



**REPUBLIC OF SIERRA LEONE**

**REGIONAL EMERGENCY SOLAR POWER INTERVENTION (RESPITE) PROJECT  
(P179267)**

**STAKEHOLDER ENGAGEMENT PLAN**

**October 2022**

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## LIST OF ABBREVIATIONS AND ACRONYMS

|        |                                                    |
|--------|----------------------------------------------------|
| AF     | Additional Financing                               |
| ARAP   | Abbreviated Resettlement Action Plan               |
| CLSG   | Côte d’Ivoire-Sierra Leone-Sierra Leone-Guinea     |
| CSOs   | Civil Society Organizations                        |
| EDSA   | Electricity Distribution and Supply Authority      |
| DSI    | Design and Supply Installation                     |
| EGTC   | Electricity Generation and Transmission Company    |
| ESHIA  | Environmental, Social and Health Impact Assessment |
| ESMP   | Environmental and Social Management Plan           |
| ESMS   | Environmental and Social Management Specialist     |
| ESMU   | Environmental and Social Management Unit           |
| ESURP  | Energy Sector Utility Reform Project               |
| EWRC   | Electricity and Water Regulatory Commission        |
| FM     | Financial Management                               |
| FMS    | Financial Management Specialist                    |
| GoSL   | Government of Sierra Leone                         |
| GPC    | General Project Coordinator                        |
| GM     | Grievance Mechanism                                |
| IDA    | International Development Association              |
| IFC    | International Finance Corporation                  |
| LV     | Low Voltage                                        |
| MLCPH  | Ministry of Lands Country Planning and Housing     |
| MoE    | Ministry of Energy                                 |
| NGOs   | Nongovernmental Organizations                      |
| NPA    | National Power Authority                           |
| O&M    | Operation and Maintenance                          |
| PAPs   | Project-affected People (or persons)               |
| PIT    | Project Implementation Team                        |
| PIU    | Project Implementation Unit                        |
| PMT    | Project Management Team                            |
| PMU    | Project Management Unit                            |
| PV     | Photovoltaic                                       |
| RAP    | Resettlement Action Plan                           |
| RPF    | Resettlement Policy Framework                      |
| SEA/SH | Sexual Exploitation and Abuse/Sexual Harassment    |
| WDC    | Ward Development Committee                         |
| WAPP   | West African Power Pool                            |

## 1.0 INTRODUCTION

### 1.1 Overview

Sierra Leone is one of the countries in the West Africa sub-region with one of the lowest electrification rates where only 23% of Sierra Leonean have access to electricity, which is below the Sub-Saharan average of 30%. The country like many other countries in Sub-Saharan Africa is also faced with inadequate infrastructure, high losses and inadequate generation capacity have tried to meet demand through oil-based Emergency Power Plants (EPPs), which has resulted in high costs of electricity supply. Rising oil prices have further increased the liabilities of electricity utility companies/provider who are unable to pay for their power purchases and often turn to the government for additional support to keep the lights on. With very limited fiscal space to support the rising sector arrears, countries are staring at an acute power supply crisis that threatens to upend their economic growth.

The Ukraine war exacerbated the situation with the rising prices especially fuel/oil price which is leading to important fiscal impacts for the region given the continued dependence on oil-based generation. The Regional Emergency Solar Power Intervention (RESPITE) Project is an emergency response to the Ukraine war and supports clean energy transition. Ukraine war and resulting oil price rise is leading to important fiscal impacts for the region given the continued dependence on oil-based generation. The proposed project will increase the supply of clean energy on the grid, help four (4) West African countries Sierra Leone, Liberia, Chad, and Cameroon countries to move away from expensive and polluting diesel and HFO generation, reduce fiscal impacts of rising oil prices and provide some space for countries to address food crisis resulting from the Ukraine war. Therefore, the Government of Sierra Leone will implement the Regional Emergency Solar Power Intervention (RESPITE) Project to be financed by World Bank (WB). The proposed electrification project supports the government sector strategy and builds on WB's sustained engagement in the country's energy sector. The main objective of the project is to increase electricity access rates and improve financial performance of the power sector. The proposed activities, when completed, will enhance the capacity of the distribution network to take and distribute additional electricity from New 10MW solar PV generation plant at Lungi to load centers in Port Loko, Papel, Lungi airport, Lungi Lol, and additional 30 mw solar PV generation plant with battery energy storage system at Newton to be linked to existing 161kv and 33kv lines near the site respectively.

The project aims to improve electricity generation in Sierra Leone as part of a World Bank initiative by way of solar PV generation and battery energy storage, interconnection and other generation capacity and further improve the technical and commercial performance of the Electricity Distribution and Supply Authority (EDSA).

This Stakeholder Engagement Plan (SEP) has been prepared in accordance with the World Bank's Environmental and Social Framework (ESF) under the standard 10 (ESS10) on Stakeholders Engagement and Information Disclosure (ESS10), which requires the preparation, disclosure, adoption, and implementation of a Stakeholder Engagement Plan (SEP), as well as to maintain and operate an accessible grievance mechanism as described in the SEP in a manner consistent with ESS10 and acceptable to the Bank.

Stakeholder engagement is about building and maintaining constructive relationships over time. In this context, it is the two-way interaction between stakeholders and the government implementing agencies that gives stakeholders a voice in decision-making with the objective of improving the development outcomes of the intervention. It is an ongoing process that extends throughout the life of the project and encompasses a range of activities and approaches, from information sharing and consultation, to

participation, negotiation, and partnerships. The nature and frequency of this engagement would reflect the level of project risks and impacts.

## 1.2 Purpose, Objective and Rationale of SEP

The purpose of this Stakeholder Engagement Plan is to describe the project's strategy and program for engaging with stakeholders in a culturally appropriate manner: encompassing guiding principles, how stakeholders will be identified and involved throughout the course of the project, provide information on previous engagements undertaken, prescribe processes and procedures to be followed for stakeholder engagement and information disclosure, and outline the responsibilities of the relevant institutions and contractors in the implementation of upcoming engagement activities etc. The goal is to ensure the timely provision of relevant and understandable information to all stakeholders. It is also to create a process that provides opportunities for stakeholders to express their views and concerns and allows the project to consider and respond to them.

Key principles that will undergird effective engagement include:

- Providing meaningful information in a format and language that is readily understandable and tailored to the needs of the target stakeholder group(s)
- Providing information in advance of consultation activities and decision-making
- Disseminating information in ways and locations that make it easy for stakeholders to access it
- Respect for local traditions, languages, timeframes, and decision-making processes
- Two-way dialogue that gives both sides the opportunity to exchange views and information, to listen, and to have their issues heard and addressed
- Inclusiveness in representation of views, including women, vulnerable and/or minority groups
- Processes free of intimidation or coercion
- Clear mechanisms for responding to people's concerns, suggestions, and grievances
- Incorporating feedback into project or program design and reporting back to stakeholders

The objectives of the SEP include the following:

- **Ensuring open and transparent understanding between the project and stakeholders:** A good stakeholder engagement should ensure an open, inclusive and transparent process that is sensitive to cultural and social environments of the stakeholders.
- **Involving stakeholders in implementation:** Local knowledge and information plays an important role in project preparation, implementation and management including scoping, impact assessments, disclosure and validation of all safeguard instruments.
- **Building relationships:** Open, fair and transparent dialogue and engagement will help establish and maintain a productive relationship between the project team and stakeholders.
- **Engaging vulnerable groups:** Often, the concerns of vulnerable people are not adequately addressed but an open and inclusive approach to consultation would increase the opportunity of stakeholders to provide comments on the Project, and to voice their concerns. Some stakeholders, however, need special attention in such a process due to their vulnerability. Special measures will be considered to ensure that the perspectives of vulnerable stakeholders are heard and considered.
- **Managing expectations:** The expectations of stakeholders are usually very high and it is important to ensure that the Project does not unrealistically raise the expectations of stakeholders on proposed project benefits. The engagement process will serve as a mechanism for understanding and managing stakeholder and community expectations, where the latter will be achieved by

disseminating accurate information in a timely and accessible way. Information will be made freely, transparently, and objectively by EDSA to all stakeholders.

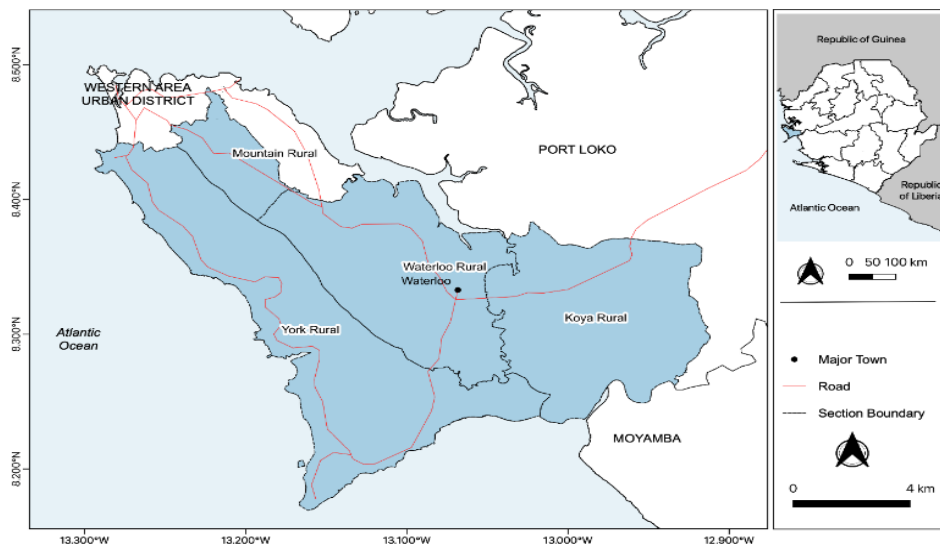
- **Ensuring compliance:** The stakeholder engagement process will ensure compliance with both local regulatory requirements and international best practice.
- Provide project-affected parties with accessible, inclusive, and culturally sensitive means to raise issues and grievances, and allow the EDSA/MOE to respond to and manage such grievances effectively.

