

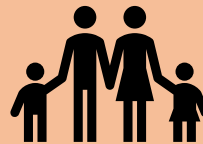


12/22/2022

# STAKEHOLDERS ENGAGEMENT PLAN

## Environmental Health and Pollution Management Project (EHPMP)- Zambia

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Government of the Republic of Zambia, Ministry of  
Green Economy and Environment through the Zambia  
Environmental Management Agency

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## List of Acronyms

AP	Aggrieved Party
CBEs	Community Based Enterprise
CBO	Community Based Organisation
CC	Compensation Committee
CEP	Copperbelt Environment Project
CLO	Community Liaison Officer
DDCC	District Development Coordinating Committee
EHPMP	Environmental Health and Pollution Management Project
ESIA	Environmental and Social Impact Assessment
ESS	Environmetal and Social Standards
ESF	Environmetal and Social Framework
FDI	Foreign Direct Investment
FGRM	Feedback and Grievance Redress Mechanism
GC	Grievance Committee
GIR	Grievance Investigation Report
GRFF	Grievance Redress/Feedback Form
GRS	Grievance Redress Service
MWDSEP	Ministry of Green Economy and Environment
MSD	Mines Safety Department
NDP	National Development Plan
NPC	National Project Coordinator
PDCC	Provincial Development Coordinating Committee
PF	Process Framework
PIU	Project Implementation Unit
SEP	Stakeholder Engagement Plan
WDC	Ward Development Committee
ZEMA	Zambia Environmental Management Agency

## 1 Introduction

### 1.1 Background

The Africa Environmental Health and Pollution Management Programme (EHPMP) under the Global Environment facility grant with the World Bank is a regional Project developed to strengthen the institutional capacity to manage and regulate mercury use in ASGM and POPs/UPOPS in e-waste (electronic and electrical waste) in the Republics of Ghana, Senegal, Kenya, Zambia and the United Republic of Tanzania specifically. The country specific activities involving ASGM will be implemented in Tanzania and Ghana, while activities focused on waste will be implemented in Ghana, Zambia, Kenya and Senegal.

In Zambia, the EHPMP is a Government of the Republic of Zambia project financed by the Global Environment facility and World Bank's grant in the amounts of US \$8.256 million. The Zambia Environmental Management Agency (ZEMA) is implementing the project on behalf of the Ministry of Green Economy, and the Ministry of Local Government through the targeted Municipal Councils.

### 1.2 Relevant Environmental and Social Standards for EHPMP

All projects prepared after October 2018, will apply in its preparation and implementation the new Environmental and Social Framework (ESF) which contain 10 Environmental and Social Standards that will define the process and protocols for environmental and social management during the implementation of this project. Based on the Environmental and Social Risk Categorization of the World Bank, the Environmental Pollution Management Project has an overall social risk classification of Substantial and consequently triggers the following WB Environmental and Social Standards, the following are the applicable Environmental and Social Standards (ESS):

- ESS 1: Assessment and Management of Environmental and Social Risks and Impacts
- ESS 2: Labour and Working Conditions;
- ESS 3: Resource Efficiency and Pollution Prevention
- ESS 4: Community Health and Safety and
- ESS 10: Stakeholders Engagement and Information Disclosure

For the most part these provisions already exist in Zambian legislation and regulations, but the environmental and social standards provide additional security on these issues. In addition,

because of the identified risk, the set of safeguard instruments (e.g., ESMF and Stakeholder Engagement Plan, Labour Management Plan and grievance redress mechanism) have been developed to guide the environmental and social safeguards during implementation.

This document presents the “Stakeholders Engagement Plan (SEP)” for the EHPMP Project as required under the new Environmental and Social Management Framework (ESF) and especially the Environmental and Social Standards 10: Stakeholder Engagement and Information Disclosure. The SEP is an operational tool to define the protocols for effectively engaging local and affected communities in the overall project development, disseminate activities, outputs and results, coordinate and hold consultations and develop clear channels of communication of the project to all relevant stakeholders and target audience. The SEP will also describe the agreed Grievances Mechanism that can make more effective communication and engagement.

Stakeholder participation is important for creating awareness about the project, providing an opportunity for the various actors to contribute their views, clarifying the roles of key stakeholders in project formulation and implementation, and ensuring ownership of the project. Therefore, the purpose of the SEP is to provide a roadmap for ensuring an effective structured engagement of stakeholders during the project development process and implementation phase, enhance inclusivity and ensure an improved understanding of priority intervention areas. The EHPMP is being prepared under the World Bank’s new Environment and Social Framework (ESF), which came into effect on October 1, 2018, replacing the Bank’s Environmental and Social Safeguard Policies. Under the ESF, projects must comply with ten Environmental and Social Standards (ESS) in investment project lending financed by the Bank. The Stakeholder Engagement Plan, developed by the EHPM Project, will provide guidance for the preparation of sub-project level ESS and will be updated periodically and changes validated during project implementation and monitored and its effectiveness evaluated towards the end of the project.

### 1.3 Project Description

The Government of Zambia with support from the World Bank and the Global Environment Facility, is implementing a project entitled, Environmental Health and Pollution Management Project (EHPMP), has an objective to reduce unintentionally produced organic pollutants pollution in pilot sites and strengthen the institutional capacity to manage and regulate solid waste and e-waste in Zambia.

The proposed EHPMP is aligned with the WBG’s twin goals of ending extreme poverty and promoting shared prosperity. The EHPMP is aligned with and will support the objectives of Pillars 1 and 2 of the Bank’s Africa Strategy – competitiveness and employment, and vulnerability and

resilience, and the foundations of the strategy – governance and public-sector capacity. EHPMP will promote sustainable inclusive growth by improving access to environmental services through knowledge sharing and capacity building. EHPMP will further strengthen human capital by improving health of vulnerable populations, especially children. The EHPMP will complement other regional initiatives and individual projects, focusing on competitiveness, sustainability and governance.

The EHPMP will contribute to the GEF 6 Chemicals and Waste Focal Area Strategy that aims to achieve the long-term goal “to prevent the exposure of humans and the environment to harmful chemicals and waste of global importance including POPs, mercury and ozone depleting substances.”

The project is consistent with the Country Partnership Framework (FY19-FY23) that aims to help the Government of Zambia address the development challenges in its priority areas identified in the Seventh National Development Plan. The project will directly contribute to the CPF’s focus area 1 “More even territorial development: Opportunities and Jobs for the poor”. Furthermore, Zambia recognizes that the challenges in pollution management facing the country require increasing efforts to reach a sustainable future growth scenario. The national development strategy identifies improper solid waste management as a health risk to the affected communities, further highlighted in the National Solid Waste Management Strategy (NSWMS) of 2004 which sets out an integrated approach to addressing the problem. The EHPMP is aligned with the second National Implementation Plan (NIP) for Zambia (2017), which sets out the roadmap and methodology for implementing the Stockholm Convention in the country. The NIP identified a need to strengthen environmental monitoring capacity, mechanisms and enforcement capacity of responsible institutions, as well as increase the level of awareness on the health risks associated with POPs and chemical pollution.



Figure 1: Project Location- Map of Zambia, Source: <https://ontheworldmap.com/zambia/>

## 1.4 Project Components

The project main objective is to reduce UPOPs pollution in pilot sites and strengthen the institutional capacity to manage and regulate solid waste and e-waste in Zambia.

The EHPMP comprises four components:

### 1.4.1 Component 1: Institutional strengthening, knowledge and capacity building

Institutional strengthening, knowledge and capacity building. This component will strengthen the knowledge and capacity to address the health risks due to the release of chemicals from e-waste and other solid waste dumpsites.

### 1.4.2 Component 2: Policy Dialogue and Regulatory Enhancements

Policy Dialogue and Regulatory Enhancements. This component will support the Governments' efforts in strengthening current environmental policies and regulations and facilitate their implementation to better address the health risks associated to UPOPs.



#### 1..4.3 Component 3 :Demonstrating application of technological tools and economic approaches

This component will finance the selection and application of specific cleaner technologies in contaminated areas of each country. The technologies will be chosen based on criteria aiming at: reducing environmental health risks at the community level, cost effectiveness, and potential for replication (scale-up). Thus, the investments will be community-focused, and the project will be technology-neutral, to ensure that the most appropriate and cost-effective technology choices are made.

