each phase of the project from the feasibility and design phase to the construction phase. Each will also be informed of the level of reporting that is required of them including any issues that may arise from the implementation of the CCP.

The DSC is responsible for monitoring the implementation of the CCP. Table 2-4 is the implementation plan for the CCP, which captures the requirements of the ADB and government. Compliance to this plan and any actions taken will be reported in the semi-annual safeguards monitoring report. This will include discussion of the outcomes of reports and actions to ensure that any changes to the plan that would be beneficial to the community and Project with regards to the approaches in consultations with the communities are considered and reflected in the implementation accordingly. The implementation of the progress of the CCP will also be reported in the Quarterly Project Reports.

4 Community Liaison Committees and the GRM

4.1 Community Liaison Committees

The DSC has worked with PWD, Provincial Government and the Vaturisu Chiefs to plan the formation of Community Liaison Committees (CLCs). The CLCs will serve as the primary channel for formal communications between the community, contractor and PWD. A consultation of the proposed CLC form was conducted with the Vaturisu Council of Chiefs on 17 February 2017.

It was agreed that the CLCs would be drawn from the same geographical area as the existing Area Councils, and that the Area Secretary will be the chairman. The DSC will operate as the Secretariat. The Contractor will provide the funds required for catering and transport.

The CLCs have been formed in March 2017 and will function as the key Project communications conduit with the community from that point forward. While the GRM is administered by the Contractor, the CLCs also serve as the representative body for consultation on complaints made through the GRM.

A Terms of Reference (TOR) has been drafted for the CLC and this is attached as **Appendix B**.

A Provincial-level CLC will also be established, to advise and be advised on issues that cannot be resolved at the local CLCs.

4.2 Grievance redress mechanism

One of the key elements of the Project's ongoing interface with the public and stakeholders is the establishment of a GRM and its explanation to the Project communities, prior to construction. A GRM has been developed, which:

- > Outlines the Project complaints procedures
- > Identifies responsible individual or entity to receive
- > Facilitates the submission of any complaints, including timeframes for response


The GRM is described in the Project's Due Diligence Report.

4.3 Disclosure requirement

The GRM will be presented through conduct of a community meeting with CLCs prior to commencement of any civil works. A copy of a summary brochure outlining the GRM (in English and Bislama), will be made available to the community through provision of a copy in the village meeting hall and women's meeting venue. Moreover, a copy of the GRM will be available with the contractor, Shefa Provincial government headquarters, Vaturisu Council's office, and at the Public Works Department headquarters.

Appendix A - Project Notice Poster (English and Bislama)

REPUBLIC OF VANUATU
PUBLIC WORKS DEPARTMENT
PMB 9044, PORT VILA
VANUATU



**CYCLONE PAM ROAD
RECONSTRUCTION PROJECT
(CPRRP)**

INFORMATION SHEET

THE PROJECT

The Cyclone Pam Road Reconstruction Project (CPRRP) is currently being undertaken by the Vanuatu Government, with support from the Asian Development Bank (ADB). CPRRP will undertake studies, design and construction of repairs and improvements to the Efate Ring Road, following the damage caused by Tropical Cyclone Pam (TC Pam).

The Government has appointed Cardno (an international infrastructure & environmental services company) as the consultant for the project.

The current design phase is from July to December 2016, and the construction phase will occur soon after that from May 2017 to May 2018.


PROJECT AREA

The CPRRP will cover 17 bridges and culverts on the Efate Island ring road. The table across, lists each site.

SITE INVESTIGATIONS

To collect the data needed for studies and design, site investigation works are required. These works will involve road surveying and drilling small holes at bridges for geotechnical investigations. The work is scheduled to commence on 18 July 2016 at Klem's Hill.

Surveying requires individuals with handheld equipment walking around the area. Geotechnical investigations will require the drilling of boreholes using a rig similar to the picture below. Impact will be minimal.




There would be no entry onto private land by the workers unless an agreement has been made to allow access. Work would be limited to normal work hours from Monday to Saturday.

