

**MINISTRY OF FINANCE, NATIONAL
PLANNING AND TRADE**

**SEYCHELLES SOLID WASTE MANAGEMENT
PROJECT (P181243)**

**Draft
Stakeholder Engagement Plan (SEP)**

11 March 2024

Contents

- 1. Introduction 4
 - 1.1 Project Description 5
 - 1.2 Potential Social and Environmental Risks..... 6
- 2. Objective/Description of SEP 7
- 3. Stakeholder identification and analysis..... 8
 - 3.1 Definition of key terminology..... 8
 - 3.2 Stakeholder identification..... 9
 - 3.4 Stakeholder Analysis 10
- 4. Stakeholder Engagement Program 12
 - 4.1 Proposed strategy for information disclosure: 13
 - 4.1. Summary of stakeholder engagement done during project preparation 15
 - 4.3. Stakeholder engagement plan 16
- 5. Resources and Responsibilities for implementing stakeholder engagement activities 20
 - 5.1. Resources 20
- 6. Grievance Mechanism 24
 - 6.1. Description of the Grievance Mechanism 25**
- 7. Monitoring and Reporting 27**
 - 7.1. Summary of how SEP implementation will be monitored and reported..... 28**
 - 7.2. Reporting back to stakeholder groups 28

ACRONYMS AND ABBREVIATIONS

APDAR Agency for Prevention of Drug Abuse and Rehabilitation

AS Advisory Services

DRMD Division of Risk and Disaster Management

ESCP Environmental and Social Commitment Plan

Environmental and Social Framework

Environmental and Social Impact Assessment

ESMF Environmental and Social Management Framework

ESMP Environmental and Social Management Plan

ESS Environmental Social Standards

GM Grievance Mechanism

ILO International Labour Organization

IEA Industrial Estate Authority

LWMA Landscape and Waste Management Agency

MACCE Ministry of Agriculture, Climate Change and Environment

NGO Nongovernmental Organisation

SEP Stakeholder Engagement Plan

SFRSA Seychelles Fire and Rescue Services Agency

SMEs Small and Midsize Enterprises

SWM Solid Waste Management

TA Technical Assistance

WB The World Bank

WBG World Bank Group

1. Introduction

The Government of Seychelles has reached out to the World Bank for assistance in financing the Seychelles Solid Waste Project (P181243), which aims to promote sustainable solid waste management (SWM) and circularity in Seychelles. The project is currently under preparation and is supposed to be completed in five years.

The Republic of Seychelles is a Small Island Developing State (SIDS) in the Indian Ocean, an archipelago of 115 islands with almost 100,000 citizens, three-quarters of whom live on the main island of Mahé, with the remainder on Praslin and La Digue islands. As a small island state with special circumstances Seychelles is exposed to disproportionately high economic, social, and environmental impact arising from climatic shocks and natural disasters. Over 90 per cent of the population and most economic activities are located on the narrow coastal plateau of Mahé Island. The concentration of population and development in narrow coastal areas, and on a limited number of islands, has put increased pressure on the environment and ecosystem.

Seychelles produces on average over 90,000 tons of municipal waste annually, of which only about 1 per cent is currently diverted from the landfill through recycling programs. Annual waste generation is expected to increase between 5 and 15 per cent annually over the next 12 years, considering population growth and increases in tourism. Waste is about 50 per cent organic, composed mainly of green waste, kitchen/food waste, paper, and plastics. A Solid Waste Master Plan (SWMP) (2020-2035) was developed with technical assistance from the European Union (EU) that aims to divert waste from landfills. The plan is intended to guide the country toward a more sustainable waste management system with buy-in from all key stakeholders including government, businesses, tourism, and the local community. The day-to-day Solid Waste Management (SWM) and coordination of contractors, the operation of waste management facilities and oversight of recycling programs (i.e., alcoholic glass bottles, beverage PET bottles and aluminium cans) is done by the Landscape and Waste Management Agency (LWMA).

The proposed project aims to promote sustainable solid waste management and circularity in Seychelles. It will support Seychelles in addressing its urgent challenges in SWM, in line with its SWMP. Improving SWM in Seychelles will set the country on a long-term path towards a circular economy, in which resources are re-used, waste is minimized and there is a reduced need for landfilling.

The Seychelles Solid Waste Management Project will be implemented by the Ministry of Finance, National Planning and Trade, with the involvement of the Project Development and Coordination Section (PDCS) as the Project Implementing Unit (PIU) under the Ministry of Agriculture, Climate Change and Environment (MACCE).

1.1 Project Description

To meet the overall project objectives over the next 3-to 4-year period the Project will focus on three components:

Component 1: Improving the SWM system. This component aims to improve the design and management of the landfill infrastructure.