#### 1..4.4 Component 4: Project Coordination and Management

Project Coordination and Management. The component will finance support for project management at both national and county levels to ensure coordinated and timely execution of project activities.

### 1..5 Project Summary

The EHPMP is aligned with and will support the objectives of Pillars 1 and 2 of the Bank’s Africa Strategy – competitiveness and employment, and vulnerability and resilience, and the foundations of the strategy – governance and public-sector capacity. EHPMP will promote sustainable inclusive growth by improving access to environmental services through knowledge sharing and capacity building. EHPMP will further strengthen human capital by improving health of vulnerable populations, especially children. The EHPMP will complement other regional initiatives and individual projects, focusing on competitiveness, sustainability and governance.

The EHPMP will contribute to the GEF 6 Chemicals and Waste Focal Area Strategy that aims to achieve the long-term goal “to prevent the exposure of humans and the environment to harmful chemicals and waste of global importance including POPs, mercury and ozone depleting substances.”

The project is consistent with the Country Partnership Framework (FY19-FY23) that aims to help the Government of Zambia address the development challenges in its priority areas identified in the Seventh National Development Plan. The project will directly contribute to the CPF’s focus area 1 “More even territorial development: Opportunities and Jobs for the poor”. Furthermore, Zambia recognizes that the challenges in pollution management facing the country require increasing efforts to reach a sustainable future growth scenario. The national development strategy identifies improper solid waste management as a health risk to the affected communities, further highlighted

in the National Solid Waste Management Strategy (NSWMS) of 2004 which sets out an integrated approach to addressing the problem. The EHPMP is aligned with the second National Implementation Plan (NIP) for Zambia (2017), which sets out the roadmap and methodology for implementing the Stockholm Convention in the country. The NIP identified a need to strengthen environmental monitoring capacity, mechanisms and enforcement capacity of responsible institutions, as well as increase the level of awareness on the health risks associated with POPs and chemical pollution.

### 1.6 World Bank requirements for stakeholder Engagement/Relevant ESS

The World Bank's Environmental and Social Framework (ESF) came into effect on October 1, 2018. The Framework includes Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

As defined by the 2018 ESF and ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. Key elements of ESS10 include:

- "Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project."
- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.”

Borrowers are required to develop a Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts (paragraph 13). Stakeholders have to be identified and the SEP has to be disclosed for public review and comment as early as possible, before the project is appraised by the World Bank. ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.

## 2 Purpose of Stakeholder Engagement Plan

The overall objective of this Stakeholder Engagement Plan (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 EHPMP ZEMA (project team) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about EHPMP project and any activities related to the project.

The involvement of the local population is essential to the success of the project(s) in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities.

The Key Objectives of the SEP can be summarised as follows:

- Provide guidance for stakeholder engagement such that it meets the standards of International Best Practice;

- Identify key stakeholders that are affected, and/or able to influence the Project and its activities;
- Identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation;
- Develops a stakeholders engagement process that provides stakeholders with an opportunity to influence project planning and design;
- Establish formal grievance/resolution mechanisms;
- Define roles and responsibilities for the implementation of the SEP;
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

## 2..1 Stakeholder Identification, Analysis and Communication Methods

In this SEP, stakeholders refer to individuals or groups who:

- a) Are affected or likely to be affected by the project (project affected parties); and
- b) May have an interest in the project (other interested parties)

### 2..1.1 Project stakeholders

Project stakeholders are 'people who have a role in the Project, or could be affected by the Project, or who are interested in the Project'. Project stakeholders can be grouped into primary stakeholders who are "...individuals, groups or local communities that may be affected by the Project, positively or negatively, and directly or indirectly"... especially... "those who are directly affected, including those who are disadvantaged or vulnerable" and secondary stakeholders, who are "...broader stakeholders who may be able to influence the outcome of the Project because of their knowledge about the affected communities or political influence over them".

Thus, Project stakeholders are defined as individuals, groups or other entities who:

- (i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as 'affected parties'); and
- (ii) may have an interest in the Project ('interested parties'). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

Cooperation and negotiation with the stakeholders throughout the Project development often also require the identification of persons within the groups who act as legitimate representatives of

their respective stakeholder group, i.e., the individuals who have been entrusted by their fellow group members with advocating the groups' interests in the process of engagement with the Project.

Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. The legitimacy of such representatives may stem both from their official elected status and their informal and widely supported standing within the community that allows them to act as focal points of contact in Project's interaction with its stakeholders. Examples of legitimate stakeholder representatives include and are not limited to:

- Elected officials of regional, local, and village councils and self-governance bodies;
- Leaders of informal or traditional community institutions such as village headpersons or chiefs of the communes;
- Non-elected leaders that have wide recognition within their community, such as chairpersons of local initiative groups, committees, local cooperatives etc.;
- Leaders of community-based organizations, local NGOs and women's groups;
- The elders and veterans within the affected community;
- Religious leaders, including those representing traditional faiths;
- Teachers and other respected persons in the local communities, etc.

Verification of stakeholder representatives (i.e., the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders. Legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on who can be representing their interests in the most effective way.

## 2..1.2 Methodology for Stakeholder Engagement

### 2..1.2.1 Main Principles

In order to meet best practice approaches, ZEMA will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: public consultations for the project(s) will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;

- Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects(s) is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, elderly including diverse ethnic groups.

## 2..2 Stakeholder Identification and Analysis

Stakeholder engagement process for the EHPMP in Zambia will start from identification, mapping and analysis. It is anticipated that this Stakeholder Engagement Plan (SEP) will help clarify the stakeholder identification procedure at the national level for the forthcoming stages. This will guide Zema and allow complying with above cited commitments (national and international). The following criteria, adjusted to take account of local specific conditions, are proposed to be used for the identification of stakeholders:

- **Liability:** project implementation or on-going operations may result in legal, financial or other liabilities of the proponent to a social group;
- **Influence:** a social group may be able to substantially influence project implementation or on-going operations;
- **Partnership:** there are opportunities for building partnership relations between the project developer and a given social group in the framework of the project implementation or on-going operations;
- **Dependency:** project implementation may significantly affect a given social group, in particular, it may affect vital interests of its representatives if they are dependent on the project on-going operations in economic or financial terms;
- **Representation:** a social group may have a right to represent interests with regard to a project or on-going operations, and this right is legitimated through legislation, custom and and/or cultural specifics;

- **Expressed interest:** a social group and/or individual may express interest to a project or on-going operations, and this group is not necessarily directly affected by the planned or current activities

A general list of stakeholder groups identified is presented in Table 1 below.

Table 1 Stakeholder groups and interest in engagement

<b>Stakeholder group</b>	<b>Interest/cause in engagement</b>
<b>International level</b>	
Environmental and societal NGOs Pace International Secretariat for Basal, Stockholm and Rotterdam Convention CASC Secretariat COMESA	Scientific understanding of the range or problems associated with the project(s).
<b>National level</b>	
Government Ministries and Administration	Legislative and executive authorities. Functions of supervision and monitoring
NGOs/CBOs	Represents the interests of different interested parties and vulnerable groups
Mass media	They are intermediaries for informing the general public about the planned activities of the project developer(s) and for information disclosure in connection with the proposed project(s).
Academic, Research and Scientific Institutions	Scientific understanding of the range or problems associated with the proposed project(s). Scientific approach to the relevant issues. Possible specialists' provision for further activity in project implementation.
Business community / Private sector	Economically interested business entities (conclusion of contracts, economic damage due to competition, etc.); they can be also potential customers of the project developer.
Project employees and Project's sub-contractors	Technical understanding of the range or problems associated with the proposed project(s) including H&S issues.
<b>Regional and District level</b>	
Administration of all 10 provinces Government Ministries in Central province	Legislative and executive authorities. Functions of supervision and monitoring
District Administrations	Legislative and executive authorities. Functions of supervision and monitoring
Local NGOs/CBO/faith-based institutions	Represents interests of different interested parties and vulnerable groups

<b>Stakeholder group</b>	<b>Interest/cause in engagement</b>
Mass media	They are intermediaries for informing the general public about the planned activities of the project developer and for information disclosure in connection with the proposed project.
Business community	Economically interested business entities (conclusion of contracts, economic damage due to competition, etc.); they can be also potential customers of the project developer.
Local communities	Interested parties living in regions of seismic activities that could be indirectly affected by the realization of the projects
<b>Local level</b>	
Area Member of parliament Area counselor /WDC	Represents interests of affected communities (land users) and vulnerable groups
Local Business community / Private sector including chain Stores	Economically interested business entities (conclusion of contracts, economic damage due to competition, etc.); they can be also potential customers of the project developer.
Local land users and other local population	Potential vulnerable groups, affected communities and other interested parties living in the close vicinity to seismic study activity
Local NGOs/CBO/faith-based institutions	Represents interests of different interested parties and vulnerable groups

### 2..2.1 Stakeholder Categorisation

For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

- **Affected Parties** – persons, groups and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable



status<sup>1</sup>, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project(s).

Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholder parties toward the successful implementation of the project(s) and will enable the project(s) to draw on their pre-existing expertise, networks and agendas. It will also facilitate both the community's and institutional endorsement of the project(s) by various parties. Access to the local knowledge and experience also becomes possible through the active involvement of stakeholders.

A description of the aforementioned stakeholder groups is provided in the **Annex 1**.

### 2..2.2 Affected Parties

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

- Communities in the vicinity of the project's planned activities;
- The local population and local communes;
- Residents, business entities, and individual entrepreneurs in the area of the project that can benefit from the employment, training and business opportunities;
- Government officials, including Municipal Administration of the in the project area, village administrations, environmental protection authorities;
- Community-based groups and non-governmental organizations (NGOs) that represent local residents and other local interest groups, and act on their behalf; and
- ZEMA employees and contractors.

Local NGOs and initiative/advocacy groups represent the considerable capacity that the project(s) may tap for disseminating the information and raising awareness of the planned activities among the potentially affected communities in the project area. NGOs typically have well established interaction with the local communities, are able to propose the most effective and culturally appropriate methods of liaising based on the local customary norms and prevailing means of communication, and possess the facilitation skills that may be utilized as part of the project's

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<sup>1</sup> Vulnerable status may stem from an individual's or group's race, national, ethnic or social origin, color, gender, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.

consultations. In addition, NGOs may lend assistance in disseminating information about the proposed project(s) to the local communities, including in the remote areas (e.g., by placing information materials about the project in their offices, distributing the project information lists during events that they are organizing), and provide venues for the engagement activities such as focus-group discussions.

### 2..2.3 Other Interested Parties

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

- Residents of the other rural settlements within the project area, who can benefit from employment and training opportunities stemming from the project;
- Civil society groups and NGOs on the regional, national and local levels, that pursue environmental and socio-economic interests and may become partners of the project. Organizations within this group are likely to be located outside the project's Direct Area of Influence;
- Business owners and providers of services, goods and materials within the project area that will be involved in the project's wider supply chain or may be considered for the role of project's suppliers in the future;
- Government of the Zambia – government officials, permitting and regulatory agencies at the national and regional levels, including environmental, technical, social protection and labor authorities.
- Mass media and associated interest groups, including local, regional and national printed and broadcasting media, digital/web-based entities, and their associations.

### 2..2.4 Vulnerable Groups

A significant factor in achieving inclusiveness of the engagement process is safeguarding the participation of vulnerable individuals in public consultations and other engagement forums established by the project. The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g. minorities or fringe groups), dependence on other individuals or natural resources, etc.

Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

Within the Project Area of Influence, the vulnerable groups may include and are not limited to the following:

- Elderly people and veterans of war;
- Persons with disabilities and their careers;
- Low-income families dependent on state support;
- Women-headed households or single mothers with underage children;
- The unemployed persons.

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.

This section describes stakeholder engagement activities that will be implemented by ZEMA going forwards, including activities tailored to the specific project phases/developments as well as the on-going routine engagement.

### 3 Previous Stakeholder Engagements

#### 3.1 Summary of Previous Stakeholder Engagement Activities

During project operation, a number of consultations and disclosure were undertaken. In 2022 Workshops were held in five different provinces namely Lusaka, Eastern Chipata, Western Mongu, North Western (Solwezi), central and Copperbelt, Kitwe. The main aim of stakeholder engagement was to sensitize key stakeholders on the challenges being faced to dispose of E-waste, solid waste and uPOPs. In addition, the Workshop helped to identify as many players as possible that can participate in E-waste management and also create linkages for all the stakeholders. The stakeholder's workshop engagement further showed that various participants had several views, ideas and suggestions on strengthening public engagements and managing e-waste, uPOPs, solid waste and regulation in the country include the following:

- Giving incentives to people who would want to engage in e-waste and uPOPs.
- Need for ZEMA to promote e-waste programmes where manufactures are actively involved.
- Amend ICT Act in order to give mandate in collaboration with ZEMA
- Local authority needs to come on board and advise communities on how to manage waste and work together on managing e-waste and uPOPs in the country
- Law making bodies to come up with laws on e-waste management
- Come up with e-waste regulations in the country as there is not currently there
- There is need for more sensitization of e-waste issues through various media platforms
- Need for by laws which would promote sorting, separation and recycling the various types of waste at household level.
- Need for ZEMA to engage most stakeholders in waste management especially e-waste, hazardous waste and uPOPs,
- There is need for capacity building in terms of e-waste management in the country
- Need for advocacy towards recycling
- Revise policies to include e-waste issues in details
- Academia should take a centre stage with regard to research on e-waste and uPOPs issues in the country
- Prelaunch Extended Producer Responsibility (EPR) to have more awareness activities e.g., in schools
- Strengthen curriculum in schools and higher learning institutions to emphasise on e-waste and uPOPs. The total number of participants was 65 with 16 females and 49 male  
Annex 9 has a list of participants of said engagements.

Several series of capacity building meetings were held with the Local Authorities, Ministry of Health, Zambia Revenue Authority and the Zambia Police service. The meeting was a trainer of trainer's capacity building workshop whose objective was to provide skills and Knowledge transfer on solid waste/hazardous waste management, Persistent Organic Pollutants (POPs)/Unintentional Persistent Organic Pollutants (UPOPs), e-waste, waste recycling, hazardous chemicals management and general environmental Management, emergency response of hazardous chemicals and environmental reporting to officers whose line of work exposes them to hazardous substances including chemicals and POPs/UPOPs.. The Officers trained will in turn use the knowledge gained from the workshop to train officers within their institutions. Below is a summary of the trainings. See attached annex 10 for list of participants.

## SUMMARY OF CAPACITY BUILDING TRAINING

S/N	Name of Province	Date of training	Name of organization	Title of Officers trained	Number of officers trained	Males	Females
1.	Central Province – Kabwe	27 <sup>th</sup> June 2022	Ministry of Health	Environmental Health Technologists	8	19	6
			Local Authority	Public Health Inspectors	17		
2.	Eastern Province – Chipata	15 <sup>th</sup> – 17 <sup>th</sup> September 2022	Local Authority	Public health Inspectors	15	40	19
			Ministry of Health	Environmental Technologists	18		
			Zambia Police	Zambia Police Officers	23		
			ZRA	Customs Officers	3		
3.	Muchinga Province - Nakonde	December 5 <sup>th</sup> – 9 <sup>th</sup> 2022	Ministry of Health	Environmental Health technicians	8	17	6
			Local Authority	Public Health Inspectors	17		
				Town planner	6		
			Zambia Police	Police officers	12		
			ZRA	Customs Officers	1		
4	Copperbelt Province – Kitwe	20 <sup>th</sup> -25 <sup>th</sup> March 2023	Local Authority	Public Health Inspectors	10	31	17
			Ministry of Health	Environmental Technicians	14		
			Zambia Police	Police officers	11		
			ZRA	Customs	4		
			Media	Journalists	5		
				TOTAL	172	104	48
5	Lusaka	15-16 <sup>th</sup> March 2023	Waste Collectors				

The PIU held a Capacity building workshop for the Waste pickers in the informal sector on improved waste management, recycling and risk reduction. 46 waste collectors were trained with 27 female and 20 Male, the meeting was held in March 15<sup>th</sup> – 16<sup>th</sup> 2023. Specific workshop objectives were;

1. To Raise awareness on the health risks associated with waste management especially e waste
2. Minimise the Health risks of waste collectors working at the disposal site by providing the necessary knowledge on how to reduce these risks and improve safety and their health.
3. Identify waste including e-waste that could pose a risk to human health and the environment
4. Have knowledge to manage and minimize the risks that result from managing waste
5. Support waste collectors with Personal Protective Equipment
6. To enhance waste management and reduce risks associated with waste and UPOPs

## 4 Stakeholder Engagement Program

### 4.1 Engagement Methods and Tools

The project(s) intend to utilize various methods of engagement that will be used by as part of its continuous interaction with the stakeholders. For the engagement process to be effective and meaningful, a range of various techniques need to be applied that are specifically tailored to the identified stakeholder groups. Methods used for consulting with statutory officials may be different from a format of liaising with the local communities (focus group discussions, displays and visuals with a lesser emphasis on technical aspects).

