



**Republic of Malawi**



**THE WORLD BANK**  
IBRD • IDA | WORLD BANK GROUP

**RESILIENT AND STRATEGIC TRANSPORT OPERATIONAL ENHANCEMENT PROJECT IN  
MALAWI**

**PROJECT NO: P500625**

**PRELIMINARY STAKEHOLDER ENGAGEMENT PLAN  
(Annex IV of the Scoping Report)**

**March 2025**

## Contents

1. Introduction/Project Description .....	1
2. Objective/Description of SEP .....	1
3. Stakeholder identification and analysis per project component .....	2
3.1 Methodology .....	2
3.2. Affected parties.....	2
3.3. Other interested parties .....	2
3.4. Disadvantaged / vulnerable individuals or groups.....	3
4. Stakeholder Engagement Program .....	3
4.1. Summary of stakeholder engagement done in phase of Scoping report preparation.....	3
4.2. Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement.....	8
4.3. Proposed strategy to incorporate the views of vulnerable groups .....	16
5. Resources and Responsibilities for implementing stakeholder engagement.....	17
6. Grievance Mechanism.....	17
6.1. Description of Grievance Mechanism (GM) .....	17
7. Monitoring and Reporting .....	18
7.1. Summary of how SEP will be monitored and reported upon (including indicators) .....	18
7.2. Reporting back to stakeholder groups.....	18

# 1. Introduction/Project Description

RESTORE Project aims to enhance transport connectivity in the Lower Shire Valley, in South-West Malawi, by rehabilitating key road sections, with a focus on ensuring climate resilience and improving road safety.

Road transport, according to the (Malawian) Ministry of Transport and Public Works (MoTPW), remains the major mode of transport in Malawi, handling more than 70% of the internal freight traffic and 99% of passenger traffic, with an estimate of 75% of international cargo traffic also using roads despite the long distances to ports. Malawi has 15,451 km of classified roads, out of which approximately 4,405km are paved of bitumen standard.

Malawi road transport network is highly strategic for Malawi's economic growth as it provides connectivity do internal and external markets, being Malawi highly reliant on agriculture. However, Malawi's infrastructure gap is significant, ranking 129th out of 140 countries for infrastructure in the 2019 Global Competitiveness Index. Additionally, Malawi road infrastructure is vulnerable to natural disasters and climate extreme events, in particular flooding events. Such vulnerability is higher in rural areas, where most of the roads are not paved.

Southern Malawi, and in particular the Lower Shire Valley and the broader region, supports one of Malawi's most productive agricultural zones. Despite its agricultural productivity, the Lower Shire Valley remains one of the country's poorest regions, with over half a million residents living in flood- and drought-prone areas near the Shire River. The project area is also characterized by significant social vulnerability, marked by high rates of poverty, gender-based violence, and inadequate access to essential services like education and healthcare.

The project area spans across three administrative districts: Mwanza, Chikwawa, and Nsanje and comprises the following components:

- the rehabilitation of a selected section of Road M1, including selected improvements of markets along the road, identified by the World Bank Group (WBG) and (Malawian) Road Authority (RA) as subject to relevant E&S risks; and
- the rehabilitation of connecting feeder roads including rehabilitation of S152, and
- feasibility Studies for the rehabilitation of roads S136 and S151.

In particular:

- **Selected segment of M1** (approximately 90 km), within Chikwawa and Nsanje Districts.
- **Selected segment of S152** (approximately 59 km), within Chikwawa and Nsanje Districts.
- **Selected segment of S151** (potentially 21 km), within Nsanje District:
- **Selected segment of the S136** (approximately 107 km) serves as a link between the Chikwawa and Mwanza Districts in Malawi.

The RESTORE Project is being prepared under the World Bank's Environment and Social Framework (ESF).

## 2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the Project Executing Agency (PIU) established at the Road Authority (RA) and the Roads Fund Administration (RFA) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

## 3. Stakeholder identification and analysis per project component

### 3.1 Methodology

For the RESTORE Project, the following stakeholders have been identified and analyzed per project component. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

### 3.2. Affected parties

Affected parties include local communities, community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

- Any Project Affected Person, as defined in accordance with ESS5. These include owners of land/structures/business activities that will be affected by the project;
- The Markets that develop along the roads, represented by the Market Committees.

### 3.3. Other interested parties

The projects' stakeholders also include parties other than the directly affected communities, including:

- Primary stakeholders (stakeholder directly involved in the project implementation):
  - World Bank Group;
  - The PIU (Road Authority and Roads Fund Administration);
  - Relevant District Councils and administrative sub-divisions;
  - Traditional Authorities;
  - Ministry of Lands, Housing and Urban Development (for evaluation of properties and trees to be compensated);
- Ministry of Finance and Economic Planning (funding of compensations);
- Office of the President and Cabinet (approval of compensation payments);
  - Environmental Affairs Department (environmental permitting).
- Other Parties:
  - Communities not directly affected (i.e., people not entitled to receive individual compensation according to ESS5) that that develops along the roads, which representatives or relevant subgroups include:
    - Religious leaders;
    - Teachers and students;
  - Road users with specific reference to daily commuters, transport operators and occasional vendors;
  - Sugar cane plantations that develops along the roads;
- Ministry of Water and Sanitation (for concurrent Projects);
- Ministry of Energy and Mines (for concurrent Projects);
- Relevant Park Authorities (Elephant Marsh, Lengwe National Parks, Majete Wildlife Reserve);
  - Staff of One-Stop-Centers;
  - Community based organizations.