- a. It will be informed by a preliminary site assessment that outlines the geotechnical, hydrological, and environmental criteria due to flood risks (both pluvial and coastal) and sea-level rise. Activities to improve waste infrastructure will include a feasibility study that will look at (i) re-designing the landfill site to better use the available space, (ii) requirements for covering the existing open dumpsite, (iii) design of a new sanitary cell that includes an environmental monitoring network, (iv) climate-smart options for management of landfill emissions (e.g. methane gas)¹; and (v) climate-informed specifications for rehabilitation of the existing leachate plant.
- b. Based on the outputs of these assessments and designs, the component will support the building of sanitary cells, installation of an environmental monitoring network (i.e., water quality monitoring wells, landfill gas emissions) and rehabilitation of the existing leachate plant.
- c. Under this component, a central collection facility will be constructed for the separation of waste and recyclables.
- d. Risk-informed operation and management plans to optimize usage will be developed. This activity aims to strengthen MACCE and LWMA ability to better manage the landfills through capacity building and personnel training, along with increased data collection and analysis.

2. Component 2: Improving Circularity. This component aims to reduce the volume of waste that ends up in the landfill through engagement with the government, private sector, and stakeholders to develop the local circular economy and improve the legislation to promote waste reduction.

- a. Under this component, a business plan will be developed to tackle the financial sustainability of the SWM sector, including recommendations on strategic priorities to generate revenue to support SWM throughout its value chain
- b. Studies will also be conducted ways in which waste management can be improved in the tourism (hotels) and fisheries sector (promoting a “Whole-Of-Fish” approach).
- c. Technical assistance for the review of and/or preparation of draft legislation on SWM topics, such as Extended Producer Responsibility (EPR), waste minimization, fees, and taxes.

Under component 2, the project will support the entrepreneurial circular economy ecosystem through gender-smart training modules. These activities will occur in two phases. Under phase 1, consultations will be conducted to better understand where women, men, and youth are the most and least represented across the SWM chain (i.e., circular economy, clean energy, and manufacturing), why this is the case, and to provide recommendations based on the findings. These findings will be used to create the Inclusive-Entrepreneurship and Circular Economy Module Training Package. Under phase 2, the project will support women, at different stages of life (youth, young adults, mature adults) and their entrepreneurial journeys in circularity in Mahe, Praslin and La Digue by supporting the Ministry of Finance, National Planning, and Trade (MoF), and other relevant agencies, with an innovative training program module (**'Inclusive-Entrepreneurship and the Circular Economy Module'**).² The gender-smart module package will include a standard module training but also tailored lessons that encourage young and adult women to grow and build businesses within the circular economy and recycling landscape in Seychelles. The training will be specifically designed to ensure the maximum participation of women-owned firms. The module program is aligned with long-term and sustainable goals of the government and organizations within the country, such as Seychelles' Circular Economy Roadmap. Overall, these activities will improve the financial sustainability of the sector.

Component 3: Project Management. This component aims to support the incremental operating costs for the Project Implementation Unit (PIU) and project management consultants, including measures to strengthen the capacity of the PIU to manage the E&S risks of the project activities in accordance with the ESF.

1.2 Potential Social and Environmental Risks

The project will be prepared under the World Bank's Environment and Social Framework (ESF) and is expected to have "Moderate" environmental and social risks.

On the Environmental side, the key impacts and risks associated with activities under Component 1 include (i) air emissions, (ii) ground and surface water pollution, (iii) spread of pests and disease-carrying vectors, (iv) noise and vibrations, and (v) occupational health and safety due to historically poor waste management practices including periodic fires. Similar impacts associated with the downstream implementation of the activities under Component 2 may include, (i) surface and groundwater pollution, (ii) land degradation, (iii) outbreak of diseases and pests, (vii) air emissions and (v) occupational health and safety. Infrastructure and activities supported under the project will be constructed and undertaken, while taking climate risks and resilience into consideration.

On the Social side, the key impacts and risks associated with activities under Component 1 include (i) air emissions, (ii) ground and surface water pollution, (iii) spread of pests and disease-carrying vectors, (iv) noise and vibrations, and (v) occupational health and safety due to historically poor

waste management practices including periodic fires. Similar impacts associated with the downstream implementation of the activities under Component 2 may include, (i) surface and groundwater pollution, (ii) land degradation, (iii) outbreak of diseases and pests, (vii) air emissions and (v) occupational health and safety. Infrastructure and activities supported under the project will be constructed and undertaken, while taking climate risks and resilience into consideration.

These impact and mitigation measures have broadly been discussed and communicated to stakeholders during project preparation. The current document can be considered a preliminary SEP, which will be updated and disclosed within 60 days of project effectiveness. In general, the SEP is a living document and can be updated as the project proceeds, depending on requirements.