The proposed schedule of works:


Site	Survey	Geotech
Klems Hill	18-22 July	1-5 August
Prima	18 July - 5 August	8-12 August
Mele Bridge	18 July - 5 August	15-19 August
Creek Ai	18 July - 5 August	22-26 August
Lamin Bridge	18 July - 5 August	29 August - 2 Sept
Takara Storm Surge repair	1-19 August	N/A
Malaita Bridge	1-19 August	5-9 Sept
Eton Beach Bridge	1-19 August	12-16 Sept
Teouma to Rentapau Pavement works	8-26 August	TBC
Marona Bridge	8-26 August	1 Sept - 16 Oct
Pangpang Bridge	8-26 August	1 Sept - 16 Oct
Rentapau Bridge	8-26 August	1 Sept - 16 Oct
Tanolu	8-26 August	1 Sept - 16 Oct
Sara Bridge	8-26 August	1 Sept - 16 Oct
Epule Bridge	8-26 August	1 Sept - 16 Oct
Epau Bridge	8-26 August	1 Sept - 16 Oct
Neslep	8-26 August	1 Sept - 16 Oct
La Cressonaire	8-26 August	1 Sept - 16 Oct
Eton Dry Creek	8-26 August	1 Sept - 16 Oct

The Government of Vanuatu kindly asks for your cooperation to ensure the project is completed successfully.

This notice is authorised for public disclosure by the Director of Public Works Department (PWD):



SAMUEL NAMURU, Director PWD
(13 July 2016)



REPUBLIC OF VANUATU
PUBLIC WORKS DEPARTMENT
PMB 9044, PORT VILA
VANUATU



**CYCLONE PAM ROD
REKONSTRAKSEN PROJEK
(CPRRP)**

PROJEK NOTIS

PROJEK

Igat wan projek emi stat naoia, mo projek ia emi mainly blong mekem gud ol bridge wetem ol drainage weh Cyclone Pam i bin damejem long 2015.

Nem blong projek ia emi Cyclone Pam Rod Rekonstraksen Projek (CPRRP). Projek emi stap go hed thru long Gavman blong Vanuatu, wetem sapot blong Asian Developmen Bank (ADB).

Gavman blong Vanuatu emi appointem wan intanasonal engineering kampani weh nem blong em Cardno, blong em nao emi kam wok long projek ia.

Projek emi gat 2 pat blong em: fes wan emi blong ol engineer oli stadi gud long ol eria, mekem ol test mo kamap wetem wan gudfala design. Namba tu emi blong wok (konstraksen) emi go hed blong mekem gud ol infrastructure ia. Fes pat emi from July – Dec 2016, afta namba tu pat emi from May 2017 – May 2018.

PROJEK ERIA

Projek emi kavaremap 17 bridge wetem ol drainage andanit long rod (culvert) long aelan blong Efate nomo, araon long ring road. Timetable long raet saed blong notis ia emi shoem ol stret eria blong projek ia.

STADI GUD LONG OL ERIA IA

Fes pat blong projek emi stat nao, mo ol engineer bae oli nid blong pass long each eria blong collectem information, mo stadi gud long each eria blong oli save mekem design blong olgeta. Wok ia bae emi minim se bae oli mekem survey, (wokbout wetem hand-GPS), mo bae oli drillim ol smolsmol holes long ol bridge olsem pat blong geotechnical investigation blong olgeta. Foto andanit emi shoem wan drill rig we bae oli usum blong mekem investigation ia. Ino shud gat eni environmental impact.



Oli wantem stat long 18 July 2016 long Klem's Hill, follem schedule we emi stap.

Bae oli wok long ol day mo taem blong wok nomo stat long Mandei kasem Satedei.