### 1.3 Project Description

The proposed project is aligned with GoSL's sector development and electrification goals as stipulated in new Medium-Term National Development Plan (2019–2023), entitled "Education for Development: A New Direction for Improving People's Lives through Education, Inclusive Growth, and Building a Resilient Economy".<sup>1</sup> The new MTNDP aims at increasing the country's electricity access from about 15 to 30 percent, including the electrification of all district headquarter towns by 2023. The government has conducted various studies and analysis, supported by donors, to derive a general path to gradually increase electricity access rate.

The Project will be implemented in two of Sierra Leone's 15 districts. The total population in these two districts, Port Loko and Western Rural District, account for about 18.8% of the countries total population (Statistics Sierra Leone, 2015). See Figures 1a and 1b for beneficiary project districts.

*Figure 1a: Beneficiary Project Districts*



<sup>1</sup> [http://moped.gov.sl/wp-content/uploads/2022/06/sierra\\_leone\\_national\\_development\\_plan-1.pdf](http://moped.gov.sl/wp-content/uploads/2022/06/sierra_leone_national_development_plan-1.pdf)

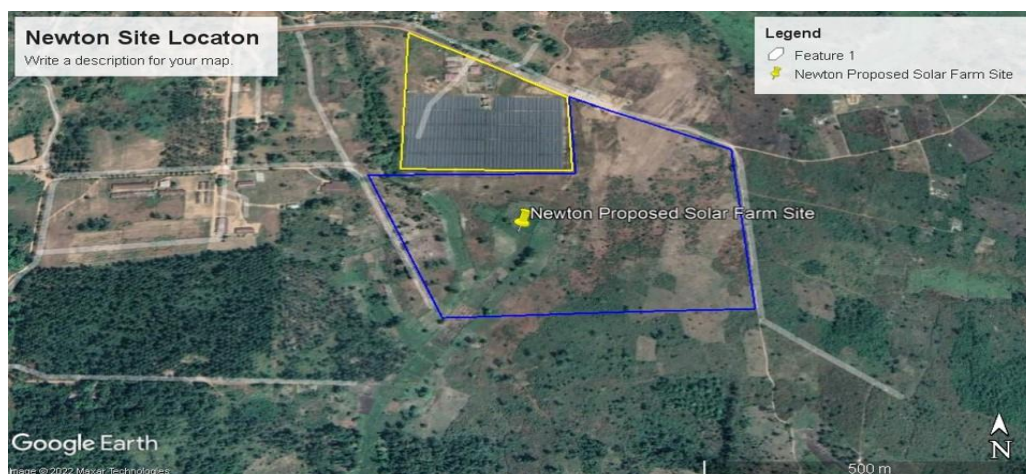
Figure 2b: Beneficiary Project Districts



The short-term target is to electrify headquarter towns of all districts where the population, industrial and commercial activities are concentrated.

**In specific, the project will support the development of 39MWp (30MWac) with 15 MWh Battery storage and addition of 7 MWh battery storage to the existing 6MWp/4.9MWac solar plant at Newton (USD 44 million):** A 6MWp solar power plant has been developed in the Newton area (see below, Figure 1c) through a grant from Abu Dhabi Fund for Development (ADFD). The RESPITE project will finance the design-supply-installation (DSI) and O&M for additional storage capacity for the existing plant and adding 45MWp (30MWac) of ground mounted solar PV. The proposed site is at 8.322621°, -12.993666 with the government already having acquired the 120 acres of land. The site will be linked to the proposed Waterloo substation through a 33kV line and further to the 161kV Bumbuna transmission line to Newton.

Figure 1c: Proposed site at Newton in Sierra Leone



Source: Government of Sierra Leone



The project will also support the Construction of 13MWp (10MWac) solar PV plant in Lungi Airport Area with 6MVA storage (USD 19.5 million): A 13MWp (10 MWac) solar PV site is planned in the Lungi area (see Figure 2) that houses the Lungi International airport and the government has identified land (8.663171, -13.187704) for this purpose. The proposal is for a 13MWp (10MWac) fix tilt PV power plant connected to the existing MV switching station at Lungi through 11kV lines. The project will finance the DSI and Operations and Maintenance (O&M) for the 13MWp (10MWac) solar PV plant and 6MWh storage system as well as the construction of 11kV connection to the existing 11kV substation at Lungi Airport.

Figure 2: Proposed site at Lungi in Sierra Leone



Source: Government of Sierra Leone

**Finally, the project will support the Bumbuna-Freetown 161kV transmission line capacitive requirement for voltage performance and Supply and installation of 33kV and 11kV lines to optimize the integration of the Newton Solar Park (USD 6 million)**: This sub-component will finance the works associated with increasing the wheeling capacity of the existing 161kV transmission line from 70MW to 90MW. The 161kV line is around 205km long which results in a high impedance that induces voltage drop along this line, especially during peak demand operations, and impacts significantly both the power transfer and voltage profiles in Freetown. The planned solar PV plant at Newton will evacuate part of its generation in the 161kV transmission line and also will use 33kV sub- transmission line that is being built under the existing ESURP project (P12304). The project will cover the cost of design, procurement, and installation of devices for reactive power compensation (capacitor banks) for voltage regulation support and the 33kV and 11kV distribution lines needed to optimize the use of the solar park generation. Increasing the 161kV line capacity will alleviate grid congestion and help in meeting the rapidly growing demand in Western Areas.

## 2.0 APPLICABLE REGULATIONS AND REQUIREMENTS

This SEP is prepared in accordance with Environmental and Social Standard 10 of the World Bank's Environmental and Social Framework (ESF), and the national institutional and regulatory requirements pertaining to stakeholder participation in development initiatives. The SEP will comply with stakeholder consultation and information disclosure requirements as stipulated in national legal instruments and international best practice.

### 2.2 Key National Legislations and Policies on Stakeholder Engagement and Information Disclosure

The national laws, regulations and policies that are related to stakeholder engagement and information disclosure as follows:

**The Constitution of Sierra Leone:** Section 3 of the Sierra Leone Constitution guarantees the fundamental human rights and freedoms of the individual without regard to race, tribe, place of origin, political opinion, colour, creed or sex, which must be exercised in consonance with the rights and freedoms of others and for the public interest. Paragraph 25 of Section 3, which states that no person shall be hindered in the enjoyment of his freedom of expression including the freedom to hold opinions, receive and impart ideas as well as information without interference, is consistent with the provisions of ESS10 that admonishes for full disclosure of project information to all stakeholders.

**The Local Government Act, 2004 (as Amended in 2017):** The Local Government Act, 2003 has a number of areas where stakeholder consultation is required. For example, Section 23 makes provision for local councils to be consulted by central government ministries, departments, agencies, NGOs, etc. in development projects. Then Section 85 (4) notes that "A local council shall, before approving or reviewing a development plan, consult residents of the locality, agencies of Government and non-governmental and international organizations that have interest in working in the locality". It is therefore expected that the PIU, in collaboration with the Local Councils, will actively engage and consult project stakeholders, especially those at the community level and other disadvantaged segments of the society.

**The Environment Protection Agency Act, 2008 (as Amended in 2010):** The EPA Act is the legislation governing the protection of the environment in Sierra Leone. The Third Schedule (under Section 26) of the Act describes the content of Environmental Impact Assessment (EIA) and admonishes that EIA must report on communities, interested parties and Government ministries consulted and by extension issues consulted on. In terms of information disclosure, a requirement of ESS10, Section 27 (1) of the Environment Protection Agency Act, 2008 stipulates that the Agency upon receiving the draft EIA report shall circulate it to professional bodies, associations, ministries and governmental organizations for their comments. Under Section 27 (2), the Agency is also required to openly display the EIA report in two consecutive issues of the Gazette as well as in the newspapers to allow for public viewing. The proponent is expected to address the comments from the public as received through the Executive Director within fourteen (14) days of receipt of the comments.

**The Town and Country Planning, 1976 (as Amendment in 2001):** The Town and Country Planning Act mandates the Minister of Housing and Country Planning to consult the various Local Councils and Paramount Chiefs in the planning and management of cities and towns in Sierra Leone. The Minister is also mandated by this Act to direct the posting of all relevant information such the surveyed maps, layouts, values of buildings or lands in the planning area to guide any compensation in case where the Project takes land.

**Sexual Offences Act, 2012:** The confidentiality of victims (survivors) during investigation and prosecution are guaranteed under the Act. The Act also provides for medical assistance for survivors. This project's grievance mechanism (GM) will ensure that in line with this Act, the GM process to address SEA/SH incidents will respect confidentiality, be survivor centered, and will provide access to services. **The GBV Referral Protocol:** The GBV Protocol document is a technical guide that aims to ensure that all survivors/victims of GBV (domestic and sexual violence) receive prompt and comprehensive response from service providers.

## 2.2 World Bank Requirements

WB has outline ten (10) comprehensive set of specific Environmental and Social Standards (ESS) that projects are expected to meet. Stakeholder engagement in line with the World Bank requirements is associated with ESS 10. The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". Specifically, the requirements set out by ESS10 are the following:

- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not." (World Bank, 2017: 98).

ESS 10 require that a Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It must be disclosed as early as possible, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower must disclose the updated SEP. According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

Identification of stakeholders will ensure wide participation in project acceptability and the project design. To ensure that there is citizen participation in the project life span, this SEP has been prepared clearly stipulating the process of consultation and disclosure of key project information to the public and relevant stakeholders during the preparation and implementation of the project.

