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Stakeholder Engagement Plan (SEP)
Zimbabwe Idai Recovery Project (ZIRP)

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Project Description

After two decades of economic decline, poverty and food insecurity levels are high in Zimbabwe, particularly in rural areas. In 2017, about 70.9 percent of Zimbabweans (72.3 in 2011/12) fell below the national Total Consumption Poverty Line (TCPL) and 29.3 percent (22.5 percent in 2011/12) fell below the Food Poverty Line (FPL) (GoZ 2019). The rural population suffers from deeper poverty, facing a Poverty Gap Index of 43.5 percent in 2017, compared with 11.3 percent in urban areas. Nationally, Zimbabwe's Poverty Severity Index remained high at 18.9 percent (19.6 percent in 2011/12), but with the severity of poverty unchanged in rural areas, at 25.4 percent (GoZ 2019). Zimbabwe's income Gini-coefficient is also rising again, from 0.423 in 2011/12 to 0.435 in 2017 (GoZ 2019).

Seasonal food insecurity is also a major challenge due to recurrent droughts. According to the ZimVAC 2018 Rural Livelihoods Assessment (GoZ 2018a), the number of severely food insecure people was expected to increase to about 28 percent of the rural population. The country receives substantial humanitarian food aid during most recession years. An estimated half a million chronically poor people need year-round assistance to meet their nutritional needs. The ongoing drought situation in 2019 has resulted in 5.3 million people in need of support.

Cyclone Idai hit the eastern parts of Zimbabwe for three days (March 15 to 17, 2019). It affected ca. 50,000 households or 250,000 people. It brought along heavy rains, which caused flash floods and landslides, and damaged infrastructure, properties, schools, hospitals, farmlands and private houses as well as eradicated people's livelihoods. Hundreds of people were killed and approximately 344 are still missing¹, especially in the most affected Districts of Chimanimani and Chipinge. Coping capacities to a shock such as a cyclone are very low and could have serious and lasting adverse socio-economic implications. The cyclone-affected areas were Region I (very productive, with abundant rain), and Region V (dry). Region V was already dealing with a drought when the cyclone hit, and many of the crops and livestock that had survived the drought succumbed to the cyclone (UNDP 2019). The estimated potential income loss by affected families is \$169 million (insert source).

The World Bank Idai Recovery Project is a three-year response to the devastation left by the cyclone to support livelihood recovery in the worst affected areas, with UNOPS as the client and an implementer, and with the United Nations Children's Fund (UNICEF), the Food and Agriculture Organization (FAO), the World Health Organization (WHO), and the World Food Programme (WFP) and the International Organisation for Immigration (IOM) as technical leads for sub-components. The Project Development Objective is to address the early and medium-term resilient disaster recovery needs of the cyclone-affected people

The project will take a multi-sectoral approach, which provides an integrated and holistic strategy by combining interventions across sectors, requiring active coordination and planning across organizations and components. Drawing on the consultative group, the ZIRP will sequence and integrate activities across UN and external partners, assuring coordinated and complementary investments, including the use of a central targeting mechanism.

The ZIRP components details and anticipated activities are as follows:

Component 1: Providing immediate support for cyclone recovery

This component will provide immediate and integrated livelihoods and healthcare solutions to the affected people.

Sub-component 1.1: Restoring livelihoods and providing food and cash assistance² for the most

¹ Report provided by the Provincial Civil Protection Committee in Mutare

² WFP defines food assistance as either in-kind or cash transfers to cover the cost of a minimum food basket (determined as per the market functionality assessment). Best practice indicates that in-kind food transfers should only be utilized

vulnerable:

- (a) Provision and/or distribution of food assistance, through in-kind or Cash Transfers, to Eligible Beneficiaries of Selected Districts to address emergency food needs.
- (b) Provision of food assistance, through Cash Transfers, to Eligible Beneficiaries of Selected Districts in exchange for low-skilled manual labor to rehabilitate small-scale community infrastructure.

Sub-component 1.2: Restoring agricultural crop and livestock production

- (a) Provision of in-kind agricultural inputs to Eligible Beneficiaries of Selected Districts to restore agricultural crop.
- (b) Provision of in-kind livestock, poultry, and ruminants to Eligible Beneficiaries of Selected Districts to restore livestock production, including provision of supplementary feedings, vaccination of animals, rehabilitation of community-driven dip tanks and development of micro-livestock technologies.
- (c) Provision of extension and advisory services to targeted cyclone affected people of Selected Districts to promote climate-smart agriculture and water efficient technologies.