To manage the Project's environmental and social risks, the project implementing unit will prepare a series of environmental and social risk management instruments during project implementation, which include an Environmental and Social Audit of the existing operations to identify key gaps to strengthen the current operations and organizational capacity within LWMA. PDCS currently do not have the internal capacity to manage environmental and social risks and no experience with implementation of World Bank supported projects. Capacity building support to the PIU will be provided under Component 3. Furthermore, a Stakeholder Engagement Plan with a grievance mechanism, a Livelihoods Restoration Plan (LRP), Labor Management Procedures (LMP) and Sexual Exploitation and Abuse/Sexual Harassments Action Plan will be prepared (SEA/SH Action Plan). An Environmental and Social Impact Assessment study (ESIA) will be prepared as part of the feasibility for the redesign of the landfill site, rehabilitation of the leachate plant and central collection and recycling facility under Component 1. The ESIA will assess potential risks associated with the redesign and installation of the monitoring equipment, it will further update the baseline information for the establishment of a new monitoring program. The feasibility study and designs will only be available after project approval, therefore the ESIA will only be prepared after project approval within the timeframe stipulated in the Environmental and Social Commitments Plan (ESCP). Site specific construction and operational ESMPs which include occupational and community health and safety plans, waste management plans, wildlife management and ground and surface water monitoring plan, among other, will be prepared during project implementation in the timeframe stipulated in the ESCP. The MACCE will carry out stakeholder engagement activities as well, in accordance with the provisions of the SEP. These commitments are reflected in the Project's Environmental and Social Commitment Plan (ESCP).

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 summarises the consultations that have been undertaken during Project Preparation. The SEP outlines how the project team will communicate with stakeholders and includes a mechanism by

which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project. The SEP also includes a budget to ensure resources are available to consult Project Affected Parties and Other Affected Parties through-out the Project.

3. Stakeholder identification and analysis

3.1 Definition of key terminology

Stakeholders are defined as “persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively.” Further, “stakeholders may include locally affected communities or individuals and their formal and informal representatives, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other businesses.”

Project-affected parties include “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.”

Other interested parties are referred to as “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.”

Disadvantaged or vulnerable groups, in addition, are referred to as “those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project’s benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community, or other individuals upon which they depend.”

3.2 Stakeholder identification

Affected parties

- Communities in the vicinity of the project's planned activities, in this case, the Cascade Residents;
- The local population and local communes;
- Relatives of people living at Cascade;
- Government officials in the project area, that is the LWMA staff working at the Providence Landfill;
- Other workers in the vicinity of the project such as STAR Seychelles workers
- Scavengers on the landfill or Waste pickers
- Families of the waste-pickers
- Redeem centre operators both at the both site and elsewhere on Mahe
- Businesses involved in the waste management sector, such as those in close proximity to the landfill. For example, Vijay Scrap Metal, waste contractors
- Local businesses operating in Providence
- Middle men - Individuals who buys PET bottles and aluminum cans from the waste pickers

Other interested parties

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

- Ministry of Agriculture, Climate Change and Environment
- Landscape and Waste Management Agency
- Seychelles Planning Authority
- Seychelles Civil Aviation Authority
- Ministry of Lands and Housing
- Seychelles Planning authority
- Ministry of Employment and Social Affairs
- Ministry of Health, such as APDAR
- Ministry of Industry
- Ministry of Local Government and Community Affairs- District administration will be involved in risk communication and information sharing activities;
- Seychelles Police Department
- Ministry of Education and educational institutions;
- Ministry of Finance, National Planning and Trade which will coordinate funds and receive regular financial reports;
- Traditional media and journalists;
- Civil society groups and NGOs on national level that pursue environmental and socio-economic interests, and may become partners of the project;
- Public at large;
- Industrial Estates Authority- they are responsible for overseeing development in Providence;

- Seychelles Investment Board.

Disadvantage and vulnerable groups

The waste-pickers are considered a disadvantaged or vulnerable group. Commonly in Seychelles, waste-pickers are often drug addicts. The Providence landfill is a critical hub for these informal waste pickers who rely on collecting recyclables and valuable materials as their primary source of livelihood. Hence, in the context of this project, they also stand to be directly affected because of actual impacts or potential risks to their source of livelihood.

Other disadvantaged groups that may be affected by the project are the following

- Elderly
- People with disabilities
- Woman and children
- Migrants

This identification of Stakeholders will continue to be amended during project implementation. Any new stakeholder identified will be analysed so that appropriate methods of consultations are defined

3.4 Stakeholder Analysis

Stakeholders for the Project are further identified and analysed based on their characteristics, interests/concerns, and proposed strategies for engaging them.

Table 1 below shows the stakeholder analysis for the Project.

Table 1 Stakeholder Analysis

Group	Characteristic	Interest or concern	Proposed engagement Strategies and Specific needs
Potentially Project-affected Parties for solid waste and plastic infrastructure investments			
Waste-pickers at the existing dumpsite and their families	Composed of men mostly of drug users. They are usually marginalised, Unemployed, Of different age groups	they will be affected by restriction of access due to the project They will not be able to access landfill to collect recyclable materials and this will affect their revenue	Adapt to their daily agenda (no meetings during waste pickers works at the landfill) Included in initial series of consultations and stakeholder engagement meetings <ul style="list-style-type: none"> • Public meetings organized in district community centre. • census and survey on the number of waste pickers collecting pet/cans and how many of them are on drugs.