The format of every consultation activity should meet general requirements on accessibility, i.e., should be held at venues that are easily reachable and do not require long commute, entrance fee or preliminary access authorization, cultural appropriateness (i.e., with due respect to the local customs and norms), and inclusiveness, i.e., engaging all segments of the local society, including disabled persons, the elderly, minorities, and other vulnerable individuals. If necessary, logistical assistance should be provided to enable participants from the remote areas, persons with limited physical abilities and those with insufficient financial or transportation means to attend public meetings scheduled by the project.

Ensuring the participation of vulnerable individuals and groups in project consultations may require the implementation of tailored techniques. Since their vulnerable status may lead to people's diffidence and reluctance or physical incapacity to participate in large-scale community meetings, visiting such individuals/ families at their homes or holding separate small group discussions with them at an easily accessible venue is a way for the project to reach out to the groups who, under standard circumstances, are likely to be insufficiently represented at community gatherings.

### 4.2 Description of Engagement Methods

Various methods of engagement will be used as part of the project's interaction with the stakeholders, to ensure that different stakeholder groups are successfully reached and are involved in the process of consultation, decision-making and the development of impact management solutions.

International standards increasingly emphasize the importance of a consultation being 'free, prior and informed', which implies an accessible and unconstrained process that is accompanied by the

timely provision of relevant and understandable information. In order to fulfil this requirement, a range of consultation methods are applied that specifically focus on this approach.

Information that is communicated in advance of public consultations primarily includes an announcement thereof in the public media – local, regional and national, as well as the distribution of invitations and full details of the forthcoming meeting well in advance, including the agenda. It is crucial that this information is widely available, readily accessible, clearly outlined, and reaches all areas and segments of the target community.

These parameters can be achieved by implementing the following approach:

Advance public notification of an upcoming consultation meeting follows the same fundamental principles of communication, i.e., it should be made available via publicly accessible locations and channels. The primary means of notification may include mass media and the dissemination of posters/ advertisements in public places. The project keeps proof of the publication (e.g., a copy of the newspaper announcement) for the accountability and reporting purposes. Existing notice boards in the communities may be particularly useful for distributing the announcements, such as boards adjacent to the widely visited public premises – post offices, chain stores, transport links, and offices of the local NGOs. When the notifications are placed on public boards in open air, it should be remembered that the posters are exposed to weather, may be removed by passers or covered by other advertisements. The project's staff will therefore maintain regular checks in order to ensure that the notifications provided on the public boards remain in place and legible.

Another critical aspect of the meeting preparation process is selecting the methods of communication that reach the potential audience with lower levels of literacy or those who are not well-versed in the technical aspects of the proposed. Oral communication is an option that enables the information to be readily conveyed to such persons. This includes involving the selected community representatives/ local NGOs/faith-based organisations and initiative groups to relay up-to-date information on the project and consultation meetings to other members of the community, Advertising the project and the associated meetings via radio or television and making direct calls (in case fixed-line or mobile phone communication is available) is another method that allows reaching out to the remote audiences. The announcement of a public meeting or a hearing is made sufficiently in advance, thereby enabling participants to make necessary arrangements, and provides all relevant details, including date, time, location/venue and contact persons.

- Placement of the project materials in the public domain is also accompanied by making available a register of comments and suggestions that can be used by any member of the affected community and general public to provide their written feedback on the contents of

the presented materials. As a rule, the register is made available for the entire duration of the requisite disclosure period. Where necessary, a project representative or an appointed consultant should be made available to receive and record any verbal feedback in case some stakeholders experience a difficulty with providing comments in the written form.

Drafting an agenda for the consultation meeting is an opportunity to provide a clear and itemized outline of the meeting's structure, sequence, chairpersons, a range of issue that will be discussed and a format of the discussion (e.g., presentation/ demonstration followed by a Questions & Answers – Q&A session, facilitated work in small groups, feature story and experience sharing, thematic sessions with a free speaking format enabling the exchange of ideas). A clearly defined scope of issues that will be covered at the meeting gives the prospective participants an opportunity to prepare their questions and comments in advance. It is essential to allocate a sufficient amount of time for a concluding Q&A session at the end of any public meeting or a hearing. This allows the audience to convey their comments and suggestions that can subsequently be incorporated into the design of the project. Keeping a record of all public comments received during the consultations meetings enables the project's responsible staff to initiate necessary actions, thereby enhancing the project's overall approach taking onto consideration the stakeholders' priorities. The recorded comments and how they have been addressed by the project becomes an appropriate material for inclusion in the project's regular reporting to the stakeholders. Distribution of targeted invitations to the consultation meeting or a hearing is an important element of the preparation process and is based on the list of participants that is compiled and agreed in advance of the consultation. Invitations may be sent both to certain individuals that have been specifically identified as relevant stakeholders (e.g., representatives of authorities, leaders of local NGOs and initiative groups, village chairpersons) and as public invites (e.g., addressed to initiative and professional bodies, local organizations, and other public entities). Text of individual invitations can be tailored to reflect the specifics of an invitee and their role in the process, whereas the text of public invitations normally indicates general details. Means of distributing the invitations should be appropriate to the customary methods of communication that prevail locally in the Project Area of Influence (PAI). Depending on the availability and technical feasibility, the following means of distribution can be used: direct mail (post); as an inclusion with other existing public mailings, utility bills, or circulates from a local authority. The invitation should typically contain a clear request for confirmation of the participation, also specifying a date by which the confirmation is expected. All invitations that were sent out are tracked in order to determine and manage the response rate. If no response has been received, the invitation can be followed up by a telephone call or e-mail where possible.



Zema/PIU will use a range of techniques to fulfill the main purpose of its consultation activities aimed at raising the community's and stakeholder awareness about the planned and current activities undertaken by the project, as well as to solicit public feedback that can subsequently be input into the project's mitigation and enhancement measures. As discussed above, due consideration will be given to the cultural appropriateness and inclusiveness of the consultation settings as well as gender and other sensitivities that may prevail in the local communities. Knowledge and advice of the community representatives and local NGOs are invaluable to ensure that these aspects are fully observed. If deemed necessary, separate meetings and focus group discussions will be held, as described above.

An attendance list is made available at the commencement of the consultation/hearing in order to record all participants who are present at the meeting and their affiliation. Wherever possible, attendees' signatures should be obtained as a proof of their participation. Details of the attendees who were not initially on the list (e.g., those participating in place of somebody else, or general public) should be included in addition to those who have registered for the meeting in advance.

In most cases and as a general practice, the introductory initial part of the meeting or a hearing should be delivered in a format that is readily understandable to the audience of laypersons and should be free of excessive technical jargon. If necessary, preference should be given, whenever possible, to the oral and visual methods of communication (including presentations, pictorials, illustrations, graphics and animation) accompanied by hand-out materials imparting the relevant information in understandable terms rather than as text laden with technical intricacies. Where technical specifics of the project's particular activities or solutions are required to be delivered in a greater level of detail, it will be ensured that the information conveyed remains comprehensible to all members of the audience and that the description of complex technicalities is adapted to their level of understanding, thereby enabling productive feedback and effective discussion.

If a large audience is expected to attend a public meeting or a hearing, necessary arrangements will be made to ensure audibility and visibility of the presentation and any demonstrations involved. This includes provision of a microphone, proper illumination, projector, places allocated for the wheelchair users, etc.

Taking records of the meeting is essential both for the purposes of transparency and the accuracy of capturing public comments. At least three ways of recording may be used, including:

- taking written minutes of the meeting by a specially assigned person or a secretary;
- audio recording (e.g., by means of voice recorders); and
- photographing.
- The latter should be implemented with a reasonable frequency throughout the meeting, allowing notable scenes to be captured but at the same time not distracting or disturbing the audience excessively. Where feasible, the video recording may also be undertaken. Combination of these methods assures that the course of the meeting is fully documented and that there are no significant gaps in the records which may result in some of the important comments received from the stakeholder audience being overlooked.