Sub-component 1.3: Accelerating the revitalization of basic health service

- (a) Provision of basic packages of health services (i.e. maternal, new born and child health and sexual, reproductive) and products (i.e. pharmaceuticals and equipment), through mobile health clinics anchored at existing community-level health facilities, to targeted cyclone affected people of Selected Districts, including setting up of temporary clinical sites with associated staff, equipment and medicines.
- (b) Provision of support for addressing cases related to gender-based violence and sexual exploitation and assault.
- (c) Rehabilitation of community health infrastructure

While Component 1 activities for immediate recovery are relatively fixed based on ongoing programming and best available information, the medium-term recovery component will evolve over time based on further on-the-ground data collection and consultation, providing a more comprehensive and accurate picture of the overall medium-term needs and relevant approaches. Medium-term component planning will be iterative with the activities described below validated and further refined over time.

Component 2: Enabling medium-term cyclone recovery and resilience-building

This component will support the rehabilitation of critical community infrastructure such as water and sanitation systems, irrigation networks, community schools and community roads as well as community level structural mitigation efforts for risk reduction, such as slope protection and

where markets are not functional, otherwise they could risk suppressing demand for local agricultural production and trade.

environmental rehabilitation.

Sub-component 2.1: Rehabilitating communal WASH services

- (a) Rehabilitation of community-led water and sanitation systems and ancillary infrastructure of targeted cyclone affected schools, clinics and people of Selected Districts, in line with build-back smarter and protection standards, including provision of hygiene kits.
- (b) Strengthening of communities' capabilities on water, sanitation and hygiene services through participatory planning, implementation, maintenance and monitoring of rehabilitated systems under Part 2.1(a).

Sub-component 2.2: Restoring communal irrigation schemes in support of agrarian livelihoods

- (a) Rehabilitation of targeted cyclone affected community-led irrigation schemes of Selected Districts in line with build-back smarter and protection standards, including: (i) rehabilitation of storm drains, contours, terraces, waterways and water diversion structures in micro-catchments, (ii) reclamation of gullies, (iii) desilting of weirs, (iv) revitalization of irrigated land, and (v) use of water and energy efficient technologies.
- (c) Strengthening of communities' capabilities on irrigation schemes through participatory planning, implementation, maintenance and monitoring of rehabilitated schemes under Part 2.2(a).

Sub-component 2.3: Rehabilitating damaged community schools

Rehabilitation of targeted cyclone affected primary and secondary community schools of Selected Districts in line with build-back smarter and protection standards, including: (i) rehabilitation of classrooms and lab facilities, (ii) procurement of teaching and learning materials and furniture, and (iii) provision of technical assistance for the restoration of teaching services.

Sub-component 2.4: Rehabilitating damaged community infrastructure and providing risk mitigation solutions

- (a) Rehabilitation of community roads and other miscellaneous community-level social and productive infrastructure to improved climate proofing standards
- (b) Identifying and carrying out community risk reduction and protection works such as reprofiling landslip debris, soil stabilization (terracing, replanting of vegetation), rehabilitating retaining walls, culverts, gullies, embankments, small reservoirs and storm-water drainage
- (c) Replanting the debris areas and afforestation.
- (d) Rehabilitating damages to small-and-medium enterprises and their reequipping.

Component 3: Providing Program Management and Technical Assistance.