### 3.0 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

During the project identification and preparation stage, several consultations took place at the national level involving the Ministry of Energy (MoE), Electricity Distribution and Supply Authority (EDSA), Electricity Generation and Transmission Company (EGTC), Ministry of Lands Country Planning and Housing (MLCPH) and other interested parties and at the respective local levels involving other agencies and key stakeholders. There were Stakeholder consultations to discuss the project locations, areas of influence, concept, design, institutional arrangement, potential impacts, mitigation measures, stakeholder engagement plan, environmental and social commitment plan and MoE/EDSA commitments. The key issues discussed and the conclusions and recommendations ensuing from these stakeholder engagement sessions are;

- The Lungi Community Stakeholders have agreed to provide the available Parcels of Land for the New 10MW solar PV generation plant with battery energy storage systems
- The Site was identified at Oku Town, Lungi
- Ministry of Lands Country Planning and Housing (MLCPH) was given the task of preliminary survey
- About 45arces to be surveyed at Oku Town, Lungi
- About 225arces to be surveyed at Newton Community

### 4.0 STAKEHOLDER IDENTIFICATION AND ANALYSIS

The WB ESS 10 recognizes three broad categories of stakeholders, namely i) Project Affected Parties; ii) Other Interested parties; and iii) Disadvantaged / vulnerable individuals or groups.

Project-affected parties includes those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities. They are the individuals or households most likely to observe/feel changes from environmental and social impacts of the project.

The term “Other interested parties” (OIPs) refers to: individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups.

It is particularly important to understand project impacts and whether they may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project.

#### 4.1 Stakeholder Identification

The first step in the process of stakeholder engagement is to identify and understand who the stakeholders are and understand their needs and expectations for engagement and their priorities and objectives in relation to the Project. This information shall be used to tailor engagement to each type of stakeholder. As part of this process, it will be particularly important to identify individuals and groups who

may find it more difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalised or vulnerable status.

With respect to the RESPITE Project, different categories of stakeholders will be involved, these are:

1. **Central government:** Include ministries, departments and agencies of the Government of Sierra Leone that will either be impacted by the project or have influence over its outcome
2. **Municipalities:** Includes Government of Sierra Leone's institutions, agencies and elected officials within the beneficiary municipalities that will either be impacted by the project or have influence over its outcome
3. **Non-governmental/Donor:** Donors and non-governmental agencies and sector coordination entities that will either be impacted by the project or have influence over its outcome
4. **Civil Society:** Representatives from organizations that represent the interests and the opinions of the public
5. **Public:** Public representatives, both individuals and groups, at District/Ward level who will either be impacted by the project or have influence over its outcome
6. **Private Sector:** Private businesses/firms that may be positively or negatively affected

Table 1 presents a preliminary list of all potential stakeholders who have a role and responsibility for the implementation of the Project at all levels, as well as relevant stakeholders that could be involved in any way with the implementation of the RESPITE activities or affected by its activities. The project will continue to identify and engage additional stakeholders throughout the project implementation. The scale and extent of the engagement will be dependent on the nature of the impacts on the different stakeholder groups and the extent of the influence of the group on the project.

**Table 1: List of Stakeholders identified for RESPITE Project**

| Project Proponents                                                                                | Affected Parties                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Other Interested Parties                                                                                                                                                                                                                                                                                                                                                                                                                                | Vulnerable groups                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Ministry of Energy</li> <li>Ministry of Finance</li> </ul> | <ul style="list-style-type: none"> <li>Project affected individuals and communities</li> <li>Electricity users</li> <li>EDSA, EGTC and EWRC workers</li> <li>Small business that require electricity</li> <li>Community leaders, religious leaders</li> <li>Workers at construction sites</li> <li>Ministry of Lands Housing and Country Planning</li> <li>Ministry of Information and communication</li> <li>Ministry of Local Government and Rural Development</li> </ul> | <ul style="list-style-type: none"> <li>Local communities</li> <li>Chiefs</li> <li>NGOs</li> <li>CSOs</li> <li>Ministry of Health and Sanitation</li> <li>Ministry of Health and Sanitation</li> <li>Ministry of Water Resources</li> <li>National Protected Areas Authority</li> <li>Ministry of Basic and Senior Secondary Schools</li> <li>Ministry of Technical and Higher Education</li> <li>Community Organizations</li> <li>The public</li> </ul> | <ul style="list-style-type: none"> <li>Elderly people</li> <li>Women</li> <li>Children</li> <li>Persons with disabilities (including visual and hearing impaired, physical disabilities and cognitive disabilities)</li> <li>Commercial sex workers</li> <li>Illiterate people</li> <li>The homeless</li> <li>Landless persons</li> </ul> |

|  |                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                    |  |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | <ul style="list-style-type: none"> <li>• Ministry of Labour and Social Security</li> <li>• Ministry of Social Welfare and Gender</li> <li>• Ministry of Environment</li> <li>• Environment Protection Agency</li> <li>• District and Local Councils</li> <li>• Sierra Leone Roads Authority</li> <li>• Operations and maintenance team of substations, and transmission lines</li> </ul> | <ul style="list-style-type: none"> <li>• Other national and international Independent Power Producers (IPPs)</li> <li>• The police and military (security forces)</li> <li>• Market associations</li> <li>• Youth groups</li> <li>• Residents of the beneficiary towns</li> <li>• Businesses locally and with international links</li> <li>• Media (local and national)</li> </ul> |  |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

Cooperation and negotiation with stakeholders will require the identification of persons within groups who act as legitimate representatives or advocates of their groups' interests in the engagement process. Community representatives, for instance, will be very important links for information dissemination to their people and to project staff.

## 4.2 Stakeholder analysis

The opinion of affected persons and other stakeholders shall be sought through regular public consultations and the engagement will be directly proportional to the impact on the particular group or individual and their level of influence on the project. The interests of the different stakeholder groups and individuals, how they will be affected by the project and to what degree, and what influence they could have on the project will form the basis from which to build the project stakeholder engagement strategy. Again, cognizance should be taken of the fact that not all stakeholders in a particular group or sub-group will necessarily share the same concerns or have unified opinions or priorities. Also, the means of engagement will be informed by what are culturally acceptable and appropriate methods for each of the different stakeholder groups targeted. Table 2 presents an analysis of roles, interest and influence of key stakeholder groups on the ESLEAP which will be applicable to RESPITE, but this will be confirmed during preparation and the SEP will be revised accordingly within three months of project effectiveness.

**Table 2: Stakeholder Groups and their Interest and Influence on the Project**

| Stakeholder Groups                                                     | Role/involvement in project                                                                                                                                                                                       | Interest | Influence |
|------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|
| <b>Project Proponents:</b>                                             |                                                                                                                                                                                                                   |          |           |
| <ul style="list-style-type: none"> <li>• Ministry of Energy</li> </ul> | Responsible for oversight and overall coordination of the project.<br>Responsible for policy formulation.<br>Regulate generation, distribution, and transmission. Will lead the implementation of two components. | High     | High      |



| Stakeholder Groups                                                                                                                                  | Role/involvement in project                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Interest | Influence |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|
|                                                                                                                                                     | The Ministry and EDSA will also assume the responsibility for environmental and social risk management                                                                                                                                                                                                                                                                                                                                                                                                                                                     |          |           |
| <ul style="list-style-type: none"> <li>Ministry of Finance</li> </ul>                                                                               | Provide oversight and control of disbursement of project funds to implementing agencies. Reporting and monitoring of compliance                                                                                                                                                                                                                                                                                                                                                                                                                            | High     | High      |
| <b>Affected Parties:</b>                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |          |           |
| <ul style="list-style-type: none"> <li>PAPs potentially losing land and other assets for the construction of substations and power lines</li> </ul> | Lose lands or right to their lands or livelihoods and would therefore be important in the consultation and engagement process                                                                                                                                                                                                                                                                                                                                                                                                                              | High     | Low       |
| <ul style="list-style-type: none"> <li>Electricity users</li> </ul>                                                                                 | Participate in consultation on energy supply and tariff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Moderate | Low       |
| <ul style="list-style-type: none"> <li>Energy Distribution and Supply Authority</li> </ul>                                                          | Main implementing agency<br>Responsible for the overall implementation of the project and sub-projects and works directly and in close collaboration with MoE and has oversight over the PIT. Responsible for the implementation of Environmental and Social safeguards instruments of projects and stakeholder management. All projects have a GM within the ESMU of EDSA. Coordinate and organize disclosure, work with District and Local Councils. EDSA is responsible for the distribution network, connection and for electricity sales to customers | High     | High      |
| <ul style="list-style-type: none"> <li>Energy Generation and Transmission Company</li> </ul>                                                        | Responsible for power generation and transmission at high voltage levels                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | High     | High      |
| <ul style="list-style-type: none"> <li>Energy and Water Regulatory Commission</li> </ul>                                                            | Regulate the generation, transmission and sale of electricity and issue permit for operation of EDSA. They will probably be involved in tariff setting and regulation issues for the new RESPIT especially because some of the towns are going to be having new connections.                                                                                                                                                                                                                                                                               | High     | High      |
| <ul style="list-style-type: none"> <li>Small business that requires electricity</li> </ul>                                                          | Participate in consultation on energy supply and tariff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Moderate | High      |
| <ul style="list-style-type: none"> <li>Community leaders (including Chiefs), religious leaders</li> </ul>                                           | Stakeholder management. GM within at community levels. Coordinate and organize work with District and Local Councils                                                                                                                                                                                                                                                                                                                                                                                                                                       | High     | High      |