As a possible option in addition to the Q&A session nearer the close of the public meeting/hearing, evaluation (feedback) forms may be distributed to participants in order to give them an opportunity to express their opinion and suggestions on the project. This is particularly helpful for capturing individual feedback from persons who may have refrained from expressing their views or concerns in public.

Questions provided in the evaluation form may cover the following aspects:

- Participant's name and affiliation (these items are not mandatory if the participant prefers to keep the form confidential)
- How did they learn about the Project and the consultation meeting?
- Are they generally in favour of the Project?
- What are their main concerns or expectations/hopes associated with the Project or the particular activity discussed at the meeting?
- Do they think the Project will bring some advantages to their community as a whole?
- Is there anything in the Project and its design solutions that they would like to change or improve?
- Do they think that the consultation meeting has been useful in understanding the specific activities of the Project, as well as associated impacts and mitigation measures? What aspects of the meeting they particularly appreciated or would recommend for improvement?

Bearing in mind that some of the participants might find completion of the evaluation form challenging due to the literacy constraints or concerns about their confidentiality, the distribution of the feedback forms should always be explained that filling the form is optional. Some persons

may be willing to express their feedback verbally and in this case a member of Project staff will be allocated to take notes.

A summary description of the engagement methods and techniques that will be applied by project developer is provided in Table 2 below. The summary presents a variety of approaches to facilitate the processes of information provision, information feedback as well as participation and consultation

Table 2: Methods, Tools and Techniques for Stakeholder Engagement

Method / Tool	Description and Use	Contents	Dissemination Method	Target Groups
<b>Information Provision</b>				
Distribution of printed public materials: leaflets, brochures, infographics	Used to convey information on the Project and regular updates on its progress to local, regional and national stakeholders.	Printed materials present illustrative and written information on Project activities, facilities, technologies and design solutions, as well as impact mitigation measures. Presented contents are concise and adapted to a layperson reader. Graphics and pictorials are widely used to describe technical aspects. Information may be presented both in Russian and Tajik for local and national stakeholders, and in English for international audience.	Distribution as part of consultation meetings, public hearings, discussions and meetings with stakeholders, as well as household visits in remote areas. Placement at the offices of local administrations and NGOs, libraries and other public venues.	Households in Project Area of Influence. Residents of Kabwe town, as well as wider stakeholders in Zambia.
Distribution of printed public materials: newsletters/ updates	A newsletter or an update circular sent out to Project stakeholders on a regular basis to maintain awareness of the Project development.	Important highlights of Project achievements, announcements of planned activities, changes, and overall progress.	Circulation of the newsletter or update sheet with a specified frequency in the Project Area of Influence, as well as to any other stakeholders that expressed their interest in receiving these periodicals. Means of distribution – post, emailing,	Households in Project Area of Influence. Public venues in Project Area of Influence – local authority offices, libraries.

			electronic subscription, delivery in person. The mailed material can be accompanied by an enclosed postage-paid comment/feedback form that a reader can fill in a return to the Project's specified address.	Residents in project area
Printed advertisements in the media	Inserts, announcements, press releases, short articles or feature stories in the printed media – newspapers and magazines	Notification of forthcoming public events or commencement of specific Project activities. General description of the Project and its benefits to the community.	Placement of paid information in local, regional and national printed media, including those intended for general reader and specialised audience	Residents in project area
Radio or television entries	Short radio programmes, video materials or documentary broadcast on TV.	Description of the Project, Project development updates, solutions for impact mitigation. Advance announcement of the forthcoming public events or commencement of specific Project activities.	Collaboration with media producers that operate in the region and can reach local audiences.	Residents in project area General citizenry of Zambia
Visual presentations	Visually convey Project information to affected communities and other interested audiences.	Description of the Project and related solutions/impact management measures. Updates on Project development.	Presentations are widely used as part of the public hearings and other consultation events with various stakeholders.	Affected communities in in the project area, participants of the public hearings, consultations, rounds tables, focus group discussions and other forums attended by Project stakeholders. Authorities and other governmental bodies.
Notice boards	Displays of printed information on notice boards in public places.	Advance announcements of the forthcoming public events, commencement of specific Project activities, or changes to the scheduled process.	Printed announcements and notifications are placed in visible and easily accessible places frequented by the local public, including libraries, village cultural centres, post offices, shop, local administrations.	Directly affected communities in the project area

Information Feedback				
Information repositories accompanied by a feedback mechanism	Placement of Project-related information and printed materials in dedicated/designated locations that also provide visitors and readers with an opportunity to leave their comments in a feedback register.	Various Project-related materials, ESMF documentation, environmental and social action plans.	Deposition of materials in publicly available places (offices of local NGOs, local administrations, libraries) for the duration of a disclosure period or permanently. Audience are also given free access to a register of comments and suggestions.	Directly affected communities in the project area
Dedicated telephone line (hotline)	Setting up a designated and manned telephone line that can be used by the public to obtain information, make enquiries, or provide feedback on the Project. Initially, telephone numbers of Project's specialised staff can be shared with the public, particularly staff involved in stakeholder engagement, public relations and environmental protection.	Any issues that are of interest or concern to the local communities and other stakeholders.	Telephone numbers are specified on the printed materials distributed to Project stakeholders and are mentioned during public meetings. Project's designated staff should be assigned to answer and respond to the calls, and to direct callers to specialist experts or to offer a call-back if a question requires detailed consideration.	Local communities within the Project Area of Influence. Any other stakeholders and interested parties within Kabwe and Zambia in general.
Internet/Digital Media	Launch of Project website to promote various information and updates on the overall Project, impact assessment and impact management process, procurement, employment opportunities, as well as on Project's engagement activities with the public. Web-site should have a built-in feature that allows viewers to leave comments or ask questions about the Project. Website should be available in two languages – Bemba (language commonly used in project area) and in English for both local and international stakeholders.	Information about Project operator and shareholders, Project development updates, health and safety, community relations, community updates, employment and procurement, environmental and social aspects.	A link to the Project web-site should be specified on the printed materials distributed to stakeholders. Other on-line based platforms can also be used, such as web-conferencing, webinar presentations, web-based meetings, Internet surveys/polls etc. Limitation: Not all parties/stakeholders have access to the internet, especially in the remote areas and in communities.	Affected communities, Project stakeholders and other interested parties that have access to the internet resources.

Surveys, Interviews and Questionnaires	The use of public opinion surveys, interviews and questionnaires to obtain stakeholder views and to complement the statutory process of public hearings.	Description of the proposed Project and related solutions/impact management measures. Questions targeting stakeholder perception of the Project, associated impacts and benefits, concerns and suggestions.	Soliciting participation in surveys/interviews with specific stakeholder groups or community-wide. Administering questionnaires as part of the household visits.	Directly affected households in the Project Area of Influence. Other communities within the Project Area of Influence.
Feedback & Suggestion Box	A suggestion box can be used to encourage residents in the affected communities to leave written feedback and comments about the Project. Contents of the suggestion box should be checked by designated Project staff on a regular basis to ensure timely collection of input and response/action, as necessary.	Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during public meetings.	Appropriate location for a suggestion box should be selected in a safe public place to make it readily accessible for the community. Information about the availability of the suggestion box should be communicated as part of Project's regular interaction with local stakeholders.	Directly affected households in the Project Area of Influence. Other communities within the Project Area of Influence.
<b>Consultation &amp; Participation</b>				
Public hearings	Project representatives, the affected public, authorities, regulatory bodies and other stakeholders for detailed discussion on a specific activity or facility that is planned by the Project and which is subject to the statutory expert review.	Detailed information on the activity and/or facility in question, including a presentation and an interactive Questions & Answers session with the audience.	Wide and prior announcement of the public hearing and the relevant details, including notifications in local, regional and national mass media. Targeted invitations are sent out to stakeholders. Public disclosure of Project materials and associated impact assessment documentation in advance of the hearing. Viewers/readers of the materials are also given free access to a register of comments and suggestions that is made available during the disclosure period.	Directly affected communities in the Project Area of Influence. Other communities within the Project Area of Influence. Residents in the Project Area of Influence
Household visits	Household-level visits can be conducted to supplement the statutory process of public hearings, particularly to	Description of the Project and related solutions/impact management measures. Any questions, queries or concerns, especially for	Visits should be conducted by Project's designated staff with a specified periodicity.	Directly affected in the Project Area of Influence.