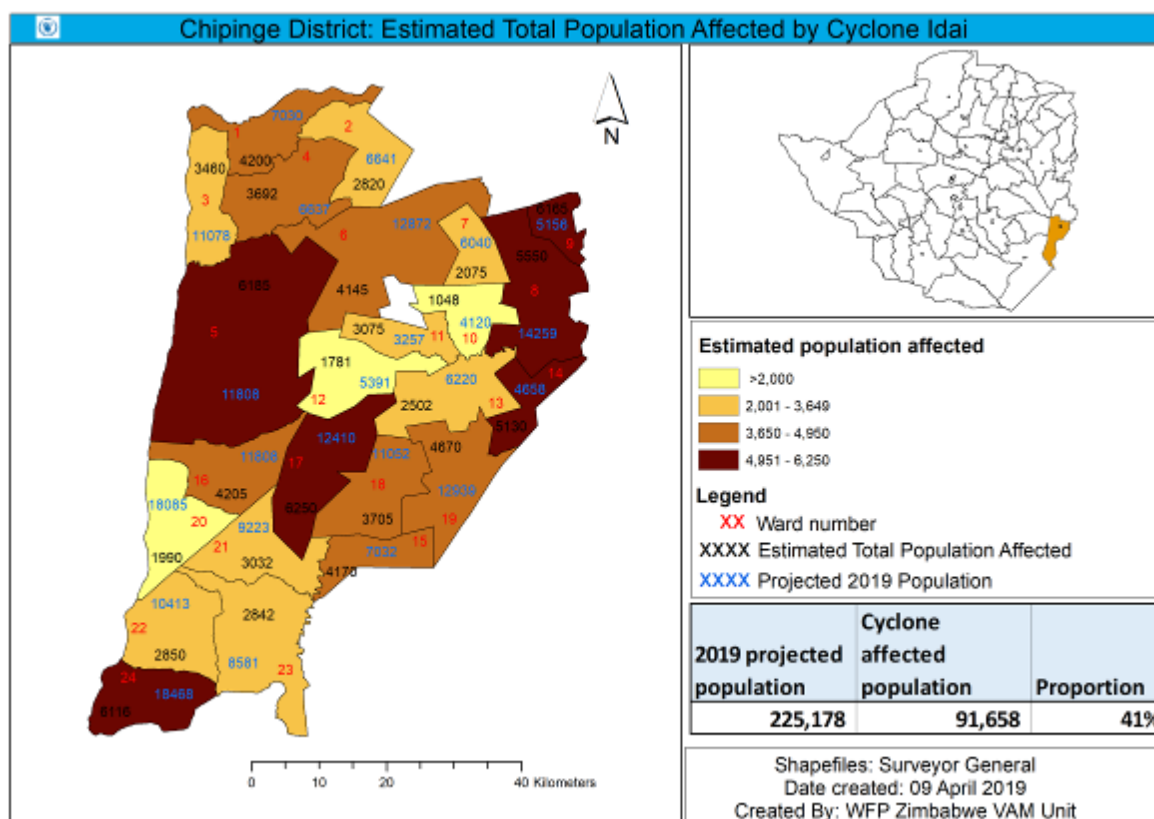
Sub-component 3.1: Program Management. Provision of support to the Recipient for carrying out Project management and implementation activities, including overall coordination and oversight functions and for or centralized project services, across all components, such as M&E, safeguards and

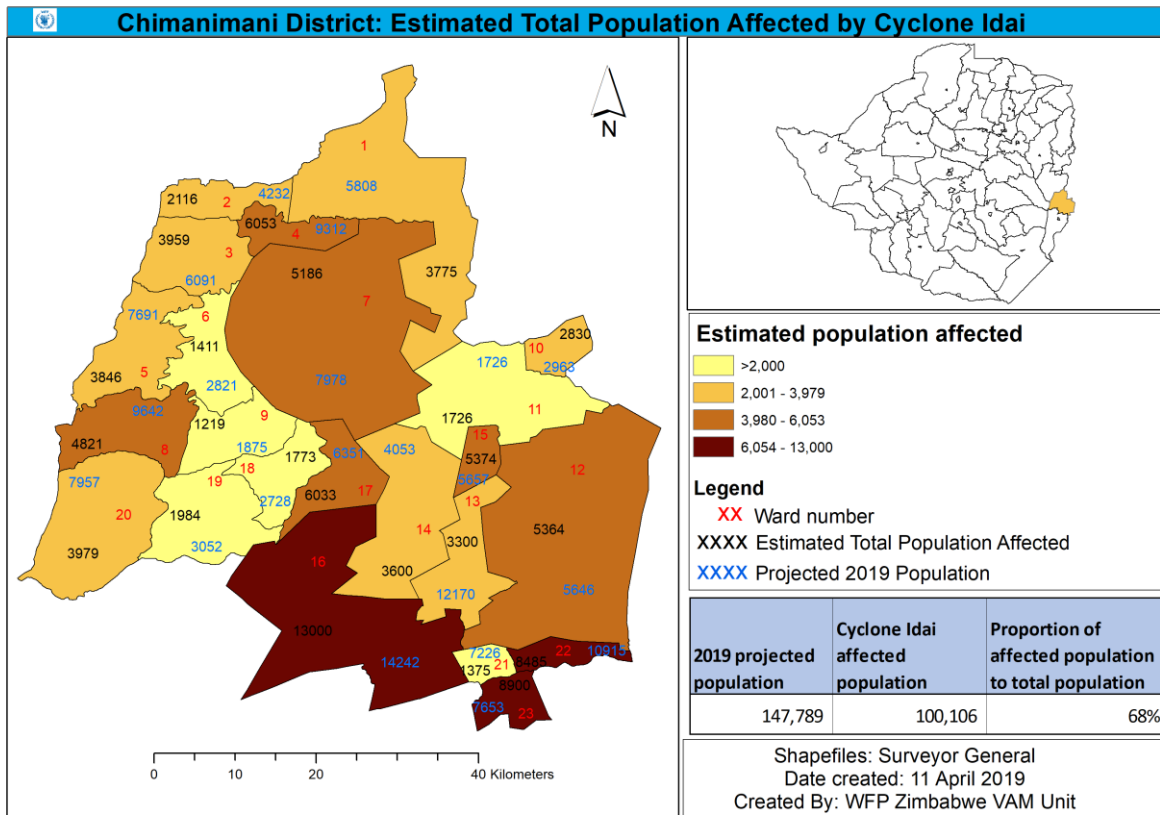
quality assurance, grievance redressal, GBV, SEA and referral and protection systems, and for engaging third party monitoring services for project results validation.