| Stakeholder Groups                                                                                   | Role/involvement in project                                                                                                                                                                                                                                                                                                                                                                                                               | Interest | Influence |
|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|
| <ul style="list-style-type: none"> <li>Workers at construction sites</li> </ul>                      | Undertake construction activities, will ensure OHS/SEA/SH requirements measures are followed                                                                                                                                                                                                                                                                                                                                              | Moderate | Moderate  |
| <ul style="list-style-type: none"> <li>Ministry of Local Government and Rural Development</li> </ul> | Local monitoring of project and through their District Council can help in monitoring, providing land and enhancing compensation and livelihood issues for PAPs. They are directly responsible for working with the District and Local councils who have important structures to help in site monitoring of the project. They are expected to play a key role in lands, resettlement, compensation, and environmental impacts monitoring. | High     | High      |
| <ul style="list-style-type: none"> <li>Ministry of Labor and Social Security</li> </ul>              | In collaboration with the PIU, will provide oversight over labour and social issues. They are important for oversight of contractors to make sure that workers are treated fairly and work with the laws of Sierra Leone                                                                                                                                                                                                                  | Moderate | Moderate  |
| <ul style="list-style-type: none"> <li>Ministry of Social Welfare and Gender</li> </ul>              | Oversight on Gender and Social Issues. Works closely with the Police and advocacy groups on gender-based violence issues. This Ministry will be critical in monitoring and resolving GBV and other gender-related issues                                                                                                                                                                                                                  | High     | High      |
| <ul style="list-style-type: none"> <li>Ministry of Environment</li> </ul>                            | Provide oversight on compliance on environmental and social safeguards and on EPA. Review and issue licenses for ESHIA. They are the main stakeholders in terms of environmental and social safeguards monitoring and compliance                                                                                                                                                                                                          | High     | High      |
| <ul style="list-style-type: none"> <li>Environment Protection Agency</li> </ul>                      | The lead environmental regulator and is the agency in the Ministry of Environment that is directly responsible for oversight, compliance with E&S concerns, facilitate public disclosure of E&S documents. They require stakeholder engagement, consultations and public disclosure of all safeguard instruments.                                                                                                                         | High     | High      |
| <b>Other Interested Parties</b>                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |           |



| Stakeholder Groups                                                                                                   | Role/involvement in project                                                                                                                                                                                                                           | Interest | Influence |
|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|
| <ul style="list-style-type: none"> <li>Local communities/ Chiefs/local leaders/Ward Development Committee</li> </ul> | Involve in stakeholder consultations and inputs. Receive information through sensitizations/awareness, community engagements, and the Media                                                                                                           | High     | High      |
| <ul style="list-style-type: none"> <li>NGOS/CSOs in the project area of influence</li> </ul>                         | Advocates the interests of communities on land-related issues including compensation. Involved in consultations and monitoring of corporate social responsibilities, make contributions to ESHIAs and other reports                                   | Moderate | High      |
| <ul style="list-style-type: none"> <li>Ministry of Health and Sanitation</li> </ul>                                  | In charge of all public health, clinics and hospitals in the Districts where the electricity is improved and will enhance healthcare for all. They can be important stakeholders                                                                      | High     | Moderate  |
| <ul style="list-style-type: none"> <li>Ministry of Water Resources</li> </ul>                                        | In charge of all water bodies and catchment areas in the country and would play important role in the event any of the towers/poles go through water bodies. They also help in the provision of water services to substations and project site.       | Low      | Low       |
| <ul style="list-style-type: none"> <li>National Protected Areas Authority</li> </ul>                                 | In charge of all protected Areas and would ensure projects are not impacting Pas. They will constitute the stakeholders and would be important should any of the project activities go through any Protected Areas which is under their jurisdiction. | Moderate | Moderate  |
| <ul style="list-style-type: none"> <li>Ministry of Basic and Senior Secondary School</li> </ul>                      | Responsible for education in school and the schools would be connected to the grid for the enhancement of the Government's flagship program "free and quality education"                                                                              | Moderate | Moderate  |
| <ul style="list-style-type: none"> <li>Ministry of Technical and Higher Education</li> </ul>                         | Responsible for University and higher institutions in the Districts and would benefit from sustainable and regular electricity which will enhance education in the country                                                                            | Moderate | Moderate  |
| <ul style="list-style-type: none"> <li>Local Community Organizations</li> </ul>                                      | Advocates the interests of communities on land-related issues including compensation. Involved in consultations and monitoring of corporate social responsibilities, make                                                                             | Moderate | Moderate  |

| Stakeholder Groups                                                                                                    | Role/involvement in project                                                                                                                                                                                                                   | Interest | Influence |
|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|
|                                                                                                                       | contributions to ESHIAs and other reports                                                                                                                                                                                                     |          |           |
| <ul style="list-style-type: none"> <li>Other national and international Independent Power Producers (IPPs)</li> </ul> | Provides alternative source of supply to the electricity sector                                                                                                                                                                               | High     | Low       |
| <ul style="list-style-type: none"> <li>Sierra Leone Police</li> </ul>                                                 | Provide security and protection services for all and during construction, demolition, and traffic management. Project can bring crime, violence, and other offences<br>Used to report Gender Based Violence through their Family Support Unit | Moderate | Moderate  |
| <ul style="list-style-type: none"> <li>Market associations</li> </ul>                                                 | Advocates the interests of the associations on land-related issues including compensation. Involved in consultations and monitoring of corporate social responsibilities, make contributions to ESHIAs and other reports                      | Moderate | Low       |
| <ul style="list-style-type: none"> <li>Youth groups</li> </ul>                                                        | Advocates the interests of communities on land-related issues including compensation. Involved in consultations and monitoring of corporate social responsibilities, make contributions to ESHIAs and other reports                           | High     | Moderate  |
| <ul style="list-style-type: none"> <li>Residents of the beneficiary towns</li> </ul>                                  | Advocates for better energy supply and tariff. Participate in consultation and receive information through public media                                                                                                                       | High     | Moderate  |
| <ul style="list-style-type: none"> <li>Businesses locally and with international links</li> </ul>                     | Advocates the interests of Businesses on energy supply/tariff-related issues.                                                                                                                                                                 | High     | Moderate  |
| <ul style="list-style-type: none"> <li>Media electronic, print, and social media</li> </ul>                           | Help raise awareness on the project, public disclosure of , GM, SEP, ESCP                                                                                                                                                                     | Moderate | High      |
| <ul style="list-style-type: none"> <li>Office Attorney General and Minister of Justice</li> </ul>                     | Draft compensation agreements, provide guidance on GM and participate in compensation and sign-off meetings                                                                                                                                   | Moderate | Moderate  |
| <ul style="list-style-type: none"> <li>Ministry of Agriculture</li> </ul>                                             | Provide valuation of crops and trees for compensation and support linkages to livelihood promotion initiative                                                                                                                                 | Moderate | Moderate  |
| <ul style="list-style-type: none"> <li>Parliament/Energy Committee</li> </ul>                                         | Provides oversight on energy projects and EDSA including RESPITE                                                                                                                                                                              | Moderate | High      |
| <ul style="list-style-type: none"> <li>District and Local Councils</li> </ul>                                         | Assist in project implementation including land acquisition, employment, asset valuation and other                                                                                                                                            | High     | High      |

| Stakeholder Groups                                                                                                                                                    | Role/involvement in project                                                                                                                                    | Interest | Influence |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|
|                                                                                                                                                                       | issues to do with the livelihood of the people in the project areas of influence. Verify asset valuations, support in providing land and manage the councilors |          |           |
| <b>Vulnerable/Disadvantaged groups are likely to be part of the PAPs and may have difficulty in fully engaging</b>                                                    |                                                                                                                                                                |          |           |
| <ul style="list-style-type: none"> <li>Elderly people</li> </ul>                                                                                                      | Receive information on the RESPITE project                                                                                                                     | Low      | Low       |
| <ul style="list-style-type: none"> <li>Women</li> </ul>                                                                                                               | Receive information and would benefit from sustainable electricity generation especially for small businesses                                                  | Low      | Low       |
| <ul style="list-style-type: none"> <li>Children</li> </ul>                                                                                                            | Receive information, they are mainly school going, exposed to potential abuse                                                                                  | Low      | Low       |
| <ul style="list-style-type: none"> <li>Persons with disabilities (including visual and hearing impaired, physical disabilities and cognitive disabilities)</li> </ul> | Receive information on the RESPITE Project                                                                                                                     | Low      | Low       |
| <ul style="list-style-type: none"> <li>The homeless/Landless persons</li> </ul>                                                                                       | Participations in community consultations & Receive information and protection from the appropriate sources/Institutions responsible.                          | Low      | Low       |

## 5.0 STAKEHOLDER ENGAGEMENT PROGRAM

Stakeholder engagement is an important inclusive process conducted throughout the project cycle and is critical to the successful implementation of projects. The engagement will be free of manipulation, interference, coercion, and intimidation; and conducted based on timely, relevant, understandable, and accessible information, in a culturally sensitive format.

In this section the program elaborated to facilitate effective stakeholder engagement throughout project implementation and operation is outlined. It addresses key factors considered in elaborating the program, the specific communication tools to be adopted for different stakeholder groups, the specific stakeholder engagement activities and the resource requirements and responsibilities for implementation.

### 5.1 Stakeholder Engagement Considerations

The following factors were considered in the planning of the stakeholder engagement program presented in this document:

#### i) Time and resources

Trust of the stakeholders is important and takes time to develop and build relationships with stakeholders. From the outset of the project, relationships with stakeholders will be developed, nurtured, and allowed to grow. Time and resources are always critical components of the stakeholder engagement process that require different levels of engagement (consultation, involvement, collaboration and yet some others multiple levels). The various dimensions of the process, including education on the concepts of engagement, capacity to implement a broad engagement strategy and the complex issues that requires technical and specialized knowledge will be allocated adequate resources to meet international best practice.

#### ii) Managing expectations

The key to securing stakeholder engagement revolves around managing their expectations and satisfying their requirements. Stakeholders usually have high and unrealistic expectations of benefits that may accrue to them from a project. Therefore, EDSA from the outset shall be clear on what they can and cannot do, establishing a clear understanding of their roles and responsibilities. The engagement processes shall provide EDSA with an opportunity to develop relationships with stakeholders and potential project partners who can assist with implementing corporate social responsibility projects. The consultation process is an opportunity to manage expectations, challenge misconceptions, disseminate accurate project information, and gather stakeholder opinions, which are feedback to the client and other project specialists.