Timetable blong wok:

Eria	Survey wok	Geotech wok
Klems Hill	18-22 July	1-5 August
Prima	18 July - 5 August	8-12 August
Mele Bridge	18 July - 5 August	15-19 August
Creek Ai	18 July - 5 August	22-26 August
Lamin Bridge	18 July - 5 August	29 August - 2 Sept
Takara Storm Surge repair	1-19 August	N/A
Malaita Bridge	1-19 August	5-9 Sept
Eton Beach Bridge	1-19 August	12-16 Sept
Teouma to Rentapau Pavement works	8-26 August	TBC
Marona Bridge	8-26 August	1 Sept - 16 Oct
Pangpang Bridge	8-26 August	1 Sept - 16 Oct
Rentapau Bridge	8-26 August	1 Sept - 16 Oct
Tanoliu	8-26 August	1 Sept - 16 Oct
Sara Bridge	8-26 August	1 Sept - 16 Oct
Epule Bridge	8-26 August	1 Sept - 16 Oct
Epau Bridge	8-26 August	1 Sept - 16 Oct
Neslep	8-26 August	1 Sept - 16 Oct
La Cressonaire	8-26 August	1 Sept - 16 Oct
Eton Dry Creek	8-26 August	1 Sept - 16 Oct

Gavman emi stap kindly askem gudfala cooperation blong yumi everiwan.

Notis ia emi kamaot long pablik wetem authorisation blong Director blong Pablik Woksa Digtmen (PWD):



SAMUEL NAMURI, Director PWD (13 July 2016)

Appendix B – CLC TOR



Community Liaison Committees
Operational Guideline
Public Works Department

April 2017

Doc control

Rev	Date	Issue	Author	Reviewed by	Approved
1.0	07/04/2017	DRAFT	CH	DLS	DLS
2.0	18/04/2017	FINAL	CH	UN (PWD) NC (ADB)	DLS

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1. Introduction

1.1 Background

Community Liaison Committees (CLCs) on the island of Efate were established in 2008 for the Millennium Challenge Account project. This project upgraded the Efate ring road during 2008-2010. After the project, there was no longer a requirement for the committees and they lapsed.

The Cyclone Pam Road Reconstruction Project (CPRRP, the "Project") sought to re-establish the CLCs for the purposes of providing community input to the construction phase of the Project.

Numerous community and stakeholder consultations were held in 2016, to align the design of the civil works with community expectations and needs. This was followed up in 2017 with consultation on the form and operation of CLCs. This guideline represents the outcome of those discussions.

1.2 Participation

Community participation is an important milestone for the ownership and sustainability of infrastructure development. Combined with political and departmental leadership, infrastructure assets cannot be built without involving the community members in each step of the planning and implementation process. The affected community must be consulted informed and involved.

This CLC guideline helps promote ownership and participation among communities affected by the Project by including community representatives in regular, formal interactions with PWD and the Contractor. Its existence and operation is a compulsory requirement and the Contractor must adhere to it.

1.3 Implementation

This guideline shall be implemented in conjunction with the Community Consultation Plan (CCP), the Due Diligence Report (DDR) including the Grievance Redress Mechanism (GRM), and the Construction Environmental Management Plan (CEMP).

1.4 Community Consultation Plan (CCP)

The CCP is the guideline for the planning and processes of communication for and about the Project and outlines purpose, methods, stages, processes and outputs of communication in the Project. It also identifies relevant key stakeholders with whom communication with is required during the feasibility study, detailed design, construction, operations and monitoring. The plan serves as a guide for the CLCs and outlines the approaches to be taken for communications with communities which is based on local tradition and custom to facilitate meaningful participation.

1.5 Due Diligence Report (DDR)

The DDR is an assessment of the land requirements of the Project, the processes of obtaining accessing and obtaining land required by the Project via legal processes and social impacts this may have on the communities that own and use the land. The DDR is conducted during the feasibility stage of the project and provides details about land tenure and ownership, consultation processes and outcomes with landowners, processes for addressing grievances and land use agreements, such as Memorandums of Understanding (MOUs), with landowners or leaseholders if required. The DDR is guided by the ADB Safeguards Policy 2009, which requires screening and assessments to be carried out to determine whether any involuntary resettlement will be required as a result of the scope of works of the Project.

1.6 Grievance Redress Mechanism (GRM)

The GRM outlines the Project complaints procedure, identifies the individual or entity responsible for receiving grievances and facilitates the submission of any complaints lodged by the community or affected person, including the timeframes for responses. The GRM will be introduced through the CLC to communities prior to the commencement of any construction activities.