### 3.4. Disadvantaged / vulnerable individuals or groups

Within the Project, the vulnerable or disadvantaged groups may include but are not limited to the following:

- Women, including young girls;
- Children;
- Female headed households;
- Elderly headed households;
- Households headed by children;
- Extremely poor households;
- Some minorities, including religious minorities shall be considered vulnerable.

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

## 4. Stakeholder Engagement Program

### 4.1. Summary of stakeholder engagement done in phase of Scoping report preparation

During the Field Visit carried out for the preparation for the Scoping Report, Anthesis conducted interviews involving stakeholders who may be affected by the Project, as well as those who can influence or are interested in its outcomes.

The transcriptions of such meetings are included in the Field Visit Report. It should be highlighted that the transcriptions reported in such Report are aimed to be utilized as source of information for following phases of the Project, including the ESIA. As such, as long as feasible, the transcriptions are as faithful as technically feasible, considering that the conversations were not electronically recorded, and transcriptions are only based on notes written on tablets or phones during the meetings.

WHO	KEY ISSUES DISCUSSED	PEOPLE INVOLVED
District Councilors (Nsanje District Council and Chikwawa District Council)	<b>Baseline information</b> , focusing on: socio-economic profile of the district; climate change and vulnerability, including experience of any hazards and main consequences on livelihood and economic activities of the district, past experience of flooding (height and spatial extent of floods, both during rainy season and during extreme events e.g., cyclone Freddie or Anna, damages/consequences for district communities and economic activities, first aid provided by the District Council and received by other authorities and timings)	Nsanje District Council: Director of Planning ("DP"), the Community Developer Officer, the Land officer, and the Environmental Officer.  Chikwawa District Council: District Economist and the Land officer.
	<b>Project related information</b> : grievance redressal in association with development projects (in particular road construction/rehabilitation projects) covering modalities, timings of redressal and typical grievances received; resettlement and compensation procedures including modalities,	

WHO	KEY ISSUES DISCUSSED	PEOPLE INVOLVED
	<p>timings and issues experienced in the past; number of markets along M1 and S152 and whether these are permanent and/or temporary; other planned and/or existing projects within the district (which may represent cumulative impacts in connection with the RESTORE Project); project-related opportunities and concerns related to the project (including both temporary and/or permanent, economic and/or physical displacement, contractors' management and workers' influx, supply chain management, risk of gender-based violence/harassment to the detriment of communities, management of grievances)</p>	
<p><b>Market committees and vendors (Representatives of:</b>  <b>Bangula Market;</b>  <b>Sorgin Market;</b>  <b>Dyeratu Market;</b>  <b>Nchalo Market;</b>  <b>Thabwa Market;</b>  <b>Nkhate Market;</b>  <b>Livunzu Market)</b></p>	<p><b>Baseline information</b>, focusing on: the number of vendors in each market (including share of licensed/stable vendors and informal/irregular ones, and share of male and female vendors); types of businesses typically conducted by women and men; types of products typically sold (including whether perishables are produced by the vendors themselves or sourced from other locations and resold); average daily/yearly fees paid by regular vendors for the license to operate; services present in the market (including waste management practices and facilities; water points; sanitation); climate change and vulnerability, including experience of any hazards and main consequences on market activities and livelihood, past experience of flooding (height and spatial extent of floods, both during rainy season and during extreme events e.g., cyclone Freddie or Anna, still water or running water, coming from where and length of time that it takes to dissipate, damages)</p> <p><b>Project related information</b>, focusing on: road safety (number of accidents; most frequent types of accidents; further concerns and/or issues related to the road in relation to market activities as well as health and safety more broadly); suggestions about potential market improvements; concerns related to the project (including both temporary and/or permanent, economic and/or physical displacement, workers' influx, risk of gender-based violence/harassment for women and children, management of grievances)</p>	<p>Bangula Market:  The Chair of the Market Committee ("MC"), Vice Chair, Secretary, Treasury, six community members, one business owner, four chiefs of four villages. Ca. 15 attendees overall, 4 of them women;</p> <p>Sorgin Market:  MC Chairman, Vice Chair, Secretary, Treasury, five MC members, four community representatives including a senior group village headman and three community members. Ca. 13 attendees overall, 2 of them women</p> <p>Dyeratu Market:  Four businesspersons, one chief, one ward councilor, MC Chairman, Secretary and one MC member. Ca. 9 attendees overall, 2 of them women</p> <p>Nchalo Market:  One village group headman, MC Cahirman, Vice Chair, Secretary, Treasury, two Ward Councilors, vendors. Ca. 11 attendees overall, 3 of them women</p> <p>Thabwa Market:  Two village chiefs, one representative of the Community Security Committee, five community members, MC Chairman, Vice Chair, and three businesspersons. Ca. 13</p>