			Focus groups with Wastepickers
People working at the landfill such as LWMA staff and employees of private enterprise Redeem centres operator's exporters.	They are mostly men. Small businesses	Will be affected by the number of PET/cans that waste pickers bring to their businesses which will be less. Seek other means to get recyclable materials.	Meetings with businesses Survey to know how the chain works.
Disadvantage or vulnerable groups	Elders Migrants People with disabilities	<ul style="list-style-type: none"> • If restriction to landfill is permanent, Waste pickers will permanently lose their access to the site and livelihoods. This could be an opportunity for change and improvement. • If restriction is temporary and if the project studies a way to continue allowing them into the Landfill, they will maintain their way of live. 	<p>Included in initial series of consultations and stakeholder engagement meetings</p> <ul style="list-style-type: none"> • Public meetings organized at places conveniently accessible, • Focus Group Discussions (FGDs) and Key Informant Interviews (KII) to be done according to sectoral groups (i.e., separate FGDs done with women) • Census for the waste pickers once a site has been selected for the project landfill and solid waste infrastructure • As part of the site specific ESIA, several public meetings, FGD and KIIs will be undertaken.
Residents and business at providence area.	Composed of men, women, elderly, and children. SMEs	Project details, especially scope of impact and mitigating measures	<ul style="list-style-type: none"> • Included in series of consultations and stakeholder engagement meetings • Public meetings organized at places conveniently accessible, i.e. virtual, community centre
Relevant government departments of the implementing ministries of	MACCE, LWMA, Ministry of Investment,	Specific interest in the detailed scope of the project under the different components	<ul style="list-style-type: none"> • Included in series of consultations and stakeholder engagement meetings • Public meetings organized at places

the Project at national level	Ministry of Finance		conveniently accessible, i.e. virtual, community centre
Ministry of Health	APDAR	Project details, especially scope of impact and mitigating measures	Consultations meetings
Ministry of Community Development Ministry of Internal Affairs Fire Department Tourism Department	District administrators Police SFRSA	Specific interest in the detailed scope of the project under the different components	Included in series of consultations and stakeholder engagement meetings Public meetings organized at places conveniently accessible, i.e. virtual, community centre
Hotels and Restaurants		They generate lots of waste and have an interest in the new system that will be developed to recycle waste.	Consultation meetings Survey to know how much waste these establishment generate and how it is disposed.
CEPS (Citizens Engagement Platform Seychelles)	NGO's	Specific interest in the detailed scope of the project under the different components	Included in series of consultations and stakeholder engagement meetings Public meetings in community centres.

This stakeholder analysis will be updated right after appraisal to reflect more in-depth engagement Strategies and Specific needs

4. Stakeholder Engagement Program

For this Project, the GoS oversaw a consultation process with the main actors involved in the Waste Management Sector in Seychelles during the preparation phase, prior to project appraisal. Further consultations are planned for early after appraisal, from 18 to 29 of March 2024

4.1 Proposed strategy for information disclosure:

Information disclosure will be undertaken for the Project to provide stakeholders with sufficient information on project risks and impacts, as well as potential opportunities. Information disclosure will consist of:

- Purpose, nature and scale of the project;

- Landfill interventions
- Duration of proposed project activities.
- Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups and describing the differentiated measures taken to avoid and minimize these;
- Proposed stakeholder engagement process, including ways in which stakeholders can participate;
- Time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported; and
- Process and means for raising and addressing grievances.

Table 2 Stakeholder information Disclosure

Project stage	Subject/Topic	Methods	Timeline	Target stakeholders	Responsibilities
Prior to World Bank appraisal	Project Information, including information about: (1) project's components and objective, (2) project activities and timeframe, (3) site suitability analysis and site options, (4) technical studies, (5) environmental and social risks and environmental and social instruments to mitigate these risks; (6) public consultation and information disclosure activities.	Local consultation (in the form of meetings) with national stakeholders directly involved with SWM	30 th October to 3 rd November	Potentially affected stakeholders and other interested parties as appropriate, in three levels: <ul style="list-style-type: none"> • National level • Potentially affected and interested stakeholders at the local level, such as Waste companies and their employees • Businesses in and around the dumpsite • District administration • Organizations and companies active in waste or plastic management or recycling 	MACCE

Right after Bank Appraisal	Disclosure of Project E&S Instruments (the ESCP, the SEP, ToRs on the E&S Audit and ToRs on the LRP	consultation with national stakeholders directly involved with SWM Consultation with the community and local stakeholders at Providance	End of March 2024	Potentially affected stakeholders and other interested parties as appropriate, in three levels: <ul style="list-style-type: none"> • National level • Potentially affected and interested stakeholders at the local level, such as Waste companies and their employees • Businesses in and around the Landfill • District officials • Organizations and companies active in waste or plastic management or recycling 	MACCE
Implementation	Environmental and Social Impact Assessments and ESMP (including specific Management Plans). Site specific SEP will be prepared at the level of the landfill	Consultations to Affected Persons Affected Persons	Before the beginning of works during ESIA Preparation	Potentially affected stakeholders and <ul style="list-style-type: none"> • District administration • Potentially affected and interested stakeholders at the local level, such as • Waste-pickers, consideration of vulnerable groups • Waste companies and their employees working at the Landfill and in waste collection • Businesses in and around the Landfill 	ESIA Consultant/ MACCE