#### iii) Securing stakeholder participation

EDSA will respect cultural norms and values and show respect and understanding that disregard for these can prevent stakeholders from freely participating in meetings. Often there are conflicting demands within a community, and it can be challenging to identify stakeholders who are representative of common interests. This shall be avoided by employing local consultants who are sensitive to local power dynamics, which will require project proponents to develop an awareness of the local context and implementing structures to support and foster effective stakeholder engagement.

#### iv) Consultation fatigue

Engagement fatigue can hinder projects, particularly those where individuals are not actively involved in decision-making but are brought in for consultation or opinions. Evidence suggest that stakeholders can

easily tire of consultation processes, especially when promises are unfulfilled, and their opinions and concerns are not taken into consideration. Often stakeholders feel their lives are not improving because of a project and this can lead to consultation meetings being used as an area to voice complaints and grievances about the lack of development. This shall be avoided by coordinating stakeholder engagement activities throughout project implementation and to avoid making promises to stakeholders.

#### v) COVID-19 restrictions

In general, a precautionary approach will be taken to the consultation process to prevent contagion, given the highly infectious nature of COVID-19. The following will be considered while selecting channels of communication, in light of the current COVID-19 situation:

- Avoid public gatherings (taking into account national restrictions or advisories), including public hearings, workshops and community meetings;
- If smaller meetings are permitted/advised, conduct consultations in small-group sessions, such as focus group meetings. If not permitted or advised, make all reasonable efforts to conduct meetings through online channels;
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Assess and deploy alternative tools to engage stakeholders such as the use of community radio, use of key community influencers and peer groups, visual aids, and social media;
- Where direct engagement with project affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders.

## 5.2 Specific Communication Requirements

A variety of communication methods will be used as appropriate for each set of stakeholders and stage of project implementation. In general, these include: a) public and individual meetings, b) announcements in media and portals, c) provision of general information on notice-boards at public locations, and d) regular mail and email correspondence and publication of relevant project information on the website of the EDSA, MoE and other relevant institutions (including the World Bank).

There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate project information to stakeholders. When selecting a particular consultation technique, appropriate consultation methods, and the purpose for engaging with a stakeholder group shall be considered. The general framework of techniques to be adopted under the project for the different stakeholder groups are presented in Table 3 below.

**Table 3: Stakeholder Engagement Techniques**

| Stakeholder group                                                 | Engagement Technique                                                                                                                                                                                                                                                                                                    | Phase of the projects                                                                                                                                                                                                         |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Projected affected people/land owners/adjacent communities</b> | <ul style="list-style-type: none"> <li>Public consultation meeting, group meetings and individual meetings as necessary</li> </ul>                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> <li>- throughout project implementation</li> </ul>                              |
|                                                                   | <ul style="list-style-type: none"> <li>Public consultation meeting, and individual meetings as necessary</li> </ul>                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> </ul>                                                                           |
|                                                                   | <ul style="list-style-type: none"> <li>Informing through the media – radio/TV/social media (announcements),</li> </ul>                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> </ul>                                                                           |
|                                                                   | <ul style="list-style-type: none"> <li>Direct information through the local authorities</li> <li>Communication through bulletin boards (placed in appropriate places) and posting project information/notices there</li> </ul>                                                                                          | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> <li>-During the operational phase of the distribution centres</li> </ul>        |
| <b>Community/Local and regional authorities</b>                   | <ul style="list-style-type: none"> <li>Publishing information on the extent, timing and duration of planned works and any expected disruptions and inconveniences on the central bulletin board in the branch offices of the Municipalities at least two weeks prior to the start of any construction works,</li> </ul> | Before starting with implementation of the project activities                                                                                                                                                                 |
|                                                                   | <ul style="list-style-type: none"> <li>Public consultation meeting, and individual meetings as necessary</li> </ul>                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> </ul>                                                                           |
|                                                                   | <ul style="list-style-type: none"> <li>Informing through the media – radio/TV/social media (announcements),</li> </ul>                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> </ul>                                                                           |
|                                                                   | <ul style="list-style-type: none"> <li>Direct information through the local authorities</li> <li>Communication through bulletin boards (placed in appropriate places) and posting project information/notices there</li> </ul>                                                                                          | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> <li>-During the operational phase of the distribution centres</li> </ul>        |
|                                                                   | <ul style="list-style-type: none"> <li>Group meetings with local communities and businesses</li> </ul>                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> <li>-During the operational phase of the electricity infrastructure.</li> </ul> |

| Stakeholder group                                                                           | Engagement Technique                                                                                                                              | Phase of the projects                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                             | <ul style="list-style-type: none"> <li>Direct communication with residents, businesses etc.</li> </ul>                                            | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> <li>-During the operational phase of the electricity infrastructure.</li> </ul> |
|                                                                                             | <ul style="list-style-type: none"> <li>Direct information via a contact person or person responsible for the implementation of the SEP</li> </ul> | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> <li>-During the operational phase of the electricity infrastructure.</li> </ul> |
| <b>Governments and regulatory bodies/National institutions</b>                              | <ul style="list-style-type: none"> <li>Official correspondence</li> </ul>                                                                         | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> <li>-During the operational phase of the electricity infrastructure.</li> </ul> |
|                                                                                             | <ul style="list-style-type: none"> <li>Meetings, public hearings</li> </ul>                                                                       | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> </ul>                                                                           |
|                                                                                             | <ul style="list-style-type: none"> <li>One on one meetings</li> </ul>                                                                             | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> </ul>                                                                           |
| <b>Non-governmental organizations, business associations and professional organizations</b> | <ul style="list-style-type: none"> <li>Public consultation meetings, and individual consultation, meetings as necessary</li> </ul>                | <ul style="list-style-type: none"> <li>-Before starting implementation of the project activities</li> <li>-During the construction works</li> <li>-During the operational phase of the electricity infrastructure.</li> </ul> |
|                                                                                             | <ul style="list-style-type: none"> <li>Direct email communication</li> </ul>                                                                      |                                                                                                                                                                                                                               |
|                                                                                             | <ul style="list-style-type: none"> <li>Media/ press releases.</li> </ul>                                                                          |                                                                                                                                                                                                                               |
| <b>Contractors, Suppliers, clients, service providers</b>                                   | <ul style="list-style-type: none"> <li>Information through tender procedure and Contracts</li> </ul>                                              | Before starting implementation of the project activities                                                                                                                                                                      |
|                                                                                             | <ul style="list-style-type: none"> <li>Communication via supervising engineers</li> </ul>                                                         | During the construction works                                                                                                                                                                                                 |
|                                                                                             | <ul style="list-style-type: none"> <li>Toolbox talks at construction sites on health and safety topics</li> </ul>                                 | During the construction works                                                                                                                                                                                                 |
|                                                                                             | <ul style="list-style-type: none"> <li>Monthly reports on progress of works to be submitted by contractors during construction works</li> </ul>   | During the construction works                                                                                                                                                                                                 |

### 5.3 Methods of Consulting Disadvantaged / Vulnerable Individuals or Groups

It is particularly important to understand whether the Project may disproportionately fall on disadvantaged or vulnerable individuals or groups who often do not have voice to express their concerns or understand the impacts of the project. The National Disability Policy (NDP) refers to the United Nations definition of persons with disability as persons 'who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective



participation in society on an equal basis with others'. Impairments are problems in body function or structure such as a significant deviation or loss. Disability may be experienced by people of any age, including children, young and older people, exacerbating sometimes the existing vulnerability of some (e.g., children and elderly people). Persons with disabilities often lack equitable access to the same opportunities enjoyed by their peers without disabilities.

Disadvantaged/vulnerable individuals and groups who often do not have voice to express their concerns or understand the impacts of a project are sometimes excluded from stakeholder engagement. Table 4 shows potential disadvantaged/vulnerable individuals/groups and limitations they may have regarding participating in the consultation process.

Consultations will better determine the needs and strategy for community dialogue and awareness-raising and will be detailed. Awareness campaigns, trainings, dissemination activities about the different entry points, among other activities, will ensure the sustainability of the actions taken and will prepare the community to address cases properly in the future and after project completion.

**Table 4: Methods of consulting disadvantaged /vulnerable individuals or groups**

| Vulnerable Groups & Individual                                          | Specific Needs & Characteristics                                                                                  | Preferred Means of Consultation                                                                                   | Additional Resources Required                                                                                                                                                     |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ebola/COVID-19 Survivors                                                | Stigma, limited voice                                                                                             | Focus group meetings, meeting with association of Ebola/COVID-19 survivors.                                       | Engagement of local NGOs to embark on sensitization related to the mitigation of COVID-19 transmission and engage those who survived Ebola and COVID-19                           |
| Stakeholders in remote area/high illiteracy including the homeless      | Limited voice, low representation, no access to information,                                                      | Focus group meetings, engagement at local level, including use of radio & townhall meetings                       | More information dissemination through local radio & town criers, posters, local language skits & discussions. community level engagement & consultation at district headquarters |
| Physically-challenged persons with visual & hearing impairment          | Lack of access to meeting places, transportation & language barriers, visual impairment                           | Meet identifiable associations of persons with disabilities                                                       | Information translated to indigenous languages, sign language/translators, braille, accessible meeting locations                                                                  |
| Women, girls, poor & disadvantaged, children, pregnant school-age girls | Limited voice, low representation, lack of access to information, cultural & traditional barriers, poverty stigma | Focus group meetings, use of gender champions, focus group meetings with disadvantaged children & their guardians | Engage local NGOs & CBOs who work with vulnerable people at community level to help disseminate information & organize consultations                                              |
| Residents in informal settlements &                                     | Limited voice, poor representation in decision table, lack of                                                     | Focus group meetings, engagement at local level, including use of                                                 | More information dissemination through local radio & town criers, posters, local language skits & discussions, community                                                          |

|                                      |                                                       |                           |                                                           |
|--------------------------------------|-------------------------------------------------------|---------------------------|-----------------------------------------------------------|
| flood-prone or inaccessible areas    | access to information, inaccessible to meeting places | radio & townhall meetings | level engagement & consultations at district headquarters |
| Drug addicts, commercial sex workers | Stigma, gender-based violence, limited voice          | Focus group meetings      |                                                           |

#### 5.4 Stakeholder Engagement Activities

Stakeholder engagement is the practice of influencing a variety of outcomes through consultation, negotiation, communication, compromise, and relationship building. The SEP seeks to define technically and culturally appropriate approach to consultation, disclosure, and grievance resolution.