1.7 Construction Environmental Management Plan (CEMP)

The CEMP is a document developed by the Contractor which adheres to the overall strategic Environmental Management Plan for the Project which guides the implementation of the environmental safeguards of the Project. The CEMP details site-specific plans and management measures to be taken by the Contractor to protect the cultural and environmental values in the area and any mitigation measures to be used to minimize impacts from the Project activities on the environment. The CEMP also outlines key stakeholders involved in its implementation, the processes for monitoring, communication and the grievance redress mechanism to follow should any complaints arise from the project construction activities.

2. The Community Liaison Committee

2.1 Objectives

The objectives of a CLC are to:

- (a) Facilitate collaborative and cooperative implementation of the civil works
- (b) Provide a forum for communities to advise PWD and the Contractor
- (c) Provide a forum for disseminating information to communities
- (d) Assist the Contractor in foreseeing and addressing issues that may cause disturbance in the community
- (e) Create a sense of ownership for the assets within the community, thus enhancing the sustainability of transport infrastructure facilities
- (f) Provide a forum for the discussion and resolution of issues and grievances

2.2 Establishment

- (a) The establishment of a CLC is in line with the CCP objective to enable assistance to the Project implementation and management at community level on a voluntary basis
- (b) The establishment of the CLC shall take effect before the civil works contracts are signed
- (c) Expenses for the operation of the CLC are included in the civil works contract and include venue hire (if necessary), transport and catering. No sitting fees will be provided
- (d) Four (4) CLCs are to be formed for the Project, based on the Area Councils on Efate. These four CLCs will be comprised of the following villages:
 - a. Eton (East Area Council)
 - b. Pangpang (East Area Council)
 - c. Epau (East Area Council)
 - d. Tanoliu (North West Area Council)
 - e. Moso (North West Area Council)
 - f. Creek Ae (North West Area Council)
 - g. Epule (North East Area Council)
 - h. Takara (North East Area Council)
 - i. Emua (North East Area Council)
 - j. Siviri (North East Area Council)
 - k. Mele (Mele Area Council)

2.3 Membership

2.3.1 Selection

- (a) The membership of the CLC shall be selected by the chiefs in consultation with the concerned people groups and shall be people known to represent the views of the community and shall include at least one female representing women
- (b) The number of community representatives in the CLC shall be no less than four (4) members and representing the number of villages and subprojects represented by the CLC
- (c) The Chairperson of the CLC shall be the Secretary of each of the relevant Area Council under the Shefa Provincial Government Council. The chairperson shall be appointed by the Chiefs and his/her term in office shall be for the duration of existence of the CLC

2.3.2 Term of Office

The term of office for a CLC shall be for the duration of the Project, except in circumstances expressed under section 7 (Dissolution)

2.3.3 Termination

- (a) Any member of the Committee may resign his/her membership from the CLC by giving to the Chairperson a written notice to that effect

- (b) Any member who fails to attend three (3) consecutive meetings may be terminated as a member of the CLC
- (c) The Committee may by resolution passed at a meeting thereof, terminate or suspend the membership of any member, if in its opinion, his/her conduct is prejudicial to the interests and objectives of the Committee, PROVIDED THAT the individual member (as the case may be) shall have the right to be heard by the CLC before final decision is made. If necessary, there shall be right to appeal by invoking the Grievance Redress Mechanism

2.3.4 Composition

The CLC shall be composed of the following community members:

- (a) Chairperson
- (b) Vice-Chairperson
- (c) Members, including at least two (2) women, a youth and disabled representative

Ex-officio members of the CLC shall include:

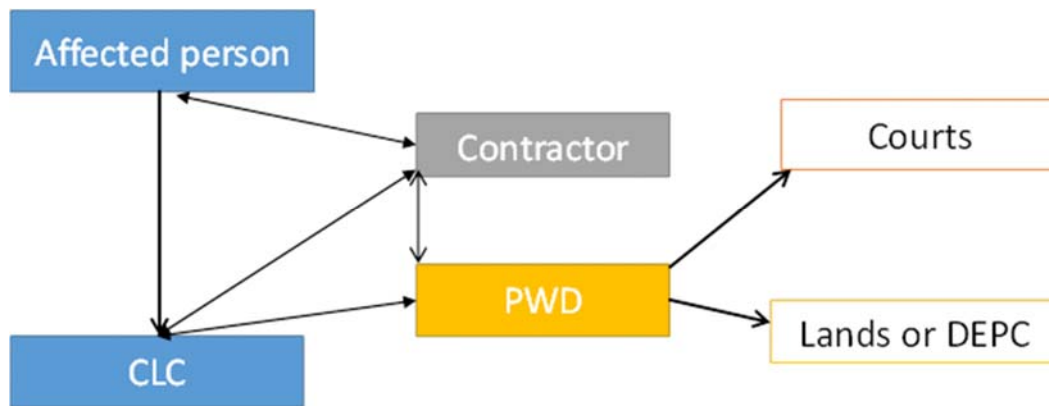
- (a) A PWD representative who shall be delegated by the Head of PWD
- (b) The Engineer to the Contract and
- (c) The Contractor, who shall provide a Community Liaison Officer (CLO) as their representative to liaise directly with the communities
- (d) Engineer's Representative (Cardno), who shall undertake Secretariat duties

The CLC shall have the power to refuse membership to an applicant, where it is considered such membership would be detrimental to the aims, purposes or business of the Committee. The reasons for refusal should be discussed at a Committee meeting and recorded and shared with the person refused membership.

Every member shall have one vote at any general meetings

3. Operations

3.1 Organisational Structure



The diagram above shows the communication lines which shall be established and used throughout the project life, to communicate information or resolve grievances arising as a result of the project. These communication channels have been agreed upon through consultations with the Vaturisu Council of Chiefs, Shefa Provincial Government Council and PWD.

Any grievances by individuals or groups, relating to the project, are brought to the CLC who will determine, based on the nature and subject of the grievance, determine the relevant stakeholders or authorities concerned to resolve the issue. The CLC will then facilitate communication to these relevant stakeholders whether PWD or Department of Lands or the Contractor.

For any issues pertaining to land disputes, grievances will be taken up by the CLC with the PWD who will then refer to either the Department of Lands or Courts. Although Affected Person(s) (AP) are at liberty to approach the relevant agency of their preference to address their concerns due to the project, APs are encouraged to first raise it up with the CLC who will discuss and determine the best way forward and who are the relevant agencies to deal with the grievance.

The PWD will have direct interactions with the DoL regarding any grievances brought up with the CLC on land matters. The CLC ex-officio members include representatives from PWD, Contractor and Engineer's Representative (Cardno) who will also assist on forwarding information about grievances to their respective agencies for further discussion and resolution. The Secretariat shall record all grievances received.

During the course of the project, it is possible that people may have concerns with the project's environmental performance including the implementation of an agreed MOU. Issues may occur during construction and again during operation. Any concerns will need to be addressed quickly and transparently, and without retribution to the AP.

The following process is to be used and commences with an attempt to sort out the problem directly at subproject level with the village and the designated Contractor. If this cannot be resolved, then the grievance will be addressed by being referred to the Director, PWD.

3.1.1 During construction

Most complaints arising during construction are expected to be minor complaints concerning dust or noise that should be able to be resolved quite easily. All complaints by APs are reported to the CLC who will communicate the complaint to the Contractor's site office, to be entered in the GRM register that is kept at the site. These will be recorded by: date, name, contact address and reason for the complaint. A duplicate copy of the entry is given to the AP for their record at the time of registering the

complaint. The register will show when the issue is to be dealt with by the CLC and who has been directed to deal with the complaint and the date when this was made together with the date when the AP was informed of the decision and how the decision was conveyed to the AP. The register is then signed off by the person who is responsible for the decision and dated. The register is to be to have one copy at the front desk of the site office and the other with the Head of Village and is a public document. The triplicate copy given to the AP will also show the procedure that will be followed in assessing the complaint, together with a statement affirming the rights of the AP to make a complaint. For anybody making a complaint, no costs will be charged to the AP.