				<ul style="list-style-type: none"> • Residents within 2km radius of the dumpsite and/or new landfill locations • District officials • Organizations and companies active in waste or plastic management or recycling • NGOs working with waste pickers • SFRSA 	
Implementation	Livelihood Restoration Plan Time line and GRM	Consultations to Affected Persons Affected Persons (census ans survey)	Before the beginning of works during LRP elaboration	Affected stakeholders such as <ul style="list-style-type: none"> • Waste pickers • Other interests parties • Social Protection • Health ministry • NGOs working with waste pickers 	MACCE/ LRP Consultant

4.1. Summary of stakeholder engagement done during project preparation

During the project preparation the project team conducted consultations with stakeholders to inform them about the project’s goals, scope and E&S Risks and to gather their input and feedback.

Consultations were held with key commercial stakeholders including representatives from the hotel sector, the fisheries sector, and restaurants. They described the measures that they were undertaking to reduce waste to the landfills. It was noted that for companies for which there was a global mandate to reduce waste, they were already doing a lot to limit what they sent to the landfill. However, for other companies, they did not have as many initiatives to reduce waste.

The firms also indicated willingness to contribute more to into the SWM system, however they wanted to be more transparency on how funds are used, for example the Environmental Levy, and they wanted a better system in place for waste generations. They also highlighted the need for more education, and for more explicit requirements for waste segregation / recycling as part of the business licensing process.

Consultations were also held with firms involved in recycling (including scrap metal, car batteries, paper, PET and cans, glass, cooking oil, tires, and fishing nets). They highlighted the need for greater access to land to expand their businesses, for a better system to identify local and international recycling opportunities, and for better communication with the Government. They noted that one barrier was the cost or shipping and the opportunity to lever the shipping containers that brought good to the island that would be leaving empty. The firms also highlighted the need for fair competition.

Consultations also played a role in identifying potential risks and impacts the current E&S risk and existing Mitigation systems and measures and also informed the identification of additional identification measures and instruments. The current operator at the Landfill as well as the firm involved in recycling, highlighted the presence of the waste pickers, approximate number at the landfill, and their current situation helping in this way to define H&S risks to the Waste picker as well as the necessity to develop a Livelihood Restoration Plan (LRP). Consultations held with the current operator allowed to identify the current ESIA/ESMP in use at the Landfill and to bring consent on the need to have an E&S Audit on the current E&S risk Management practices at the Landfill. Other risks related with fire at the Landfill and potential harm to surrounding communities were discussed with the Fire Brigade Departments indicating that, presently, there is no Emergency Response Plan in use in case of fire occurrence, and highlighting the importance to have a formal plan that is discussed and disseminated among the community in case of such eventuality at the Landfill.

A list of the stakeholders met during the consultations held from 30 of October to 3 of November 2023 has been included in Annex1.

4.3. Stakeholder engagement plan

Below is a table with the consultations that will be made after the appraisal.

Table 3 Stakeholder consultation Plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities

Right after Bank Appraisal	Consultations to be held from 18 to 29 of March 2024	<p>Consultations on the Project scope, objectives and activities</p> <p>And</p> <p>Consultation on the Project E&S Instruments (the ESCP, the SEP, ToRs on the E&S Audit and ToRs on the LRP)</p>	<p>consultation with national stakeholders directly involved with SWM</p> <p>Consultation with the community and local stakeholders at Providence</p>	<p>Potentially affected stakeholders and other interested parties as appropriate:</p> <p>Potentially affected and interested stakeholders at Providence industrial estate</p> <ul style="list-style-type: none"> • Waste companies and their employees • Businesses in and around the Landfill • District administration officials • Fire Brigade • Organizations and companies active in waste treatment or waste management • Eco-school and Environmental club • Waste pickers 	MACCE
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4.4 Consideration for disadvantaged/vulnerable individuals or groups

In Mahe there are some elderly that collect redeemable goods in order to increase their revenue.

At the landfill, the main vulnerable group are the waste picker that are generally dependent on the use of drugs.

Limitations	Recommended Measures
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Lack of transportation to events/activities	Make arrangements for transportation of vulnerable/disadvantage participants or Choose venues that are more accessible and convenient to participants
Accessibility of venues	Choose venues that are more accessible and convenient to participants
Disability	Check preferences of stakeholders with disabilities or appropriateness of venue, means, and medium to be used in project activities.
Timing	Consider the preferences of vulnerable or disadvantage stakeholders when it comes to timing, duration, and frequency of specific project activities.
Contacting Waste pickers will be challenging as they don't have a phone and are difficult to locate	Advertise physically the meetings at potential venues frequented by waste pickers, Advertise by "word of mouth"

Table 4 below presents the strategy and methods for stakeholder Engagement and consultations.

Strategy and methods for stakeholder engagement and consultation.