WHO	KEY ISSUES DISCUSSED	PEOPLE INVOLVED
		<p>attendees overall, 1 of them woman</p> <p>Nkhate market: All 10 MC members, five businesspersons; one Group Villahe Head, one Village Civil Protection Committee member, one Community Development Committee member, two Ward Councilors. Ca. 20 attendees overall, 4 of them women</p> <p>Livunzu Market: MC Cahirman, Vice Chair, Secretary, Treasury, three businesspersons. Ca. 15 attendees overall, 3 of them women</p>
Traditional Authority (TA)	<b>Gender Based Violence (“GBV”) and harassment:</b> episodes of GBV/harassment in the community; the contribution of TA chiefs in providing help to victims of GBV	<p>Makhwira Senior Chief</p> <p>Mr Joster Benson, Tjembenje TA</p>
	<b>Project related information:</b> fears/concerns linked to the road as it is now as well as related to road rehabilitation works; suggestions for reducing GBV/harassment risks.	To get information on issues and opportunities experienced in past similar and/or internationally financed projects and on potential concurrent projects.
Women’s groups (on M1 and on S152)	<b>Baseline information,</b> focusing on: number/share of women in the community, number of households in the community and average household size (including number of female-headed houses); tribes within the community; religions practiced within the community	<p>M1 Women’s Focus Group Discussion (FGD): The meeting involved 11 women, including a few members of a local organization called “Kuchene Women Forum”<sup>3</sup>, and of the Village Development Commission (“VDC”). Attendees came from different villages, under one Traditional Authority (Tjembenje), within the Nsanje District.</p> <p>S152 Women’s Focus Group Discussion (FGD) - Kandjeza: Eleven women were involved, coming from different villages, all under two GVHs, and one TA i.e., Makhwira in the Chikwawa District.</p> <p>S152 Women’s Focus Group Discussion (FGD) - Masenjere: Thirteen women were involved, coming from different villages,</p>
	<b>Gender gap data:</b> income sources of the household(s) and income share made by men vs share made by women; women’s professions/jobs, both formal and informal; ownership of bank accounts / mobile money accounts by women versus whether they share them with their husbands; decision-making within the household and within the community (women vs men per topic)	
	<b>Gender Based Violence (“GBV”) and harassment:</b> how is GBV/harassment dealt with in the community (including consequences for women that have experienced and/or reported GBV/ harassment); typical approach for reporting if they were to experience GBV/harassment; episodes of GBV/harassment in the community last year, this year; only for M1 communities, whether they have knowledge about existence and functions of One-Stop-Centers	

WHO	KEY ISSUES DISCUSSED	PEOPLE INVOLVED
	<b>Project related information:</b> Accidents due to road traffic last year, this year; fears/concerns linked to the road as it is now as well as related to road rehabilitation works; opportunities linked to road rehabilitation works; suggestions for reducing GBV/harassment risks; suggestions to increase female employment	all under one GVH i.e., Niangu and one TA i.e., Makhwira in the Chikwawa District.
Teachers (on M1 and on S152)	<b>Baseline information:</b> whether the school is public vs private; number/share of female and male teachers; number of pupils, age and gender distribution; number of communities served by the school; information regarding how pupils reach the school i.e., means of transportation	M1 Teacher's Group FGD: Twelve primary school teachers were engaged, of whom 3 female teachers, and 1 Head of Zone.
	<b>GBV and harassment:</b> episodes of GBV/harassment to the detriment of pupils last year, this year; potential/actual consequences for pupils that have experienced and/or reported GBV; episodes of GBV/harassment to the detriment of teachers last year, this year; potential/actual consequences for teachers that have experienced and/or reported GBV; any dismissal of teachers due to allegations of sexual harassment or misconduct last year, this year; only for M1 teachers, whether they have knowledge about existence and functions of One-Stop-Centers	S152 Teachers – Nkhathe Eleven teachers were interviewed, of which 4 female staff, from two schools covering all student levels (up to Standard 8), all sitting under the TA of Makhwira in the Chikwawa District.
	<b>Project related information:</b> number of accidents due to road traffic last year, this year involving teachers and/or pupils, fears/Concerns linked to the road as it is now and linked to road rehabilitation works; suggestions for reducing GBV/harassment risks for teachers and pupils	S152 Teachers – Nsabwe: Twelve teachers were interviewed, of which only 1 woman, from different schools, all sitting under the TA of Makhwira in the Chikwawa District.
Staff of One-Stop-Centers ("OSCs")	<b>Baseline information:</b> staff of the OSC (numbers, roles, gender distribution); how does the center operate; connections with other organizations on the ground; how awareness is raised among communities about the OSC	Michael Chirwa, Clinic Officer and Consulting GBV Service Manager at the Nsanje One-Stop-Centers ("OSCs")
	<b>GBV and harassment:</b> number of cases they dealt with for the Shira Valley Transformation Project/since the OSC was revived; consequences for women that have experienced and/or reported GBV; challenges the OSC faces in supporting survivors of GBV (e.g. access to health resources, transportation, financial)	
	<b>Project related information:</b> fears/concerns linked to the road as it is now and linked to road rehabilitation works; suggestions on how to best operate in connection with PIU for the RESTORE Project	
Religious leaders	<b>Baseline information:</b> information on their organizations	M1 religious leader Pastor of the Pentecost Church (serving 5 villages)
	<b>GBV and harassment:</b> information on their involvement and support they provide, number of cases they dealt with; challenges they face in supporting survivors of GBV (e.g. access to health resources, transportation, financial);	CCJP Coordinator and SVTP Child Specialist:



WHO	KEY ISSUES DISCUSSED	PEOPLE INVOLVED
	<b>Project related information:</b> fears/concerns linked to the road as it is now and linked to road rehabilitation works; suggestions on how to best operate in connection with PIU for the RESTORE Project	Engagement of the Catholic Commission for Justice and Peace (“CCJP”) Coordinatorm, Lewis Musiyadungu  Representative of the Pentecostal Assembly of Malawi: Engagement of Rex Mindoso, representative of the Pentecostal Assembly of Malawi
<b>Park Authorities and Conservation Authorities</b>	<b>Context data:</b> Information on the Authority/Agency and park management, including administrative information on the Authority/Agency (i.e., public/private entity, regulation of reference, etc), Mission and role, Internal organization, Links with other entities and authorities at national and district level Information on the protected areas: Extension, Valuable ecosystems and species, Main protection measures, Main factor of pressure/threads, Main conservation programs and plans adopted or scheduled (e.g. the potential corridor between the Majete Reserve and Lengwe National Park)	Park Authorities and Fisheries Representative: Members of the Malawi National Park; Fisheries Representatives Conservation Authorities: Lengwe National Park Director Wisely Kawaye and his assistant
	<b>Project specific information</b> Road rehabilitation: Main concerns related to the presence of the road, Main concerns related to the rehabilitation works, Most affected species/ecosystems, Potential mitigations (at strategic and detail level) Which, if any, endangered and critically endangered species known in the area may be impacted upon by the road development Is there a potential for the road to increase the prevalence of professional poaching on any of the parks (particularly those with rhino and elephant populations) Is there a potential for the road to increase deforestation as a result of increased accessibility Is there potential for increased bushmeat harvesting due to increased accessibility Is there a potential for increased non-sustainable harvesting of natural plants, animals or materials for traditional or medicinal uses due to increased accessibility	
<b>Civil Society Organization (CSO)</b>	<b>Gender Based Violence (“GBV”) and harassment:</b> how is GBV/harassment dealt with in the community (including consequences for women that have experienced and/or reported GBV/ harassment); typical approach for reporting if they were to experience GBV/harassment; episodes of GBV/harassment in the community	Ms Tiyamika Gogoda, representative of the Foundation for Civic Education and Social Empowerment (“CESE”), a Civil Society Organization (“CSO”) tackling Gender Based Violence (“GBV”)

WHO	KEY ISSUES DISCUSSED	PEOPLE INVOLVED
		at community level and in projects aimed at fostering female empowerment
<b>WBG GBV Specialists</b>	<b>Local context:</b> Description of traditional practices that hinder/harm women and girls and the local laws implemented to counteract cases of gender-based violence.	Ms Elita Chayala, local WBG GBV Specialist Mr Davies Madalitso Luhanga, local WBG Social Specialist
	<b>WBG process for the screening of Projects with reference to GBV:</b> Classification of projects by the WBG according to GBV risks (low, moderate, substantial, high). The RESTORE project is classified as “high risk”.	
	<b>Relevant entities and parties in the Region:</b> Description of entities and parties in the Region with whom it is essential to collaborate, such as the One-Stop-Centers (OSC) offering support for GBV cases.	
	<b>Community awareness:</b> Description of possible community awareness-raising activities on social risk and GBV issues.	
<b>Representatives of the Road Authority (RA)</b>	<b>RA organizational capacity:</b> Description of the responsibilities of the Road Authority and its organizational capacity. Description of its organizational structure, main departments and the responsibilities of the E&S Team of the RA.	Mr Chisomo Kauma, RA Project Coordinator Eleanor Kwapata, RA Environmental Controller Blessing Sanogo, RA Environmental and R&D Controller
	<b>Compensation for land acquisition:</b> General description of the land acquisition compensation process and information on compensation related to the Malawi Flooding Emergency Project (MFEP) of the S152 road	

The stakeholder engagement work will need to be replicated and deepened during the ESIA to further investigate the impacts and risks associated with the RESTORE project.

## 4.2. Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement.

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

**SEP summary table** has been divided into four (4) different tables to address different Project Phases:

- Table 1.1: Preparation of the Resettlement Action Plan;
- Table 1.2: ESIA preparation and disclosure;
- Table 1.3: Project Implementation;
- Table 1.4: Operation Phase.

In reading the tables, please consider the following:

1. It is assumed that two main E&S units are established for the management of the SEP, ESMP and more generally of the E&S issues at Project level:
  - One established at PIU level central level, in Blantyre;
  - And one in the Field, for each road. The field units for M1 and S152 may be in operation at the same time, if the works for the M1 and S152 are (partially) overlapped in time.

Please see Section A of the ESMP tables for further details on the Units.

2. The Term “Community Based Organizations” is used as abbreviations to include also:
  - Community Development Committees;
  - Community Victims Support Unit;
  - Village Development Commission.
3. The Term “Districts and sub-district administrative levels” is used as abbreviations to also include Group Village Headman.
4. The Term “Religious leaders” and NGOs also includes:
  - Catholic Commission for Justice and Peace;
  - Pentecost Assembly of Malawi;
  - Foundation for Civic Education and Social Empowerment;

### Phase 1: Preparation of the Resettlement Action Plan

The ESIA will be coupled with a Resettlement Action Plan. The Resettlement Action Plan adopted during the previous round of rehabilitation works for the S152 can be used as starting material and preliminary template (duly updated and improved) for the preparation of the new Plan. In the table below (1.1) the stakeholder engagements necessary for the preparation of such plan are preliminary identified.