Table 5 below outlines the activities earmarked to engage, consult, and provide relevant project information to project stakeholders throughout project preparation, implementation, and subsequent operations. Stakeholder engagement will be a continuous process and the consultations thus far are not final but will be ongoing throughout the life cycle of the project.

**Table 5: Stakeholder Engagement Activities**

| Project Stage  | Topic of consultation / message                                                                                                                                                                                                       | Engagement Technique                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Appropriate application of the technique/measures                                                                                                                                                                                                                         | Target Stakeholders                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Institutional Responsibility                                                                  |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Preparation    | <ul style="list-style-type: none"> <li>• Agreeing on components and institutional arrangements and E&amp;S mitigation measures for Enhancing Sierra Leone Energy Access Project</li> <li>• Risk, mitigation and management</li> </ul> | <ul style="list-style-type: none"> <li>• Correspondence (Phone, Emails);</li> <li>• Formal and informal meetings;</li> <li>• specialized agencies dealing with vulnerable groups</li> <li>• Radio and Television with sign language interpretation</li> <li>• Radio and TV Discussion and Phone-in Programs</li> <li>• Engagement with representatives of specialized agencies dealing with vulnerable groups</li> <li>• WhatsApp calls and video messaging</li> <li>• Print and electronic media</li> <li>• Posters and brochures</li> </ul> | <ul style="list-style-type: none"> <li>• Stakeholder invitation to meetings</li> <li>• Contribution of stakeholders and feedback</li> <li>• Dissemination of information to all stakeholders and public</li> <li>• Training in environmental and social issues</li> </ul> | <ul style="list-style-type: none"> <li>• Ministry of Energy</li> <li>• EDSA</li> <li>• Relevant MDAs</li> <li>• World Bank Group</li> <li>• NGOs/CSOs</li> <li>• Ministry of Social Welfare, Gender and Children's Affairs</li> <li>• All stakeholders</li> <li>• General public</li> <li>• District and Local Councils</li> <li>• PAPs,</li> <li>• Elderly persons</li> <li>• Illiterate people</li> <li>• Persons with disabilities</li> <li>• Direct beneficiaries</li> </ul> | <ul style="list-style-type: none"> <li>• MoE</li> <li>• EDSA</li> </ul>                       |
| Implementation | Plan project implementation and strategies for District and Local Council involvement                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Correspondences (Phone, Emails);</li> <li>• Formal and informal meetings</li> <li>• Radio and Television Discussion and Phone-in Programs</li> </ul>                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Invite stakeholders to meetings and follow-up</li> <li>• Soliciting stakeholder input into the project preparation, land</li> </ul>                                                                                              | <ul style="list-style-type: none"> <li>• Ministry of Energy</li> <li>• EDSA</li> <li>• Contractors</li> <li>• World Bank Group</li> <li>• Ministry of Energy</li> <li>• Ministry of Social Welfare, Gender</li> </ul>                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>• MoE</li> <li>• EDSA</li> <li>• Contractor</li> </ul> |

|                                                                    |                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
|                                                                    | <p>Site preparation and clearing</p> <p>Project environmental and social risk identification (noise, dust, air pollution, loss of land, soil erosion, runoff, waste generation, health and safety), mitigation and behavioural change</p> <ul style="list-style-type: none"> <li>• Disclosure of safeguards instruments</li> </ul> | <ul style="list-style-type: none"> <li>• Ministry of Energy Website <a href="http://www.energy.gov.sl/">http://www.energy.gov.sl/</a> and EDSA website <a href="https://www.edsa.sl/">https://www.edsa.sl/</a></li> <li>• Print and electronic media</li> <li>• Call centres)</li> </ul> | <p>acquisition, RoW issues and general safeguards issues</p> <ul style="list-style-type: none"> <li>• Seeking views and opinions of PAPs</li> <li>• Enable stakeholders to speak freely about project related issues</li> <li>• Build public trust and confidence</li> <li>• Resolve concerns and grievances as appropriate</li> <li>• Present project information and progress updates;</li> <li>• Disclose ESMF, ESMP, RAP, SEP, GM and other relevant project documentations</li> <li>• Training in environmental and social issues</li> <li>• Implementation of ESMP and GBV plan</li> </ul> | <p>and Children's Affairs</p> <p>Security forces</p> <ul style="list-style-type: none"> <li>• Relevant MDAs</li> <li>• General public</li> <li>• District and Local Councils</li> <li>• PAPs,</li> <li>• Elderly persons</li> <li>• The homeless</li> <li>• Illiterate people</li> <li>• Persons with disabilities</li> <li>• The homeless</li> <li>• Direct beneficiaries</li> <li>• Contractor</li> <li>• Impacted Communities,</li> <li>• Persons with disabilities</li> <li>• Elderly persons</li> <li>• Illiterate people</li> </ul> |                                                                                                |
| Construction of substation and Transmission and Distribution lines | <ul style="list-style-type: none"> <li>• T &amp; D design</li> <li>• Land acquisition and preparation</li> <li>• Transport of equipment to site</li> </ul>                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• Correspondences (Emails, Phones/WhatsApp)</li> <li>• Site visits</li> </ul>                                                                                                                                          | <ul style="list-style-type: none"> <li>• Present Project information to stakeholders</li> <li>• Allow stakeholders to comment – opinions and views</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Ministry of Energy</li> <li>• Ministry of Lands</li> <li>• SLRA</li> <li>• Contractors</li> <li>• Land owners</li> <li>• PAPs</li> </ul>                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• MoE</li> <li>• EDSA</li> <li>• Contractors</li> </ul> |

|                                                                                   |                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                  |                                                    |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
|                                                                                   | <ul style="list-style-type: none"> <li>• Clearing RoW/ tower route for safety of vendors</li> <li>• Construction of substations</li> <li>• Stringing of lines and cables</li> <li>• Install new transformers, generators, solar and other equipment</li> </ul>                     | <ul style="list-style-type: none"> <li>• Public Address Systems</li> <li>• Press statements/public notices</li> <li>• Public disclosure</li> <li>• Posters/flyers</li> <li>• Workshops</li> </ul>                                                                                                        | <ul style="list-style-type: none"> <li>• Disseminate technical information</li> <li>• Record discussions and decisions</li> <li>• Training in environmental and social issues</li> <li>• Adopt Safety procedures</li> </ul>                                                                                                                      | <ul style="list-style-type: none"> <li>• SLRA</li> <li>• District and local councils</li> <li>• Ministry of Social Welfare, Gender and Children's Affairs</li> </ul>                                                                                                             |                                                    |
| Operation and maintenance of Transmission and Distribution Lines and Right Of Way | <ul style="list-style-type: none"> <li>• Vegetation loss and control</li> <li>• Loss of income from fruit trees</li> <li>• Maintenance of ROW and construction site</li> <li>• Tower maintenance and EMF issues</li> <li>• Adequate supply of PPEs and waste management</li> </ul> | <ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• Correspondences (Emails, Phones/WhatsApp)</li> <li>• Site visits</li> <li>• Public Address Systems</li> <li>• Press statements/public notices</li> <li>• Public disclosure</li> <li>• Posters/flyers</li> <li>• Workshops</li> </ul> | <ul style="list-style-type: none"> <li>• Present Project information to stakeholders</li> <li>• Allow stakeholders to comment – opinions and views</li> <li>• Disseminate technical information</li> <li>• Record discussions and decisions</li> <li>• Training in environmental and social issues</li> <li>• Adopt Safety procedures</li> </ul> | <ul style="list-style-type: none"> <li>• Ministry of Energy</li> <li>• SLRA</li> <li>• Contractors</li> <li>• Land owners</li> <li>• PAPs</li> <li>• SLRA</li> <li>• District and local councils</li> <li>• Ministry of Social Welfare, Gender and Children's Affairs</li> </ul> | MoH<br>EDSA<br>SLRA<br>District and Local Councils |

## 5.5 Stakeholder Engagement Resources and Responsibilities

### 5.5.1 Responsibilities

The successful implementation, management and coordination of the project will depend on EDSA, MoE and PIU, the capacity within the institutions, and appropriate and functional institutional arrangements.

**The Project Implementation Team (PIT)** will be responsible for the preparation and physical implementation of the project. The team will benefit from the services of specialized consultants with experience on World Bank Projects. This unit will be under the oversight of the Deputy Director General Manager, comprising the following staff:

**Project Coordinator:** responsible for the overall management of the project and the day to day coordination of the various components.

**Senior Procurement Specialist:** will be responsible for all procurement and contract management of the project.

**Financial Management Specialist:** an experienced individual supported by a finance assistant will be responsible for all financial transactions including withdrawal applications, Bank Guarantee and provide guidance on all financial matters of the project.

**Project Engineer:** a supervision engineer responsible for the monitoring of the implementation of the project. S/he will work closely with other members of the PIT.

### **Environmental and Social Management Unit**

There is no well-structured environmental and social unit at EDSA but the embedded consultant will work to support the establishment and training of the ESMU at EDSA. The Environmental and Social Safeguards Unit will be responsible for the implementation of the SEP.

The ESMU will comprise of the following specialists:

**Project Manager/ Coordinator:** responsible for the overall environmental and social safeguards of the project and works closely with the gender and social development specialist. Provides leadership, guidance, project level information on safeguards for all stakeholders, and ensure the adequacy of ToRs for safeguards consultancies. Overseeing all environmental and social safeguards training and capacity building.