Project stage	Stakeholders	Detailed stakeholders and offices	Topic and time	Method	Required assistance/ Materials/Facilities	Responsibility
Project preparation	National level stakeholders	MACCE LWMA Waste contractors IEA, SFRSA, DA Cascade, construction businesses,	Component 1 Topic; Objective of the project, duration, activities.	Public meeting	Venue, chairs, projectors	MACCE, LWMA

		landfill operator, DRMD, Ministry of Health				
		MACCE, LWMA, Ministry of Local Government and Community Affairs, Ministry of Employment and Social Affairs, Ministry of Health Ministry of Investment, Entrepreneurshi p and Industry, Seychelles Investment Board, waste businesses(recy clers) waste pickers NGO's, Citizen Engagement platform representative, Representative from Fisheries and Tourism Sectors	Component 2 Topic; Objective of the project, duration, activities.	Public meeting	Venue, chairs, projectors	MACCE, LWMA
During Project Implementa tion Will be detailed and updated as part of the projects			Environme ntal and social Impact Assessme nt – Assess potential risk associated with the project.			

	Project workers and primary supplier	Project workers for landfill and waste treatment facilities and primary suppliers	Code of Conduct, community health and safety, labour standards, child labour, SEA/SH GRM	Trainings and posters of code of conduct at worker's camp, trainings on gender and community health	To be confirmed as part of sub-projects ESAs and ESMPs and updated LMP and SEP	E&S specialist
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5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The Project Development and Coordination Section (PDCS) as the Project Implementing Unit (PIU) under the Ministry of Agriculture, Climate Change and Environment (MACCE) will be in charge of stakeholder engagement activities.

The budget for the SEP is of SCR 1'022'500.00, equivalent to US dollars (\$ 71'291.62) and is included in component 3 of the project, dedicated to Project Management, including E&S Risk Management Activities.

The Grievance Redress Mechanism budget is provided below:

Table 5: Grievance Redress Mechanism budget

Budget Category	Quantity	Unit Costs (SCR)	Times/Years	Total Costs (SCR)	Remarks
1. Estimated staff salaries* and related expenses					

1a. [E.g., communications consultant]					
1b. Travel costs for Praslin, La Digue	4 person	1500'00	5 time per year For 48 months	150'000.00	
1c. [E.g., estimated salaries for Community Liaison Officers]	NA				
2. Events					
2a. [E.g., organization of focus group]					
Venue, snacks lunch and refreshment for meetings and trainings–					
<ul style="list-style-type: none"> ● District administrators 	2	30'000.00		60'000.00	
<ul style="list-style-type: none"> ● Regional meetings with members of the public 	5	10'000.00		50'000.00	
<ul style="list-style-type: none"> ● Cascade residents 	1	7'500.00		7'500.00	
<ul style="list-style-type: none"> ● Waste pickers 	4	7'000.00		28'000.00	
<ul style="list-style-type: none"> ● 	1	20'000.00		20'000.00	

Workshop with stakeholders					
<ul style="list-style-type: none"> Meeting with redeem centres and other recyclers 	2	2'000.00		4'000.00	
<ul style="list-style-type: none"> Meeting/workshop with waste contractors and other SMEs. 	1	20'000.00		20'000.00	
3. Communication campaigns					
3a. [E.g., posters, flyers]					
<ul style="list-style-type: none"> Design and printing of posters and flyers 		30'000.00		30'000.00	Putting up posters in all district administration and relevant entities
<ul style="list-style-type: none"> Radio and TV advertisement/spots 		200'000.00		200'000.00	
<ul style="list-style-type: none"> Production of radio and television adverts. 		50'000.00		50'000.00	
<ul style="list-style-type: none"> Wifi router with internet connection 	1	1'000.00	48 months	48'000.00	

3	Social media campaigns Social media specialist (outsource)		1000	48 months	48'000.00	Create social media page and send minimum three post per month
4. Trainings						
4a.	Training of stakeholders on waste sorting.	5	15'000.00		75'000.00	Hotels, restaurants, schools,
5. Beneficiary surveys						
5a.	mid-project perception survey	100	100		10'000.00	
5b.	end-of-project perception survey	100	100		10'000.00	
6. Grievance Mechanism						
6a.	Training of GM committees	1	30'000.00		30'000.00	
6b.	Suggestion boxes in districts and offices	10	1000		10'000.00	To cover all districts in Seychelles and the remaining five in MACCE offices and LWMA office.

6c. GM communication materials					
	2	20'000.00			
Laptop,	2	12500.00		40'000.00	
Ipad/tablet			48 months		
	1	15'000.00		25'000.00	
Printer for printing office documents	1	5'000.00		15'000.00	
projector,		10'000.00		5000.00	
stationery	1	5'000.00		10'000.00	
Mobile phone				5'000.00	
7. Other expenses					
7a. Fuel for transportation throughout the project.	48 months	15'00.00 Per month	48 months	72'000.00	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				SCR 1'022'500.00	

All of the materials will be used during the five years' implementation of the project.

Total budget for SEP is seventy thousand three hundred and ten US dollars (\$70'310) which is average midrate on the central bank exchange rate on 8th March.

6. Grievance Mechanism

A GRM will be established by MACCE to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

Grievances may be raised formally for Project related issues at the redeem centres in Mahe, at LWMA Head of Office and Providence Landfill Offices, Department of Environment Office and at the Cascade Administration Office.