**Table 1: SEP Summary Table: Preparation of the Resettlement Action Plan**

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency Timeline
<i>Preparation of the RAP</i>	<ul style="list-style-type: none"> <li>• Private owners of land and structures within the Road Reserve potentially already compensated.</li> <li>• Entities that own/manage water pumps and graveyards within the Road Reserve, potentially already compensated.</li> </ul>	To get preliminary aggregated/statistic information on: <ul style="list-style-type: none"> <li>• Actual compensations received.</li> <li>• Number of already compensated PAPs still with activities within the Road Reserve.</li> <li>• Opinions on their own rights they believe to have about further compensations.</li> <li>• Opinions on the number of “squatters” (i.e. people that moved within the Road Reserve after the 2<sup>nd</sup> of March 2017).</li> <li>• Suggestions for the design of the Livelihood Restoration Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Community consultations.</li> <li>• Consultations with Traditional Authorities.</li> <li>• Consultations with Community Based Organizations.</li> <li>• Focus Groups with vulnerable people and minorities (see paragraph 3.4).</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	Only once; then the stakeholders will be contacted according to the provisions of the RAP.
	<ul style="list-style-type: none"> <li>• Markets</li> <li>• Market Vendors</li> </ul>	To get preliminary aggregated/statistic information on: <ul style="list-style-type: none"> <li>• Actual compensations received.</li> <li>• Number of already compensated PAPs still with activities within the Road Reserve.</li> </ul>	<ul style="list-style-type: none"> <li>• Consultations with Vendors.</li> <li>• Consultations with Traditional Authorities.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant.	Only once; then the stakeholders will be contacted according to the

		<ul style="list-style-type: none"> <li>Opinions on their own rights they believe to have on further compensations.</li> <li>Opinions on the number of “squatters” (i.e. people that moved within the Road Reserve after the 2nd of March 2017).</li> <li>Suggestions for the design of the Livelihood Restoration Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Consultations with Market Committees.</li> </ul>	(see also the ESMP).	provisions of the RAP.
	<ul style="list-style-type: none"> <li>Markets</li> <li>Market Vendors</li> </ul>	To get preliminary aggregated/statistic information on potential projects for Market improvements.	<ul style="list-style-type: none"> <li>Consultations with Vendors.</li> <li>Consultations with Traditional Authorities.</li> <li>Consultations with Market Committees.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	Only once; then the stakeholders will be contacted according to the provisions of the RAP.

### Phase 2: Preparation of the ESIA

This SEP and the Project ESMP shall be initiated in parallel to the preparation of the ESIA. The Table below provides indications on stakeholder engagement to be completed in parallel to the ESIA, which outcomes shall inform the ESIA itself.

**Table 2: SEP Summary Table: ESIA preparation and disclosure**

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency Timeline
<i>ESIA Preparation and disclosure</i>	World Bank Group experts at least including: <ul style="list-style-type: none"> <li>Social expert;</li> <li>GVB experts;</li> <li>Road Safety Expert;</li> <li>Climate Change and Vulnerability Experts</li> </ul>	<ul style="list-style-type: none"> <li>The ESIA and relevant ESMP and SEP shall be prepared by the PIU and engaged Consultant also based on inputs from the World Bank experts.</li> </ul>	<ul style="list-style-type: none"> <li>Key Informants and Expert Interviews and meetings.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	<ol style="list-style-type: none"> <li>At the start of the phase of ESIA preparation.</li> <li>During ESIA preparation.</li> <li>For final ESIA disclosure and reviewing.</li> </ol>
	<ul style="list-style-type: none"> <li>Relevant District Councils and administrative sub-divisions</li> </ul>	<p>To get information on:</p> <ul style="list-style-type: none"> <li>Existing needs and expectations.</li> <li>Future concurrent projects in the District and asses potential interferences and synergies. This includes information on land planning and urban development projects.</li> <li>Coordinate the Project specific Grievance Redressal Mechanism and any existing Grievance Redressal Mechanism managed by Public/government Authorities.</li> <li>Definition of a communication strategy for raising awareness on social risk and specifically GBV.</li> </ul>	<ul style="list-style-type: none"> <li>Key Informants and Expert Interviews and meetings.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	<ol style="list-style-type: none"> <li>At the start of the phase of ESIA preparation.</li> <li>During ESIA preparation.</li> <li>For final ESIA disclosure and reviewing.</li> </ol>

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency Timeline
	<ul style="list-style-type: none"> <li>Traditional Authorities</li> </ul>	<p>To get information on:</p> <ul style="list-style-type: none"> <li>Existing needs and expectations.</li> <li>Future concurrent projects in the Area and asses potential interferences and synergies.</li> <li>Coordinate the Project specific Grievance Redressal Mechanism and any existing Grievance Redressal Mechanism managed by the TA.</li> </ul>	<ul style="list-style-type: none"> <li>Key Informants and Expert Interviews and meetings.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	<ol style="list-style-type: none"> <li>At the start of the phase of ESIA preparation.</li> <li>During ESIA preparation.</li> <li>For final ESIA disclosure and reviewing.</li> </ol>
	<ul style="list-style-type: none"> <li>Ministry of Water and Sanitation.</li> <li>Ministry of Energy and Mines.</li> </ul>	<p>To get preliminary information on:</p> <ul style="list-style-type: none"> <li>Existing infrastructures (pipelines, power lines etc).</li> <li>Future projects.</li> <li>Asses potential interferences and synergies.</li> <li>General needs and opportunities for project additionalities.</li> </ul>	<ul style="list-style-type: none"> <li>Top management consultations (for strategic aspects).</li> <li>Technical meetings (for operational issues).</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	Only once; follow up meetings may occur, based on needs and separate agreements with each entity.
	<ul style="list-style-type: none"> <li>Sugar cane plantations that develops along the roads.</li> </ul>	<p>To get preliminary information on:</p> <ul style="list-style-type: none"> <li>Existing need and generated traffic.</li> <li>Future projects.</li> <li>Asses potential interferences and synergies.</li> </ul> <p>General needs and opportunities for project additionalities.</p>	<ul style="list-style-type: none"> <li>Top management consultations.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	Only once; follow up meetings may occur, based on needs and separate agreements with each entity.
	<ul style="list-style-type: none"> <li>Relevant Park Authorities (Elephant Marsh, Lengwe National Parks, Majete Wildlife Reserve).</li> </ul>	<p>To get information on:</p> <ul style="list-style-type: none"> <li>Existing needs.</li> <li>Future projects.</li> <li>Asses potential interferences and synergies.</li> <li>Opportunities for project additionalities.</li> </ul>	<ul style="list-style-type: none"> <li>Top management consultations.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	Only once; follow up meetings may occur, based on needs and separate agreements with each entity.
	<ul style="list-style-type: none"> <li>Communities</li> </ul>	<ul style="list-style-type: none"> <li>General expectations in terms of potential impacts and benefit of the project.</li> <li>Suggestions for a climate resilient Project based on local knowledge of the place. For S152, this includes assessment of potential projects to limit deforestation.</li> <li>Road Safety in Operation.</li> <li>Road management and road safety during Construction.</li> <li>Graveyard impacts/alternatives for relocations.</li> </ul>	<ul style="list-style-type: none"> <li>Community meetings.</li> <li>Consultations with Market Committees and Vendors.</li> <li>Focus Groups with Women</li> <li>Focus Groups with Teachers and Students.</li> <li>Focus Groups with Religious Leaders.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	<ol style="list-style-type: none"> <li>At the start of the phase of ESIA preparation.</li> <li>During ESIA preparation.</li> <li>For final ESIA disclosure and reviewing.</li> </ol>