**Social Development Specialist:** will be responsible for all social and gender related issues. S/He will oversee all stakeholder engagement, manage the GM and liaise with all project managers to ensure requirements are understood and followed.

**Environmental Specialist:** This Environmental Specialist position is currently the only person responsible for all safeguards issues at EDSA and will work closely with the Senior Environmental specialist to receive additional training. The Environmentalist will form an integral member of the ESMU to be established at EDSA.

### 5.5.2 Resources

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of the Environmental and Social Management Unit (ESMU) of the Project Implementation Unit. The Gender and Social development Specialist will provide management oversight of SEP and will

work closely with the Senior Environment Specialist and the PIT for expertise in their different functions to ensure a successful implementation of the SEP.

i) Training

Training will be organized for all personnel involved in the implementation of the SEP. The Gender and Social Development officer and field team will be given additional training and capacity building on the SEP and the GBV/SEA through workshop that will be organized by EDSA. The environmental and social officer of the contractors will also be trained on SEP especially on GM and GBV/SEA/SH.

ii) Budget

The estimated budget for the implementation of the SEP is \$25,000 (see Table 6), specific activities will be submitted to EDSA, and the RESPITE in time for approval before the activities are conducted. To facilitate planning, design and implementation of the project, meetings will be held with various stakeholders of the project.

**Table 6: Budget Estimate for Stakeholder Engagements and Disclosures**

| No | Description                                                                           | No of units                   | Unit Cost (Le) | Total Cost (Le) | USD       |
|----|---------------------------------------------------------------------------------------|-------------------------------|----------------|-----------------|-----------|
| 1  | Community consultations                                                               | 10 (twice per community)      | 2,000,000      | 20,000,000      | 1,239.15  |
| 2  | Hall rentals for public engagements and disclosure for 5 Communities                  | 5 (Communities)               | 1,000,000      | 5,000,000       | 191.66    |
| 3  | Publication/Printout of E&S Instrument                                                | Bulk                          | 10,000,000     | 10,000,000      | 619.57    |
| 4  | GM Meetings for Towns                                                                 | 20 (4X/Communities)           | 2,000,000      | 40,000,000      | 2,478.30  |
| 5  | Food and drinks                                                                       | 1,250 (250People/comm unity)  | 50,000         | 62,500,000      | 3,872.34  |
| 6  | Transportation fair to Local Councilors for support to disclosure                     | 50 (People)                   | 100,000        | 5,000,000       | 383.33    |
| 7  | Transportation fair to Project Affected Persons/stakeholders during public disclosure | 50 (People )                  | 50,000         | 2,500,000       | 191.66    |
| 8  | Launch of project (hall rental, food, publicity, printing and transportation)         | Bulk                          | 10,000,000     | 10,000,000      | 766.65    |
| 9  | Media houses print and electronic                                                     | 4 Media houses x 6 engagement | 100,000        | 2,400,000       | 184.00    |
| 10 | Information Communication/Sensitization/ Training during the Project Cycle            | Bulk                          | 161,401,000    | 161,401,000     | 10,000.00 |

|    |                                                  |    |         |                    |                  |
|----|--------------------------------------------------|----|---------|--------------------|------------------|
| 11 | Paramount Chiefs/Chiefs during public disclosure | 15 | 150,000 | 2,250,000          | 172.50           |
|    | <b>Total</b>                                     |    |         | <b>356,051,000</b> | <b>20,099.16</b> |
| 12 | Contingency (10% of the Total budget)            | 1  |         | <b>35,605,100</b>  | <b>2,009.92</b>  |
|    | <b>Grand Total</b>                               |    |         | <b>391,656,100</b> | <b>22,109.08</b> |

Note: Exchange rate as of 6<sup>th</sup> October, 2022 = **16, 140.1**



## 6.0 GRIEVANCE MECHANISM

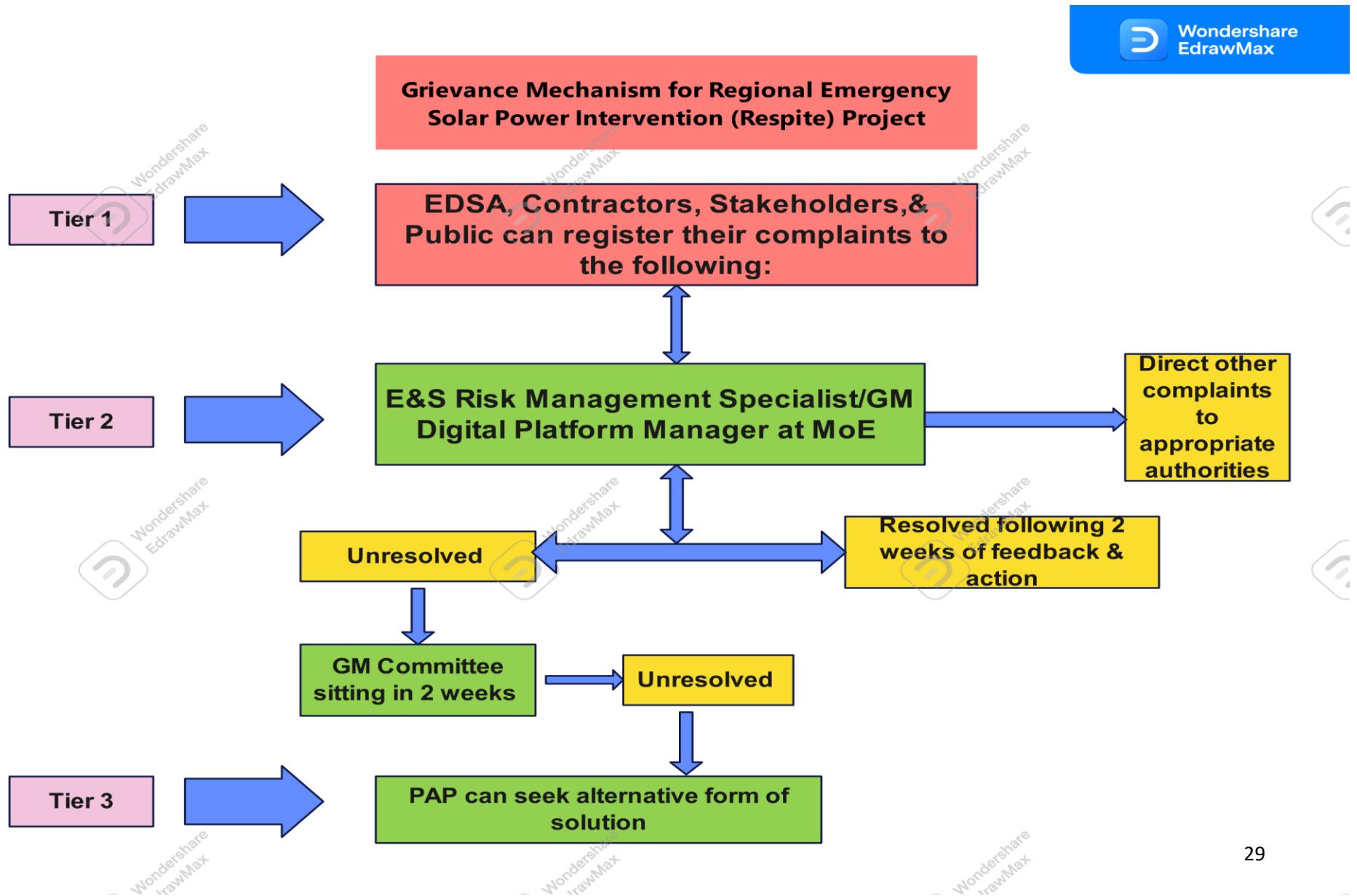
A comprehensive project wide GM will be instituted to enable a broad range of stakeholders channel their concerns, questions, and complaints to the various implementation agencies, through multiple grievance uptake channels.

The mechanism details the processes involved in registering grievances at no cost to the complainant. Grievance resolution procedures is in place with the sole objective of minimizing disputes that may arise in relation to the project design and implementation. Each tier of the complaint should be addressed within two weeks of feedback and action. If unresolved, the complaint is moved to the next tier with the complainant having the option of seeking redress in the courts of Law.

The Energy Sector Utility Reform Project (ESURP) has a finalized an operational GM (Figure 2) including GM registry/log (Annex 2) which will be used for RESPITE. It will establish digital platforms and accommodate emerging issues around SEA/SH for confidential reporting and referral to service providers as well as survivor centered procedures for management of SEA/SH complaints. Multiple channels at the local level will be established to ensure safe and accessible procedure during consultations with women in small, women specific groups and will be led by a woman). The digital platform will an integrated platform for all Energy Projects including the RESPITE Project, while the Grievance mechanism is stakeholders based due to the Project areas/communities.

The web application will be housed at MOE and provides access to EDSA and contractors to register complaints received at sub-project level or the field. It also provides channels for direct complaints from the general, project stakeholders, PAPs etc. to complain directly. The safeguards specialist at MOE will man the platform to ensure timely sorting and escalation of grievances to resolving officer. Local level structures will include the councilors and GBV service providers that will support grievance receipt and escalate to contractors, EDSA or MOE as appropriate for resolution. The project will identify an NGO GBV service provider to setting up and ethically manage SEA/SH complaints. Each tier of the complaint should be addressed within two weeks of feedback and action. If unresolved, the complaint is moved to the next tier with the complainant having the option of seeking resolution in the courts of Law. The GM process for SEA/SH will be practical, functional mechanism that can respond to complaints in a timely, ethical and confidential manner. This will be done within three months of project effectiveness and the SEP will be accordingly updated.