. An independent committee will be set up to hear discuss, investigate and resolve complaint or grievance. Grievances can be made by emailing soawep@env.gov.sc, calling +248 4670527 or by walk in.

These entities will ensure that the box is checked at the end of each week and ensure that the complaints are delivered to MACCE focal person for logging of complaint.

Complainant will have to provide a contact number or an email address for acknowledgement of their complaint and to get feedback. Any complainant will have the possibility to submit the grievance anonymously.

Acknowledgement of grievance should be done in 10 working days for grievance received by any means. In the case of anonymous complaint received, the respondent will have to ensure that relevant information is collected for investigation.

All complaints will be properly documented on logged sheets with the following information:

- Date of receipt of complaint,
- Name and contact of complainant (where applicable)
- Brief description of complaint,
- Action taken, including remedies/determinations /results, and
- Date of finalization of complaint.

A monthly report will also be made to ensure that there is effective monitoring, and all cases are being dealt with.

6.1. Description of the Grievance Mechanism

Table 6: Description of the Project Grievance mechanism

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	redeem centres in Seychelles, at LWMA Head of Office and Providence Landfill Offices, Department of Environment Office and at the Cascade Administration Office will bring Grievances to the Focal Person at MACCE every week Grievance focal person at MACCE will log all the grievances and acknowledge	30 days after Appraisal	To collect grievance, discuss, hear, investigate, and resolve on complaint and grievance

	<p>receipt and convey Grievances to the to Grievance committee.</p> <p>Grievance committee (composed of MACCE, LWMA, PDCS, one private business and one NGO)</p> <p>In case the Grievance the Grievance is not solved, the complainant will be submitted to an appeal committee comprised of 3 external members (who will be chosen depending on the nature of the complaint.</p>		
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <p>Telephone 4670527 Email soawep@env.gov.sc,</p> <p>·Redeem centres in Seychelles, at LWMA Head of Office and Providence Landfill Offices, Department of Environment Office and at the Cascade Administration Office</p>		MACCE
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by phone calls, letters, emails.	Within 10 days of receipt	Local grievance focal points at MACCE Offices
Verification, investigation, action	Investigation of the complaint is led by grievance committee A proposed resolution is formulated by chairman of the committee and communicated to the complainant by letter and email.	Within 10 working days	Grievance committee (composed of MACCE, LWMA, PDCS, one private business and one NGO)
Monitoring and evaluation	Data on complaints are collected in grievance sheets and reported on a Monthly Basis by the GM focal point at MACCE to the PIU coordinator	Monthly	GM focal point at MACCE

Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by grievance focal person and inserted in reports.	After a resolution is Proposed	GM focal point at MACCE and E&S Specialist, when onboard
Training	Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are as follows: Grievance committee members Focal persons of the entire project District administrators contractors	Training on GRM will be organised twice (at the beginning of the Project and at mid-term)	E&S Specialist, when onboard

This GRM is temporary and will be improved as soon as the E&S Specialist is hired by the PIU.

The GM will provide an appeals process if the complainant is not satisfied with the outcome of the complaint.

Once all possible means to resolve the complaint have been proposed (Grievance committee and appeal committee) and if the complainant is still not satisfied, then they should be advised of their right to legal recourse and on the place where to submit legal recourse.

A mapping of entities specialized in GBV will be performed early during project implementation as part of the ESMP for the Landfill. The Grievance personal will be trained to refer survivors to GBV specialized entities.

The Labor Grievance Mechanism for workers, will be developed and described as part of the Labor Management Procedures LMP, to be finalized 60 days after effectiveness.

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

7.1. Summary of how SEP implementation will be monitored and reported

The PIU will include a Monitoring Specialist which will devise a complete project monitoring plan and schedule in accordance with project implementation activities.

The Monitoring and Reporting system will be delineated in more detail in the updated SEP to be ready within 60 days after project effectiveness.

indicators for Monitoring will focus on:

- Level of understanding of the project and project objectives, including in relation to labor and community health and safety;
- Levels of impacts within expected parameters (more/less);
- Community feedback incorporated into project design and planning;
- Ensure that there are mitigation measures for every E&S risks identified ;
- Main grievances and efficacy of GRM;
- Ease of approaching contractors and supervising engineers
- Acknowledgement and resolution of questions and/or complaints;
- Type of information disclosed;
- Methods used for stakeholder engagement;
- Minutes of consultation meetings;
- and Monitoring the stakeholder engagement for the elaboration of the LRP

7.2. Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation.

Internal Monitoring will consist of quarterly reports during the implementation of the project, prior to the civil works and monthly reporting during civil works activities, part of overall monitoring as per the ESMP.