	solicit feedback from community members and vulnerable persons who may be unable to attend the formal hearing events.	stakeholders that may have a difficulty expressing their views and issues during formal community-wide meetings.		
Focus Group Discussions and Round Table Workshops	Used to facilitate discussion on Project's specific issues that merit collective examination with various groups of stakeholders.	Project's specific activities and plans, design solutions and impact mitigation/management measures that require detailed discussion with affected stakeholders.	Announcements of the forthcoming meetings are widely circulated to participants in advance. Targeted invitations are sent out to stakeholders.	Directly affected households in the Project Area of Influence, youth, elderly, women, and other vulnerable groups.
Information centres and field offices	Project's designated venue for depositing Project-related information that also offers open hours to the community and other members of the public, with Project staff available to respond to queries or provide clarifications.	Project-related materials. Any issues that are of interest or concern to the local communities and other stakeholders.	Information about the info centre or a field office with open hours for the public, together with contact details, is provided on the Project's printed materials distributed to stakeholders, as well as during public meetings and household visits.	Directly affected communities in the Project Area of Influence and any other stakeholders and interested parties.
Site Tours	Visits to Project Site and facilities organised for local communities, authorities and the media to demonstrate Project solutions. Visitors are accompanied by the Project's staff and specialists to cover various aspects and to address questions arising from the public during the tour.	Demonstration of specific examples of Project's design solutions and approaches to managing impacts.	Targeted invitations distributed to selected audience offering an opportunity to participate in a visit to the Project Site. Limitation: possible safety restrictions on the site access during active construction works.	Local communities within the Project Area of Influence. Elected officials. Media groups. NGOs and other initiative groups.

### 4..3 Description of Information Disclosure Methods

As a standard practice, the Project materials (ESMF, ESMP, SEP, RFP or RAP) released for disclosure are accompanied by making available the registers of comments and suggestions from the public

that are subsequently documented by the project developer in a formal manner. The RFP under ZMERIP will apply for this project.

The project developer will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development.

The ESMF report (together with the associated environmental and social management plan – ESMP) in Bemba, and English will be made available for public review for the period of 60 days in accordance with the international requirements. Subject to the disclosure will also this Stakeholder Engagement Plan. The SEP will be released in the public domain simultaneously with the ESMF and ESMP reports and will be available for stakeholder review during the same period of time, i.e., 60 days.

Distribution of the disclosure materials will be through making them available at venues and locations frequented by the community and places to which public have unhindered access. Free printed copies of the ESMF/ESMPs and the SEP in Bemba will be made accessible for the general public at the following locations:

- ZEMA, Information and Documentation Centre in Lusaka;
- ZEMA website: [www.zema.org.zm](http://www.zema.org.zm); and
- Regional administrations
- Other designated public locations to ensure wide dissemination of the materials.

Electronic copies of the ESMF, ESMP, NTS, RFP, RAP (as required) and SEP will be placed on the ZEMA/PIU web-site [www.zema.org.zm](http://www.zema.org.zm). This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The web-site will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

The mechanisms which will be used for facilitating input from stakeholders will include press releases and announcements in the media, notifications of the aforementioned disclosed materials to local, regional and national NGOs as well as other interested parties.

#### 4.4 Timetable for Disclosure



The disclosure process associated with the release of project E&S appraisal documentation, as well as the accompanying SEP will be implemented within a timeframe that shall be agreed upon:

- Placement of the ESMF (including ESMP and RPF), and SEP in public domain – Dates to be confirmed in final SEP.
- 60-day disclosure period – Dates to be confirmed later in final SEP.
- Public consultation meetings in project affected communities and with other stakeholders to present and discuss findings of the ESMF and measures proposed in the ESMP - Dates to be confirmed in final SEP.
- Addressing stakeholder feedback received on the entire disclosure package - Dates to be confirmed in final SEP.

The SEP will remain in the public domain for the entire period of project development and will be updated on a regular basis as the project progresses through its various phases, in order to ensure timely identification of any new stakeholders and interested parties and their involvement in the process of collaboration with the project. The methods of engagement will also be revised periodically to maintain their effectiveness and relevance to the project’s evolving environment.

The outline presented in the table below summarizes the main stakeholders of the project, types of information to be shared with stakeholder groups, as well as specific means of communication and methods of notification. Table 3 below provides a description of stakeholder engagement and disclosure methods recommended to be implemented during stakeholder engagement process.

**Table 3 Stakeholder Engagement and Disclosure Methods**

<b>Stakeholder Group</b>	<b>Project Information Shared</b>	<b>Means of communication/ disclosure</b>	<b>Time Frame</b>
Local population in the Project Area of Influence	International ESMF, ESAP/ESMP, and Stakeholder Engagement Plan; Public Grievance Procedure; Regular updates on Project development.	Public notices. Electronic publications and press releases on the Project web-site. Dissemination of hard copies at designated public locations. Press releases in the local media. Consultation meetings. Information leaflets and brochures.	Applies to respective project Phase

Stakeholder Group	Project Information Shared	Means of communication/ disclosure	Time Frame
		Separate focus group meetings with vulnerable groups, as appropriate.	
Non-governmental and community-based organizations	ESMF, ESMP, RFP, RAP (if triggered), and Stakeholder Engagement Plan; Public Grievance Procedure; Regular updates on Project development.	Public notices. Electronic publications and press releases on the project web-site. Dissemination of hard copies at designated public locations. Press releases in the local media. Consultation meetings. Information leaflets and brochures.	Ongoing through the project
Government Ministries/authorities and agencies	ESMF, ESMP, Executive Summary, and Stakeholder Engagement Plan; Regular updates on Project development; Additional types of Project's information if required for the purposes of regulation and permitting.	Dissemination of hard copies of the ESMF, ESMP, RFP package, and SEP at municipal administrations. Project status reports. Meetings and round tables.	Applies to respective project phase
Related businesses and enterprises	Stakeholder Engagement Plan; Public Grievance Procedure; Updates on Project development and tender/procurement announcements.	Electronic publications and press releases on the Project web-site. Information leaflets and brochures. Procurement notifications.	Applies to Project implementation phase
Project Employees	Employee Grievance Procedure; Updates on Project development.	Staff handbook. Email updates covering the Project staff and personnel.	Applies to respective project phase

Stakeholder Group	Project Information Shared	Means of communication/ disclosure	Time Frame
		Regular meetings with the staff. Posts on information boards in the offices and on site. Reports, leaflets.	

#### 4.5 Planned stakeholder Engagement Activities

Stakeholder engagement activities will need to provide stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them

Table 4 presents the stakeholder engagement activities ZEMA/PIU will undertake for their project(s). The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance.

Table 4 Planned stakeholder engagement activities



<i>Stage</i>	<i>Target stakeholders</i>	<i>Topic(s) of engagement</i>	<i>Method(s) used</i>	<i>Location/frequency</i>	<i>Responsibilities</i>
<b>STAGE 1: PROJECT PREPARATION (PROJECT DESIGN, SCOPING,, ESMF/RPF/SEP DISCLOSURE)</b>	<b>Project Affected People:</b> People potentially affected by land acquisition People residing in project area Vulnerable households	ESMF, ESMP, RPF, SEP, RAP (if triggered) disclosures Land acquisition process Assistance in gathering official documents for authorized land uses Compensation rates, methodology Compensation packages Project scope and rationale Project E&S principles Resettlement and livelihood restoration options Grievance mechanism process	Public meetings, separate meetings for women and vulnerable Face-to-face meetings Mass/social media communication (as needed) Disclosure of written information: brochures, posters, flyers, website Information boards or desks - In Kabwe Grievance mechanism ZEMA monthly newsletter	Disclosure of Drafts ESMF, RPF, SEP, RAP (if triggered) at beginning of construction that would affect the area Continuous communication through mass/social media and routine interactions Throughout RAP development as needed	ZEMA HSE team CLO Specialists responsible for land acquisition RAP consultant
	<b>Other Interested Parties (External)</b> Representatives in communities	ESMF, ESMP, RPF, SEP, disclosures Land acquisition process Identification of land plots and uses Resettlement and livelihood restoration options (if needed) Project scope, rationale and E&S principles Grievance mechanism process	Face-to-face meetings Joint public/community meetings with PAPs	Throughout RAP development as needed Project launch meetings in Quarterly meetings in affected communities	ZEMA E&S Team & management CLO Specialists responsible for land acquisition RAP consultant
	<b>Other Interested Parties (External)</b> Press and media NGOs Businesses and business organizations Workers' organizations Academic institutions	ESMF, ESMP, RPF, SEP, RAP disclosures Grievance mechanism Project scope, rationale and E&S principles	Public meetings, trainings/workshops (separate meetings specifically for women and vulnerable as needed) Mass/social media communication Disclosure of written information: Brochures, posters, flyers, website	Project launch meetings Meetings in affected communities and in general as needed Communication through mass/social media (as needed)	ZEMA HSE team CLO