Figure 3: Grievance Mechanism for RESPITE





## 7.0 MONITORING AND REPORTING

Monitoring and reporting is a key component of the SEP. EDSA shall adopt a participatory monitoring and evaluation system to ensure that the ESMU is able to bring to the fore the active participation of all stakeholders and respond to identified issues and alter schedules and the nature of engagement activities to make them more effective. The effective involvement of stakeholders in the monitoring and evaluation process will enhance acceptance of the project and improve sustainability of the project. Arrangements for monitoring of the engagement process by EDSA and supplemented by independent monitors to ensure complete and objective information, performance monitoring indicators, and outcomes for engagement activities that involve all key stakeholders in the monitoring process shall be completed. The monitoring would include tracking of the commitments made to stakeholders at various stages of the plan and inform them of progress on those commitments. The successful implementation of the SEP will hinge on the following:

- A clearly defined methodology
- Adequate resources
- Transparency and accountability
- Inclusiveness of all key stakeholders
- Trust in EDSA
- Awareness to promote stakeholder engagement

Early short-term monitoring would be done, and adjustments made during engagement. This would be followed by review of the outputs at the end of the engagement to evaluate the effectiveness of the SEP as implemented.

A series of key performance indicators for each stakeholder engagement stage have been developed as part of the SEP and presented in Table 7. Stakeholder engagement activities will continue through the project life cycle. Therefore, the review of ESIA and other safeguards instruments by all key stakeholders including the vulnerable would be conducted to the end of the project.

**Table 7: Key Performance Indicators for Monitoring Framework**

| Phase activities                              |                                                                                                                                                                                  |           |                 |                                                                                                                                                                                                                  |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Indicator name                                | Description/definition                                                                                                                                                           | Frequency | Data Source     | KPI                                                                                                                                                                                                              |
| Project development and initial consultations | Share update and consult with key stakeholders on the project                                                                                                                    | Quarterly | Project reports | The five affected communities in the project Districts and Freetown consulted (1, 250 people) 250 per community including women and vulnerable people<br>Preliminary stakeholder information gathered            |
| Planning for construction                     | Share updates on project                                                                                                                                                         | Quarterly | Project reports | Public disclosure done, Five (5) billboards up in the affected communities                                                                                                                                       |
| ESF Instruments/ESIA Implementation           | Share updates and ESFM, RF, SEP, ESCP, ESMP, CESMP and disclosure of instruments                                                                                                 | Quarterly | Project reports | ESF instruments, SEP, ESCP, ESMP, SEA/SH Action Plan, RAPs, LMP) to be disclosed on EDSA and MoE websites and with EPA. Publicly disclosed with participation of all stakeholders. Communities provided feedback |
|                                               | Contract preparation with appropriate ESF requirements as per the World Bank's Environmental and Social Framework (ESF) and applicable Environmental and Social Standards (ESSs) | Once      | Project reports | EDSA to include provisions on Bidding Documents drawing on from ESF instruments                                                                                                                                  |

|  |                                                                                                                                                                                                      |            |                 |                                                                                                                                                                                              |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | Full complement of safeguards staff identified and recruited to provide implementation support. Contractors prepare their CESMP                                                                      | Biannually | Project reports | EDSA/PIT ESMU strengthened<br><br>CESMP prepared and implemented                                                                                                                             |
|  | GM implementation and percentage of cases received and resolved                                                                                                                                      | Quarterly  | Project reports | Number of complaints received; logged; resolved; pending and reported; Number of complaints referred to other organisations<br>Number of complaints submitted by age and gender of complaint |
|  | <ul style="list-style-type: none"> <li>Female beneficiaries</li> <li>Vulnerable people</li> </ul>                                                                                                    | Quarterly  | Project reports | <ul style="list-style-type: none"> <li>Reports on number of females engaged</li> <li>Report on number of vulnerable people engaged</li> </ul>                                                |
|  | Develop standard reporting forms for monthly, quarterly and annual reports for consultations, update on GM, training. Compliance monitoring checklist prepared and in use by contractors and the PIT | Quarterly  | Project reports | Number of monthly, quarterly and annual reports received. EFM, ESMP to guide management and monitoring process                                                                               |

## 7.1: Reporting Stakeholder Engagement Activities

Performance will be reviewed periodically and updated following engagement sessions conducted in the field. Any major changes to the project related activities and schedule will be duly reflected in the SEP. Monthly summaries and reports on ESIA, grievances, enquiries and reports on status of implementation of associated and corrective actions will be done and collated by responsible staff for the attention of the senior management of the EDSA.

Evaluation of performance will be done to determine the extent to which the engagement activities and outputs meet those in the SEP. The following will be considered during assessing performance:

- Materials disseminated: Types, frequency, and location
- Venue and time of engagement and participation including specific stakeholder groups (women, community leaders, including Chiefs, elders and youth)
- Attendance (number attending public or formal meetings)
- Meeting minutes with attendance registers and photographic evidence
- Comments received on specific issues; types of stakeholder and details of feedback provided
- Number and type of stakeholders meeting the team by phone, email and other means
- Comments received and passed on to the project by community leaders, government and other stakeholders
- Number and type of feedback/grievances and the nature and timing of resolution
- Extent to which feedback and comments are addressed and led to corrective measures
- Level of satisfaction of project activities

## 8.0 ANNEXES

Annex 1: Photo of initial Stakeholder Engagement & Site visit at Lungi





## Annex 2: RESPITE Grievance Resolution Procedure and Complaints Log Sheet

The GM will be a project wide GM and will be available for use by all project stakeholders including those directly and indirectly impacted, positively or negatively. This will offer an opportunity to project affected persons to submit questions, concerns/complaints, comments, suggestions and obtain resolution or Feedback.

MOE will provide oversight to GM process in coordination with EDSA, contractors, local councilors and the GBV service provider (NGO). A web application will be housed at MOE and provides access to EDSA and contractors to register complaints received at sub-project level or the field. Complaints can also be made to the local councilor who will then channel the complaint to EDSA, MOE or contractors to be filed in the digital platform for tracking of resolution. Complaints from the general, project stakeholders, PAPs etc. may also be made directly through the digital platform either by calling, sending text, WhatsApp etc. The project will identify an NGO GBV service provider to setting up and ethically manage SEA/SH complaints.

The GM implementation process will involve the following steps:

- The safeguards specialist at MOE will operate the platform to ensure timely sorting and escalation of grievances to resolving officer
- Assign a focal person (s) from ESDA, Contractors and Councilors for component and community level grievance uptake and reporting
- Train assigned focal person (s) to receive and log complaints in the GM Database (see Annex 3 for sample registry)
- Constitute GM Committee to resolve grievances
- Screen, classify and refer complaints to appropriate unit for redress
- Monitor, track and evaluate the process and results
- Provide feedback to complainant within two weeks, and an opportunity for appeal if not satisfied with resolution approach

**COMPLAINTS LOG SHEET**

**RESPITE**

**Ministry of Energy**

**NAME OF COMPLAINANT**.....

Address .....

Date of Complaint.....

Subject of Complaint

*(If complaint is more than 50 words, please prepare separately and attach to this form)*

.....

.....

.....

**NAME OF COUNCILLOR (Ward)/ESMS/SUPERVISING ENGINEER/GM IC**

**MEMBERS**.....

Address .....

Date Complaint Received .....

Comments/Recommendations

.....

.....

.....

I am satisfied with this recommendation

☐

I am **not** satisfied with this recommendation

☐

Date .....

Signed ..... Name..... Complainant

Signed ..... Name ..... Councilor

**GM IMPLEMENTATION COMMITTEE (GM-IC)** .....

Meeting Location .....

Date Complaint Received .....

Comments/ Recommendation

.....

.....

.....

.....

I am satisfied with this recommendation/ I am **not** satisfied with this recommendation

Signed..... Name .....Complainant

Date .....

Signed ..... Name .....Committee Chair

Signed .....Name .....ESMS, RESPITE

**ALTERNATIVE FORM OF RESOLUTION**

**NAME OF LEGAL REPRESENTATIVE** .....

Address .....

Date Complaint Received .....

Comments/Recommendations

.....

.....

I am satisfied with this recommendation/ I am **not** satisfied with this recommendation

Signed ..... Name ..... Complainant

Date .....

Signed ..... Name ..... Legal Representative

**NAME OF COURT** .....

Address .....

Date Complaint Received .....

Court ruling .....

.....

I shall abide by this ruling

Signed.....Name .....Complainant

Date .....

### Annex 3: Grievance Registry (for non-SEA/SH or non-sensitive complaints)

| Case no. | Date Claim Received | Name of Person Receiving Complaint | Where/how the complaint was received | Name & contact details of complainant (if known) | Type of Claim<br><br>Add content of the claim (include all grievances, suggestions, inquiries)<br><br>*please note if the complaint was related to the project. If not, note it here and refer complainant to PIU for further processing | Was Receipt of Complaint Acknowledged to the Complainant? (Y/N – if yes, include date, method of communication & by whom) | Expected Decision Date | Decision Outcome (include names of participants and date of decision) | Was Decision communicated to complainant? Y/N<br>If yes, state when, by whom and via what method of communication | Was the complainant satisfied with the decision? Y/N<br><br>State the decision.<br><br>If no, explain why and if known, will pursue appeals procedure | Any follow up action (and by whom, by what date)? |
|----------|---------------------|------------------------------------|--------------------------------------|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
|          |                     |                                    |                                      |                                                  |                                                                                                                                                                                                                                          |                                                                                                                           |                        |                                                                       |                                                                                                                   |                                                                                                                                                       |                                                   |
|          |                     |                                    |                                      |                                                  |                                                                                                                                                                                                                                          |                                                                                                                           |                        |                                                                       |                                                                                                                   |                                                                                                                                                       |                                                   |
|          |                     |                                    |                                      |                                                  |                                                                                                                                                                                                                                          |                                                                                                                           |                        |                                                                       |                                                                                                                   |                                                                                                                                                       |                                                   |
|          |                     |                                    |                                      |                                                  |                                                                                                                                                                                                                                          |                                                                                                                           |                        |                                                                       |                                                                                                                   |                                                                                                                                                       |                                                   |