During Implementation, Quarterly Report will be shared by the PIU with the World Bank on the implementation of the SEP. This report will indicate the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

The PIU will ensure feedback from affected and interested parties, including grievances submitted by affected persons, will be processed/resolved adequately, and reported timely to affected parties. The method of reporting back to stakeholders will depend on the nature, frequency and sensitivity of the complaint and can be done via email and/or official letter will be sent after workshops/ meetings; or, follow-up meetings/consultations will be conducted to let stakeholders know on how comments/suggestions were taken into account;

Annexes

Annex1 – List of Participants to consultations held in Mahé from October 30 to November 3, 2023

Annex1 – List of Participants to consultations held in Mahé from October 30 to November 3, 2023

Name	Title	Agency
Elizabeth Charles	Principal Secretary (PS) Economic Planning	Ministry of Finance, Economic Planning and Trade (MoF)
Anna Lespoir	Economist (Climate Resilience & Env)	MoF
Gamini Herath	Auditor General	Office of the Auditor General
Denis Matatiken	PS Environment	Ministry of Agriculture, Climate Change and Environment (MACCE)
Cindy Clair	Chief Program Coordinator	Programme Development and Coordination Section (PDCS) (MACCE)
Nanette Laure	Director General - Waste & Permits	MACCE
Fredrick Kinloch	Director - Waste Management	MACCE
Natasha Lucas	Waste Inspector	MACCE
Myron Meme	Director – Environmental Assessment & Permits	MACCE
Frank Moumou	Officer – Environmental Assessment & Permits	MACCE
Marie-Alise Rosette	Officer – Environmental Assessment & Permits	MACCE
Shane Emilie	CEO	Landscape and Waste Management Agency(LWMA)
Rahul Mangroo	Deputy CEO	LWMA
Camille Mondon	Service Provider -Waste Management	LWMA
Estelle Lau Tee	Sr. Waste Management Officer Officer	LWMA
Mario Larame	Sr. Landfill Officer	
Ronnie Joseph	Landfill Officer	LWMA
Irvin Gopaul	Landfill Officer	LWMA
Johnette Victor	Procurement Officer	LWMA
Brigitte Roucou	Chief Inspector (Waste Management)	LWMA
Achille Radegonde	Sr. Inspector (Central Region)	LWMA
Julianne Morel	Sr. Inspector (South Region)	LWMA
Vanesia Labrosse	Senior Disaster Management Officer	Disaster Risk Management Division (DRMD)
Terrence Arnephy		Seychelles Fire and Rescue Services Agency (SFRSA)
Jones Madeleine		SFRSA
Jean-Paul Denis		SFRSA
Patrick Quatre	Deputy CEO	Industrial Estate Authority (IEA)
Begita Melanie	District Administrator (Cascade)	Local Gov't & Community Affairs
Susan Morel	Chief Policy Analyst	Ministry of Employment and Social Affairs
Mariette Freminot	Director	Ministry of Employment and Social Affairs
Chloe Morel	Senior Research Officer	Ministry of Employment and Social Affairs
Stuart Laing	Lecturer / Researcher	University of Seychelles / Blue Economy Research Institute
Samia Larame	Monitoring and Evaluation Officer	Ministry of Investment, Entrepreneurship and Industry (MIEI)
Kim Samy	Asst Program Development Officer	Blue Economy Dept.

Name	Title	Agency
Rodney Nicole	Treasurer	Bel Ombre Fisherman Association
Marc Benoiton	Env, Health & Safety Manager	Indian Ocean Tuna Factory
Kyle de Bouter	Business Owner	Brikole
Julie Barra	Economist	Ministry of Fisheries
Yannick Roucou	Fisheries Legal Expert	Seychelles Fishing Authority (SFA)
Karyss Auguste	Asst. Manager, License & Permit Section	SFA
Jacintha Matombe	License & Permit Officer	SFA
Jean-Paul Marie	Business Owner	Eko-Tyres LTD
Charles Loizeau	Business Owner	Metaluco (Sey) Pty LTD
Paul Rouillon	Business Owner	RECOIL Seychelles
Leroy Ernesta	Business Owner	DE Recycling
Sudhan Raja	Business Owner	Scrap & Metal (PTY) LTD
Davis Uzice	Managing Director	STAR/Wastea
Raja Sekar Naidu	Business Owner	Navin Recycling
Rhoderick Rampal	Business Owner	Seyglass PTY LTD
Raja Sundaram	Business Owner	Scrap & Metal (PTY) LTD
Sanjay Naidoo	Business Owner	Surya Scrap
RJ Naidoo	Business Owner	Surya Scrap
Ladis Laurette	Health & Safety	Skychef/Servair
Cecile Holtshausen	Health & Safety	Skychef/Servair
Mary Bowens	Resort Manager	Four Seasons Resort Seychelles
Vandana Poonye	Food Hygiene & Safety Manager	Club Med
Tinaz Wadia	Culture and Community	Four Seasons Resort Seychelles
M. Zaccari	Business Owner	Takamaka Green village
Nexi Dennis	Marketing, Communication & Events Manager	Berjaya Beau Vallon
Roland Georges	Secretary (also business owner)	Seychelles Hospitality and Tourism Association (SHTA)
Katrin Perchat	Member	Seychelles Sustainable Tourism Foundation
Lemmy Payet	Engineer (former consultant at LWMA)	Seychelles Infrastructure Agency

Table 2. Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)