	National Government Ministries Zambian Government Departments General public, jobseekers		Information boards or desks i Grievance mechanism Notice board for employment recruitment	Information desks with brochures/posters in affected communities	
	<b>Other Interested Parties (External)</b> Other Government Departments from which permissions/clearances are required; Other project developers, donors	Legal compliance issues Project information scope and rationale and E&S principles Coordination activities Land acquisition process Grievance mechanism process ESMF/ESMP/RPF/SEP disclosures	Face-to-face meetings Invitations to public/community meetings Submission of required reports	Disclosure meetings Reports as required	ZEMA HSE team CLO
	<b>Other Interested Parties (Internal)</b> Other ZEMA staff Supervision Consultants Supervision contractors, sub-contractors, service providers, suppliers, and their workers	Project information: scope and rationale and E&S principles Training ESMF/ESMP requirements and other management plans Grievance mechanism process E&S requirements Feedback on consultant/contractor reports	Face-to-face meetings Trainings/workshops Invitations to public/community meetings	As needed	ZEMA HSE team and project management team CLO
<b>STAGE 2: CONSTRUCTION AND</b>	<b>Project Affected People</b> People potentially affected by project activities People residing in project area Vulnerable households	Grievance mechanism Health and safety impacts (EMF, community H&S, community concerns) Employment opportunities Project status	Public meetings, open houses, trainings/workshops Separate meetings as needed for women and vulnerable Individual outreach to PAPs as needed Disclosure of written information: brochures, posters, flyers, website Information boards in Notice board(s) at construction sites	Quarterly meetings during construction seasons Communication through mass/social media as needed Notice boards updated weekly Routine interactions Brochures in local offices	ZEMA HSE team and project management team CLO Supervision and RAP consultants

		Grievance mechanism ZEMA monthly newsletter		Contractor/sub-contractors
<b>Other Interested Parties (External)</b> Governmental committees for land use and compensation (MBC) residents and representatives in communities	Project scope, rationale and E&S principles Grievance mechanism Project status World Bank compensation requirements	Face-to-face meetings Joint public/community meetings with PAPs	As needed (monthly during construction season)	ZEMA HSE team CLO Supervision and RAP consultants Contractor/sub-contractors
<b>Other Interested Parties (External)</b> Press and media NGOs Businesses and business organizations Workers' organizations Academic institutions National Government Ministries Zambian Government Departments General public, jobseekers	Project information - scope and rationale and E&S principles Project status Health and safety impacts Employment opportunities Environmental concerns Grievance mechanism process	Public meetings, open houses, trainings/workshops Disclosure of written information: brochures, posters, flyers, website, Information boards in Kabwe Notice board(s) at construction sites Grievance mechanism	Same as for PAPs	ZEMA HSE team CLO
<b>Other Interested Parties (Internal)</b> Other ZEMA staff Supervision Consultants Contractor, sub-contractors, service providers, suppliers and their workers	Project information: scope and rationale and E&S principles Training on ESMF/ESMP requirements and other sub-management plans Worker grievance mechanism	Face-to-face meetings Trainings/workshops Invitations to public/community meetings	Daily, as needed	ZEMA HSE team Supervisors

<b>STAGE 3: OPERATION AND MAINTENANCE</b>	<b>Project Affected People:</b> People residing in project area Vulnerable households	Satisfaction with engagement activities and GRM Grievance mechanism process Damage claim process	Outreach to individual PAPs ZEMA website Grievance mechanism ZEMA newsletter	Outreach as needed Meetings in affected Communities (as needed/requested) Monthly (newsletter)	ZEMA HSE team
	<b>Other Interested Parties (External)</b> Press and media NGOs Businesses and business organizations Workers' organizations Academic institutions Local Government Departments General public	Grievance mechanism process Issues of concern Status and compliance reports	Grievance mechanism ZEMA website Face-to-face meetings Submission of reports as required	As needed	ZEMA HSE team & management



## 5 Resource and Responsibilities for Implementing the Stakeholder Engagement Plan

### 5..1 Introduction

In this section the proposed organizational structure and management functions for the stakeholder engagement function to successfully implement the SEP are described.

### 5..2 Responsible Team and Support

The project will have the Responsibilities of the Safeguard team comprised of Environmental and Social Specialists that are responsible for Stakeholder Engagement Plan – overseeing and coordinating all activities associated with stakeholder engagement, manage all activities related to database, logistics, and interaction with other departments of Implementing Agencies. The responsibilities will be the following:

- i. The implementation of community engagement activities will be directly managed by the Environmental and Social Management team.
- ii. Oversee all environmental safeguarding aspects of project activities implemented under the Project.
- iii. Lead the development of guidelines/manuals and trainings materials for local government to support implementation of the SEP and other safeguard instruments;
- iv. Ensure a satisfactory implementation of the SEP through frequent visits to project sites;
- v. Assess closely the efficiency of GRM and regularly communicate with GRCs
- vi. Ensure capacity building is provided to the GRCs through trainings,
- vii. Update SEP as required and recommend on necessary changes;
- viii. Report on quarterly and annual basis the progress of SEP

### 5..3 SEP Implementation Budget

The project has a lifespan of 5 years during which stakeholder engagement activities discussed in the previous chapters and others that will be identified throughout project implementation will be carried out. The budget will cover the following: cost of the staff responsible of the SEP, communication materials, trainings, operational costs (travel, transport, accommodation, stipend). The project will provide funds necessary for effective stakeholder engagement activities.

The table below presents an estimated budget for the planned stakeholder engagement activities with the assumption that it will be updated or amended as appropriate depending on arising project need.

Table 5 Budget required for implementation of SEP

Item	Source of funds
<ul style="list-style-type: none"> <li>• Development/ adapting of communication materials</li> <li>• Translation of communication materials into local languages</li> <li>• Printing and distribution of communication materials</li> <li>• Capacity building training of Call Centre staff on GRM</li> <li>• Correspondence by phone/email/Text/Instant messaging</li> <li>• Print media and TV/radio announcements</li> <li>• Formal meetings &amp; public meetings</li> <li>• Focus group meetings</li> <li>• Workshops, food, transport,</li> <li>• publications, communication material</li> </ul>	Component 1
<b>Grand Total Budget</b>	<b>280,000.00</b>

## 6 FGRM Process

The purpose of the EHPMP FGRM is to define the procedure for managing stakeholder concerns and complaints (grievances) in a planned, timely, and respectful manner. All project-affected persons will be informed of their rights to raise grievances pertaining to EHPMP. Mechanisms will be put in place to ensure that grievances are recorded and considered fairly and appropriately.

### 6.1 EHPMP FGRM goals and objectives:

The EHPMP FGRM seeks to achieve the following objectives:

1. To be responsive to the needs of project beneficiaries by providing a channel for feedback and resolving grievances and disputes at the various levels in the project areas;
2. To provide a mechanism for stakeholder concerns to be addressed effectively, in a timely manner and by the most appropriate department before they escalate;
3. To Identify and monitor stakeholder concerns to support effective stakeholder and risk management;
4. To provide accessible avenues for all stakeholders to contact EHPMP and create an effective communication system between the project and the Aps;
5. To enhance the EHPMP reputation as a transparent project and a leader in Corporate Social Responsibility thereby deterring fraud and corruption; and

6. To provide a platform that ensures compliance with laws, regulations, cultural and traditional rules in the project area and meet requirements of international best practice.