Affected people are in the first place to discuss their complaint directly with the Chief in their village who will invite the on-site Resident Engineer (RE). For straightforward complaints, the RE can make an on-the-spot determination to resolve the issue and inform the Chief in writing within seven days.

For more complicated complaints, the PE will forward the complaint to the Manager of the Safeguards Unit within the Project Implementation Unit (PIU) of MIPU PWD. The Manager may discuss further with the Village Chief and has a maximum of 14 days to resolve the complaint and convey a decision to the AP. The AP and the Chief may if so desired, discuss the complaint directly with the PE. If the complaint of the AP is dismissed, the AP will be informed of their rights in taking it to the next step. A copy of the decision is to be sent to MIPU PWD and DEPC.

Should the AP not be satisfied, the AP may take the complaint to the Director, PWD who will appoint a third party arbitrator to hear the complaint or in the case of an environmental issue, the Director of DEPC to review the complaint. In the case of a social safeguards issue, the Third Party arbitrator will have 15 days to make a determination. In the case of an environmental issue the Director, PWD is to be copied in on the complaint and is to be informed of the decision from the Director in the DEPC.

If the AP is dissatisfied with the determination from the Director PWD and/or DEPC, the AP may appeal to the National Court. This will be at the AP's cost but if the court shows that either Director, have been negligent in making their determination the AP will be able to seek costs.

3.1.2 During operation

The same procedure is to be followed except that the complaint is now directed to the PWD alone. During operation, the same conditions apply; i.e., there are no fees attached to the AP for making a complaint, the complainant is free to make the complaint which will be treated in a transparent manner and the AP will not be subject to retribution for making the complaint.

3.2 Roles and responsibilities

3.2.1 Community Liaison Committee

The roles and responsibilities of the CLC shall include:

- (a) Provide, free of charge, a suitable venue to conduct the CLC meetings, in all weather
- (b) Responsible for resolving problems/issues arising between the Contractor and the community in consultation with PWD and the Engineer's Representative (DSC)
- (c) Hold monthly meetings (no less than 10 per year)
- (d) Support the Secretariat in preparation of minutes of meetings and other administration
- (e) Advise the Contractor on matters affecting environment and social wellbeing of the community as the result of the construction works
- (f) Provide every necessary support for the Contractor whenever necessary
- (g) Liaise with Provincial Government and PWD through the Engineer's Representative, on matters of PWD interest and matters of grievances
- (h) Deal with customary land and other traditional issues that may arise from the community as the result of the construction works have to be careful that CLC does not 'deal' with custom land issues but rather just facilitates communication about it to the right people or authorities
- (i) Promote the inclusion of women and other community members, as able, in the Project's available employment opportunities

- (j) Provide enabling environment for the participation of women in the project implementation and management at community level
- (k) Where necessary, the CLC may facilitate a Memorandum of Understanding (MOU) between PWD, Contractor and the community, for services and or materials that may be required by the Contractor for construction purposes
- (l) Encourage and support community participation in overall subproject implementation
- (m) Make local communities aware of the purpose and importance of road safety measures, signage, barriers, regulations and road corridors
- (n) Maintain regular contact with Safeguards team in PWD for advice on socio-economic issues, such as marketing opportunities, gender and HIV/AIDS
- (o) Ensure no labour, time or resources shall be owed or borrowed, loaned, hired or used without payment from the Contractor with the agreed sum to be verified by the CLC or its delegated representative and in consultation with PWD
- (p) Ensure no Contractor engages child labour or physically unfit persons in employment for money and/or in-kind payments
- (q) Maintain a register of grievances
- (r) Represent the view of the community and individuals to the Contractor and Employer/ Engineer regarding land use, resource use, environmental matters, contractors mobilisation date, contractor's activities or behavior of contractor's personnel, contractor's working hours, employment of community members; communicable diseases
- (s) Communicate with the wider community on Contractor activities on site
- (t) Present community concerns, complaints and grievances at meetings of the CLC to the Contractor.