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency Timeline
		<ul style="list-style-type: none"> <li>Suggestions for stormwater management.</li> <li>Suggestions for waste management.</li> <li>Labour/recruitment issues and worker influx management.</li> <li>Suggestions for the mitigation of the impact of quarrying and identification of quarry sites.</li> <li>Suggestions for the design of the Livelihood Restoration Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Focus Groups with CBOs.</li> <li>Focus Groups with transport operators.</li> </ul>		
	<ul style="list-style-type: none"> <li>Communities</li> </ul>	<ul style="list-style-type: none"> <li>Statistics and information on road safety and incidents.</li> <li>Statistics and information on community health and health care facilities, including information on STDs.</li> </ul>	Key Informant Interviews with: <ul style="list-style-type: none"> <li>Police (for road safety).</li> <li>Health Care facilities and organizations.</li> <li>Health care NGOs.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	1. At the start of the phase of ESIA preparation. 2. During ESIA preparation. 3. For final ESIA disclosure and reviewing.
	<ul style="list-style-type: none"> <li>Women</li> </ul>	<ul style="list-style-type: none"> <li>To discuss all the forms of Gender Based Violence, discrimination and disadvantages.</li> <li>To support the design and sizing of the teams for the management of the labor influx and control GBV.</li> </ul>	Key Informant Interviews with: <ul style="list-style-type: none"> <li>One Stop Center.</li> <li>Traditional leaders.</li> <li>Religious Leaders</li> <li>Community Base Organizations</li> <li>NGOs.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	1. At the start of the phase of ESIA preparation. 2. During ESIA preparation. 3. For final ESIA disclosure and reviewing.
	<ul style="list-style-type: none"> <li>Minorities and Vulnerable people</li> </ul>	<ul style="list-style-type: none"> <li>General expectations in terms of potential impacts and benefit of the project, for the groups.</li> </ul>	<ul style="list-style-type: none"> <li>Focus Groups with relevant parties (see paragraph 3.4).</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	1. At the start of the phase of ESIA preparation. 2. During ESIA preparation. 3. For final ESIA disclosure and reviewing.

### Phase 3: Project implementation

In phase of Project Implementation, the SEP will continuously inform the ESMP, that shall be adjusted based on feedback received from the field on Project Performances.

**Table 3: SEP Summary Table: Project Implementation**

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency Timeline
<i>Project implementation</i>	World Bank Group experts at least including: <ul style="list-style-type: none"> <li>Social expert;</li> <li>GVB experts;</li> <li>Road Safety Expert;</li> <li>Climate Change and Vulnerability Experts</li> </ul>	<ul style="list-style-type: none"> <li>Definition/updating of the Project Performance Indicators.</li> <li>Definition/updating of targets for each Project Performance Indicator.</li> <li>Analyses of Project performances.</li> <li>Suggestions for modification of the SEP/ESMP.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly Progress Reports and EHS Reports distributed to the experts.</li> <li>Collection of feedback from experts.</li> <li>Meetings to be held according to needs.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	Prior to the mobilization and every month.
	Relevant District Councils and administrative sub-divisions	Implementation of a campaign for raising awareness on social risk and specifically GBV.	Meetings.	The EHS team established at PIU level.	Prior to the mobilization.
	Relevant District Councils and administrative sub-divisions	<ul style="list-style-type: none"> <li>Project disclosure information.</li> <li>Any potential issue raised by the citizens, including effects on traffic and road safety, induced trends of prices of food in the area, security, workers/residents' relationships.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly Progress Reports and EHS Reports distributed to the Councils. Meetings to be held according to needs, at least every three months.</li> </ul>	The EHS team established at PIU level. Implemented by a Consultant. (see also the ESMP).	Prior to the mobilization and every month (every three months in person meetings).
	Traditional Authorities	Implementation of a campaign for raising awareness on social risk and specifically GBV.	Meetings.	The EHS team established at PIU level.	Prior to the mobilization.
	Traditional Authorities	<ul style="list-style-type: none"> <li>Project disclosure information.</li> <li>Any potential issue raised by the citizens, including effects on traffic and road safety, induced trends of prices of food in the area, security, workers/residents' relationships.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly Progress Reports and EHS Reports and periodic meetings.</li> </ul>	The EHS Field team. Implemented by a Consultant. (see also the ESMP).	Prior to the mobilization and every month (including meetings).
	<ul style="list-style-type: none"> <li>Ministry of Water and Sanitation.</li> <li>Ministry of Energy and Mines.</li> </ul>	Project disclosure information.	<ul style="list-style-type: none"> <li>Monthly Progress Reports and EHS Reports and on/demand meetings.</li> </ul>	The EHS Field team.	Prior to the mobilization and every month.
	Sugar cane plantations that develop along the roads.	Project disclosure information.	<ul style="list-style-type: none"> <li>Monthly Progress Reports and EHS Reports and on/demand meetings.</li> </ul>	Implemented by a Consultant.	Prior to the mobilization and every month.
	Relevant Park Authorities (Elephant Marsh, Lengwe National Parks, Majete Wildlife Reserve).	Project disclosure information.	<ul style="list-style-type: none"> <li>Monthly Progress Reports and EHS Reports and on/demand meetings.</li> </ul>	(see also the ESMP).	Prior to the mobilization and every month.
	Communities	Project disclosure information.	Summary of the monthly Progress	The EHS Field team.	Prior to the mobilization