## 6..2 Description of Grievance Mechanism

The grievance mechanism will manage grievances from all stakeholders in all EHPMP project areas of interest where its operations will have an impact. It applies to all grievances that arise as a consequence of any EHPMP activity. This Process is designed to provide a system for managing grievance from the general public, and does not replace ZEMA's legal processes, existing employee grievance systems, normal business-to-business dialogue, or other management procedures already in place. There are no restrictions on the type of issue(s) a stakeholder can raise under this procedure

The GRM will include the following steps:

### **Step 1: Identifying Focal Points**

One officer from the ZEMA PIU team shall serve as focal point for all grievances related to the EHPMP and shall be responsible for receiving and registering complaints from Affected Parties (APs). This FGRM is designed to give the APs access to seek redress to their perceived or actual grievance(s) using this mechanism or other existing mechanisms such as the National Legal System (i.e., local Courts, magistrate courts, High court and Supreme Court), various tribunals (e.g., Land tribunal), mediation boards.

### **Step 2: Registration of Grievances**

Grievances will be logged in the Grievance Register (Annex 2) within a day of receiving the grievance by the assigned officer from ZEMA PIU.

### **Step 3: Assessment and Investigation**

The assigned officer from ZEMA PIU after receiving and registering a complaint will formally acknowledge grievance within 5 working days of the submission of the grievance, informing the Complainant that EHPMP objective is to respond within 21 working days.

### **Step 4: Recommendations and Implementation of Remedies**

After the investigations, the assigned officer from ZEMA PIU shall inform the APs of the outcome and the recommended remedies if any.

### **Step 5: Follow-up and Close Out**

If the Complainant accepts the proposed resolution, the agreed actions are implemented. The Grievance Owner is responsible for assigning action parties, actions, and deadlines to implement the resolution. When the investigations are concluded, the ZEMA/EHPMP Social Expert shall provide feedback to the AP who within 5 days or less shall agree or disagree with the proposed remedies.

## 7 Monitoring and Reporting

The Stakeholder Engagement Plan will be periodically revised and updated as necessary in the course of the EHPMP project implementations in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Monthly 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 responsible staff and referred to the senior management of the project(s). The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

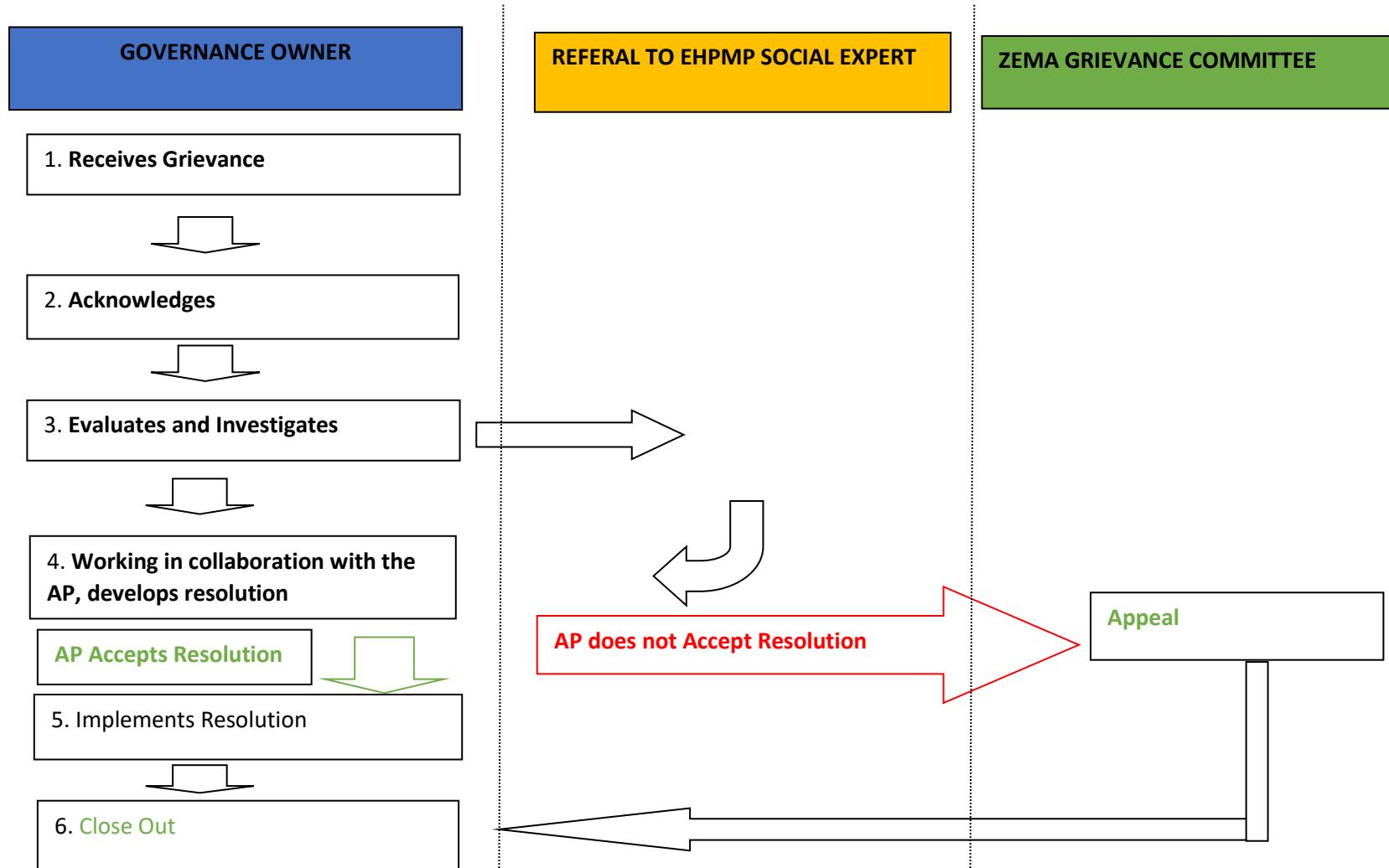
Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
  - Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g., monthly, quarterly, or annually);
  - Frequency of public engagement activities;
  - Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI);
  - Number of public grievances received within a reporting period (e.g., monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
  - Type of public grievances received;
  - Number of press materials published/broadcasted in the local, regional, and national media;
  - Amount of Project's charitable investments in the local communities in the Project Area of Influence.



## 8 ANNEX

### 8.1 Grievance Redress Mechanism Flowchart



## 8..2 Stakeholder Engagement Meetings

### 8.2.1 Chipata Stakeholder List

<b>S/N</b>	<b>Participant</b>	<b>Position/Organization</b>	<b>Mobile</b>	<b>Email</b>
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### 8..2.2 Lusaka Stakeholder List

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### 8..2.3 Kitwe Stakeholder List

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### 8..3 Capacity Building Trainings

#### 8..4 Capacity Building Training in Kabwe central province - Attendance List

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## 8..5 Capacity Building Training in Chipata Eastern Province Attendance List

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## 8..6 Capacity Building Training in Nakonde Muchinga Attendance List

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## 8..7 Capacity Building Training in Kitwe Copperbelt Province - Attendance List

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7.	Kapembwa Kasitu	MOH Kitwe		
8.	Sharon Kabemba	MOH Kitwe		
9.	Kaunda Chileshe Bryness	MOH Kitwe		
10	Vivian Munsaka	MOH Kitwe		
11	Christopher Phiri	MOH Kitwe		
12	Sefelino Mulenga	MOH Kitwe		
13	Goma Mphasi	MOH Kitwe		
<b>PUBLIC HEALTH INSPECTORS</b>				
14	Siambuzwiima Siangandu			
15	Ruth Lupyani			
16	Alice Sikelo			
17	Evans Chongo			
18	Waluka Ingombe			
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25	Derick Monde	ZRA		
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19	Samuel Mutale	Daily Mail		
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21	Lovemore Sondashi	Diamond TV		
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## 8..8 Capacity Building Training of Waste Collectors -Attendance List

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10.	Betty Mwale	F	Tangaweka	0974220462
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33.	Stephen Jere	M	SCLAP	0979000969
34.	Grace Phiri	F	Tangaweka	0978179696
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36.	Lizzy Daka	F		0975489858
37.	Jeppher Mwansa	F		0764019713
38.	Sharon Kunda	F		-
39.	Rhoda Daka	F		-
40.	Justin Sinyongwe	F		0770134563
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42.	Brenda Musonda	F	Poly Plastic	0770369935
43.	Josephine Dama	F		-
44.	Josephine Musonda	F	PolyPlastic	0976013694
45.	Simfukwe Danny	M		0976842807
46.	David Musonda	M		0977920004
47.	Alfred Sakala	M		0979198409
	47 Participants	27 Female 20 Male		



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