3.2.2 Contractor

The roles and responsibilities of the Contractor shall include:

- (a) Organise and attend monthly CLC meetings:
 - a. Provide resources for the CLC members to travel to and from the meetings
 - b. Provide a venue for monthly meetings with the community
- (b) Ensure transport is provided and paid for to transport CLC members to and from the CLC meeting venue
- (c) To provide a Community Liaison Officer (CLO) as the communities' point of contact with the Contractor.
- (d) Respond to concerns through CLC about the use of resources, environment matters, noise, disruption, cultural sensitivities etc.
- (e) Advise site communities of Contractor's intended mobilization date and construction commencement
- (f) Provide to the communities with regular status updates of construction activities, progress and anticipated social and environmental impacts from construction works
- (g) Respond to grievances about Contractor construction activities.
- (h) Maintain a Register of Complaints and the resolution measures taken. The register will be made available for inspection by authorised representatives of the Employer
- (i) Provide communicable diseases awareness programs for site communities and contractor's personnel.
- (j) Communicate with communities to deliver HIV/AIDS training and awareness programs

3.2.3 PWD

The roles and responsibilities of the PWD shall include:

- (a) The PWD Safeguards staff, in conjunction with the Design and Supervision Consultant's staff, shall conduct periodic monitoring of the performance of the CLC, and prepare and submit reports to ADB on the CAC activities as and when required.
- (b) Attend CLC meetings and advise on PWD matters of interest in relation to Contractor's performance and community concern

- (c) Liaise with communities on issues that may have affected the wellbeing of the communities as the result of the works
- (d) Ensure the accountability and the transparency of the Contractor's provisional sum is manageable at all times and in compliance to Section 6 (b) of the guideline.
- (e) Ensure any payment incurred shall be in accordance to items specified under section 6 (c) and (d) of the guideline.

3.2.4 Engineer's Representative

The roles and responsibilities of the Engineer's Representative shall include:

- a) Provide secretarial duties during CLC meetings
- b) Initial establishment of CLC
- c) Engineer shall maintain regular contact with the Chairman of CLC when visiting sites and liaise routinely with the CLC members
- d) Inform CLC and all nearby communities of intended construction and advise when Site Possession is issued to Contractor
- e) Monitor Contractor consultation with site communities
- f) Review Register of Complaints
- g) Attend monthly CLC meeting

3.2.5 Role of the Chairperson of the CLC

The chairperson shall carry-out all administrative duties required of him/her from time to time as specified below:

- (a) Plan, organize and conduct broader community consultation meetings in villages within subproject location, prior to and after CLC meetings, to understand and inform communities on issues discussed at the CLC
- (b) Report to the Contractor and Engineer on matters of urgency affecting the community or the Contractor's work
- (c) Ensure that all committee members are functioning at all times for activities delegated to them
- (d) Responsible for all liaison work between CLC, the communities, the Contractor, Provincial Government, PWD and stakeholders
- (e) The Vice chairperson may assist with above responsibilities in the absence of the Chairperson
- (f) Delegate responsibility to another member if the Chairperson will be absent for longer than normal periods. This delegation should be authorized by a meeting of the CLC
- (g) Report on CLC meetings to the Paramount Chief of village and Chairman of Area Council of Chiefs on a regular basis

3.2.6 Role of the Secretariat (Engineer's Representative)

- (a) Facilitate meeting dates, times and venues in consultation with the Chairperson
- (b) Prepare agenda, minutes of previous meeting and carry out all such duties required by the secretariat for facilitating the meeting [is this a role or responsibility?]
- (c) The secretariat shall ensure all proceeds of meetings shall be recorded, typed and distributed to CLC members no later than (7 days) after the meeting
- (d) Ensure copies of CLC business are stored in safe custody and forward copies of the same to Contractor and PWD
- (e) Perform other duties that may be requested by the Chairperson from time to time

3.2.7 Role of Members

- (a) To attend all meetings as may be required by the Chairperson in accordance with section 5 (a).
- (b) Inform communities on changes as approved by the committee meetings
- (c) Take leading role in community activities