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency Timeline
		<ul style="list-style-type: none"> <li>• Verification of the effectiveness of the grievance mechanisms.</li> <li>• Any potential issue raised by the citizens, including effects on traffic and road safety, induced trends of prices of food in the area, security, workers/residents' relationships.</li> </ul>	Reports and EHS Reports posted in local languages on web sites and physical boards at villages. <ul style="list-style-type: none"> <li>• Community meetings.</li> </ul>		and every month.
	<ul style="list-style-type: none"> <li>• Communities</li> </ul>	<ul style="list-style-type: none"> <li>• Statistics and information on community health and health care facilities, including information on STDs.</li> </ul>	Key Informant Interviews (also held via mobile/videoconference) with: <ul style="list-style-type: none"> <li>• Police (for road safety).</li> <li>• Health Care facilities and organizations.</li> <li>• Health care NGOs.</li> </ul>	The EHS Field team.	Prior to the mobilization and every month.
	<ul style="list-style-type: none"> <li>• Women</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring of any form of Gender Based Violence, discrimination and disadvantages.</li> <li>• Corrective actions design and implementation.</li> <li>• Support to victims.</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous communications (see section 5).</li> </ul>	Implemented by the dedicated team.	Continuous engagement (see section 5).
	<ul style="list-style-type: none"> <li>• Minorities and Vulnerable people</li> </ul>	<ul style="list-style-type: none"> <li>• General expectations in terms of potential impacts and benefit of the project, for the groups.</li> </ul>	<ul style="list-style-type: none"> <li>• Summary of the monthly Progress Reports and EHS Reports posted in local languages on web sites and physical boards at villages.</li> <li>• Focus Groups (also held via mobile/videoconference) with relevant parties (see paragraph 3.4).</li> </ul>	The EHS Field team.	Prior to the mobilization and every month.

#### Phase 4: Operation Phase

In phase of Operation the SEP include some final activities mostly aimed to monitor and verify the expected benefits of the Project and gather feedback that can be used for a better design of future projects.

**Table 4: SEP Summary Table: Operation Phase**



Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency Timeline
<i>Operation</i>	<ul style="list-style-type: none"> <li>Relevant District Councils and administrative sub-divisions</li> </ul>	<ul style="list-style-type: none"> <li>Feedback on the effects of the Project, including effects on traffic and road safety, induces socio economic development, induced urbanizations, induced trends of prices of housing and food in the area, etc.</li> </ul>	<ul style="list-style-type: none"> <li>In person meetings (or via videoconference).</li> </ul>	The EHS team established at PIU level.	Every six months, for three years.
	<ul style="list-style-type: none"> <li>Traditional Authorities</li> </ul>	<ul style="list-style-type: none"> <li>Feedback on the effects of the Project, including effects on traffic and road safety, induces socio economic development, induced urbanizations, induced trends of prices of housing and food in the area, etc.</li> </ul>	<ul style="list-style-type: none"> <li>In person meetings (or via videoconference).</li> </ul>	The EHS team established at PIU level.	Every six months, for three years.
	<ul style="list-style-type: none"> <li>Relevant Park Authorities (Elephant Marsh, Lengwe National Parks, Majete Wildlife Reserve).</li> </ul>	<ul style="list-style-type: none"> <li>Feedback on the effects of the Project, including effects on traffic and road safety, induces socio economic development, induced urbanizations, induced trends of prices of housing and food in the area, etc.</li> </ul>	<ul style="list-style-type: none"> <li>In person meetings (or via videoconference).</li> </ul>	The EHS team established at PIU level.	Every six months, for three years.
	<ul style="list-style-type: none"> <li>Communities</li> </ul>	<ul style="list-style-type: none"> <li>Feedback on the effects of the Project, including effects on traffic and road safety, induces socio economic development, induced urbanizations, induced trends of prices of housing and food in the area, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Consultations with Market Committees and Vendors.</li> <li>Focus Groups with Women</li> <li>Focus Groups with Teachers and Students.</li> <li>Focus Groups with Religious Leaders.</li> <li>Focus Groups with CBOs.</li> <li>Focus Groups with transport operators.</li> </ul>	The EHS team established at PIU level.	Every six months, for three years.
	<ul style="list-style-type: none"> <li>Communities</li> </ul>	<ul style="list-style-type: none"> <li>Statistics and information on community health and health care facilities, including information on STDs.</li> </ul>	<ul style="list-style-type: none"> <li>Key Informant Interviews (also held via mobile/videoconference) with: <ul style="list-style-type: none"> <li>Police (for road safety).</li> <li>Health Care facilities and organizations.</li> <li>Health care NGOs.</li> </ul> </li> </ul>	The EHS team established at PIU level.	Every year, for three years.