- (d) Assist with other duties as may be delegated by the Chairperson

3.2 CLC meetings

- (a) The CLC shall meet monthly (at least 10 times each year). However the Chairperson may call an extraordinary meeting if required
- (b) The quorum for a meeting shall be three (3) with at least a woman representative and including the Chairman
- (c) The CLC shall be responsible to members at all times
- (d) The members attending the meetings shall not ask for monetary benefits
- (e) Members shall be given at least seven (7) days' notice of any meeting unless it is deemed an emergency meeting
- (f) In the absence of the Chairperson, the vice-chairperson shall preside over a meeting

3.3 Contractor and Use of Provisional Sum

- a) The contractor shall be responsible for the establishment and the ongoing operation of the CLC with the oversight of PWD.
- b) PWD will monitor the contractor's compliance on monthly bases as stipulated under contractor's Agreement.
- c) PWD shall review Invoices and statements for CLC activities before payments can be processed and upon the approval of the DG.
- d) The contractor shall provide reasonable expenses such as travelling allowance in the event of private transport being used to and from home for purposes of attending CLC business, light lunches during meetings, cost of venue for the meetings, administrative expenses (typing of minutes, communication and stationary/printing)
- e) The contractor shall responsible for disclosing the terms of any agreement to the CLC in order to provide community labour, or separate sub-contracts (skilled workers), in writing to the CLC chairperson or delegated representative within one (1) week of mobilisation or final negotiation. This provision is aimed at the the issue of under payment of the agreed sum previously negotiated and agreed upon.
- f) All agreements to provide works or services between the contractor, members of the community and families and individuals are to be recorded in writing and be signed by the CLC Chairman or his/her delegated officer and recorded in the minutes book of the CLC kept by PWD.

4. Alteration of this Guideline

- (a) Proposals for amendments to this Guideline or dissolution must be delivered to the Secretariat in writing. The Secretariat, in conjunction with the Chairperson shall decide on the date of a meeting to discuss such proposals, giving at least three (3) weeks clear notice
- (b) Any amendment to this Guideline must be agreed by at least two thirds of members present and voting

5. Dissolution

- (a) The Committee will dissolve at the end of the construction works (when the final Taking Over Certificate is issued by MIPU) or after three (3) years from the date it came into effect
- (b) A new committee could be formed by the process described in Section 2

6. Adoption of the Guideline – template

This Guideline was adopted by members of the

Community Liaison Committee, presented at the Inaugural Meeting held

at on the day of 20....

Signed:

(Chairperson)

Vice-Chairperson

(Secretary)

(Member)

(Member)

ANNEX 1. CAC Selection Form



**Cyclone Pam Road Reconstruction Project
Community Liaison Committee**

SELECTION FORM FOR MEMBERSHIP

Pursuant to Section 2.3 of the Community Liaison Committee Guideline, we, the undersigned hereby, select:

.....of
..... Village/Community/Tribe* to be our member representative into the
.....Community Liaison Committee.

NameSignature
.....

NameSignature
.....

Dated this day of20....

** Delete whichever is not applicable*

ANNEX 2. Community Grievances Form



Public Works Department
Community Liaison Committee
Grievance/Complaint Form

Complaints and grievances submitted by villages/communities/tribes/Province/Resource owners/contractors on the work of this subproject and in pursuant to Section 3.1.1 of the Community Liaison Committee Guideline shall be forwarded to..... Community Liaison Committee, by filling out the Grievance /Complaint Form in Annex 2 (this form).

Name of Community Liaison Committee.....

Name of Complainant.....

Name of Contractor.....

Nature of Grievances/Complaint

.....
.....
.....
.....
.....

Signature of Complainant Date

Signature of Contractor Date

Signature of CLC Representative Date

Plan for disposition (What should/is be done about the complaint)
.....
.....

.....
.....
.....

Complaint resolved? Yes/No Date

Resolution of Complaint:

.....
.....
.....
.....
.....

Signature of Chairperson Community Liaison Committee Date

ANNEX 3: Grievance Register



Public Works Department
Community Liaison Committee
Grievance Register

All grievances received through the Grievance/Complaint Form (Annex 2) shall be recorded into a Register by the Secretariat of CLC

Date	Issue reported	Action Taken	Result	Present Status
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