### 4.3. Proposed strategy to incorporate the views of vulnerable groups

The project will seek the views of vulnerable or disadvantaged groups through the methods indicated in table below.

**Table 5: Proposed strategy to incorporate the views of vulnerable groups.**

Group	Main potential issues	Proposed Strategy
Women, including young girls	<ul style="list-style-type: none"> <li>Sexual harassment, sex for job, marital disruption, discrimination in job opportunities/salary level and compensation payment.</li> </ul>	<p>Based on the outcomes of the preliminary stakeholder engagement carried out in phase of scoping, it is crucial that:</p> <p>The Project deploys in the field a sufficient number of “observers”, to ensure that victims of damages or abuses can report to the Project Team without delay and difficulties and that the Project Team may immediately take corrective actions.</p> <p>To provide long term support to any victim/vulnerable persons, including provide support to young mothers and ensure they can return to school. The Project will deploy a proper sized team (see section 5 of this report and the ESMP) and implement a proper Livelihood Restoration Plan addressing such situation.</p>
Children	<ul style="list-style-type: none"> <li>Road safety</li> <li>School abandonment due to job opportunities and (for girls) early pregnancy and SH.</li> </ul>	<p>Road Safety is among the main risks that the Project shall control. For what specific related to children, it would be also crucial the proper design of the school access road, the provisions of road shoulders with pathways and pedestrian road crossings. The ESMP of the Project includes provisions for a proper road design and engagement of teachers and students to get their suggestions.</p> <p>For what related sexual and relationships, please refer to the paragraph above.</p>
Female headed households	<ul style="list-style-type: none"> <li>The general risk for women may have crucial effects in female headed households.</li> </ul>	<p>The project shall not entail actual resettlement. The risk is mostly related to potential female vendors at Markets whose economic activity may be impacted. The Project shall ensure that the activities carried out as part of the RAP properly address these situations. Based on the outcomes of the preliminary stakeholder engagement carried out in phase of scoping, female vendors generally manage business smaller than males, for different reasons including difficulties to get financing. The RAP and the Livelihood Restoration Plan shall consider such additional difficulties for women.</p>
Elderly headed households	<ul style="list-style-type: none"> <li>Difficulties in adaptation to new conditions, in case of resettlement or economic displacement.</li> </ul>	<p>The project shall not entail actual resettlement. The risk is mostly related to potential disruption of economic activities, also for people not entitled to direct compensations but which business can be indirectly affected by the Project. The Livelihood Restoration Plan shall consider such potential difficulties.</p>
Households headed by children	<ul style="list-style-type: none"> <li>The general risk for children may have crucial effects in children headed households.</li> </ul>	
Extremely poor households	<ul style="list-style-type: none"> <li>Difficulties in adaptation to new conditions, in case of resettlement or economic displacement.</li> </ul>	

Some minorities, including religious minorities shall be considered vulnerable	<ul style="list-style-type: none"> <li>Discrimination, absence of proper consideration of their needs.</li> </ul>	The Livelihood Restoration Plan shall consider such potential difficulties.
--	---	---

## 5. Resources and Responsibilities for implementing stakeholder engagement

The PIU will be in charge of stakeholder engagement activities that will establish:

- One EHS team, established at PIU central level, in Blantyre;
- And one EHS team, in the Field, for each road.

Please see Section A of the ESMP tables for further details on the Units. It is here reminded that:

- The central EH&S team shall include a Child Specialist, a Communication Specialist and a GBV Coordinator.
- The field E&S team shall include GBV experts and a GBV service provider, engaged at least 3 months before Project start. The team shall identify champions in villages tasked with reporting, who should be equipped with phones to ensure quick response. The team shall be in continuous contact with Traditional Authorities, Community Base Organizations, NGOs and Religious Leaders, One Stop Centers, Police, Schools.

It shall be highlighted that that the Teams above mentioned are separate from the Supervising Engineers and Contractors E&S Specialists, and the management lines up to PIU Management shall be separated, to ensure separation and independency of opinion of the personnel involved in construction and E&S supervision.

A third party shall be engaged for independent monitoring.

The overall responsibility for SEP implementation lies with the Project Implementation Unit (PIU) director.

The stakeholder engagement activities will be documented through internal communications and the updating of a logbook managed by the central E&S Team.

## 6. Grievance Mechanism

A Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner.

### 6.1. Description of Grievance Mechanism (GM)

The grievance redressal mechanism shall be implemented at Project level, differentiating the treatment process for general grievances and grievances related to GBV, integrating the mechanism with what already in place at district level to manage general grievances submitted to Public Authorities.

## 7. Monitoring and Reporting

### 7.1. Summary of how SEP will be monitored and reported upon (including indicators)

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

- (i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- (ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Action Plan, Indigenous Peoples Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- (iii) Quantitative reporting based on the indicators included in the SEP.

### 7.2. Reporting back to stakeholder groups

The SEP will be revised and updated as necessary during project implementation.

Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by the central EHS team.