Sub-component 3.2: Technical Assistance: This will include a range of activities that will be progressively determined on a need’s basis, to facilitate the strengthened implementation of the various project components. These could include but not necessarily be restricted to:

- (a) Carrying out of community risk assessments and monitoring of preparedness planning;
- (b) Enhancing existing systems for displacement monitoring and targeting and conduct IDP intention surveys;
- (c) Strengthening health information and epidemic surveillance systems; and strengthening project strategic communication and citizen engagement.

The Project will be implemented in up to 3 Provinces (Mashonaland East, Masvingo and Manicaland), and 9 Districts (Chipinge, Chimanimani, Mutare, Buhera, Makoni, Gutu, Bikita, Chikomba and Masvingo), all of which were affected by the cyclone. The Districts of Chipinge and Chimanimani will be at the center of the recovery efforts, as they have been most affected.





The potential environmental risks and impacts of the Project are anticipated to be **moderate**, given that most of the interventions are rehabilitation of existing infrastructure. No new habitats or new ecosystems that will be covered by infrastructure rehabilitation.

Minor environmental risks involve supplementary feeding and animal vaccinations, and their possible negative impacts on natural vegetation or existing agricultural produce. The reconstruction of storm drains and other water structures could impact rivers or lead to the degradation of soils. It is important to ensure that the positive impacts will be maximized. Galleys and irrigated land will need to be looked at in terms of the efficiency of water use, and it needs to be ensured that actual practices in construction do not lead to challenges. A forward-looking perspective will consider the life cycle of the new interventions and ensure that they are energy efficient and sustainable.

A broader perspective needs to consider the overall environmental context of the Eastern Highlands as a baseline and the specific issues regarding waterways to prevent landslides and the blocking off of natural waterways. Furthermore, there is a risk that the removal of debris affects the new location (in terms of aesthetics or safety of the community). There are additional questions around waste management in medical mobile facilities.

The social risk is also **moderate**, because the potential adverse risk and impacts on human populations and environment are not likely to be significant as the project activities are site specific, without likelihood of impacts beyond the actual footprint of the project. The specific project activities are expected to have substantive positive impacts on the communities and are not expected to have irreversible social risks related to land, community health and safety, or cultural heritage. The potential risks and impacts are related to: (i) inclusion and management of community expectations and relationships; (ii) labor conditions and potential minor labor influx; (iii) minor impacts on community health and safety (e.g. road safety, water borne diseases, etc.); and (iv) gender-based violence (GBV) and sexual exploitation and abuse (SEA). The risk rating and project design also takes into consideration contextual factors such as the complex context of the post-emergency operation and aggravated vulnerabilities of intended beneficiary population, including food insecurity, loss of life, community cohesion and displacement caused by the cyclone.

Legislative and Policy Requirements

Under Zimbabwean law, there is the access to information and protection of privacy act which provides members of the public with a right of access to records and information held by public bodies and makes public bodies accountable by giving the public a right to request correction of misrepresented personal information to prevent the unauthorised collection, use or disclosure of personal information by public bodies, to protect personal privacy.

The Zimbabwe Environmental Management Act (13/2002, 5/2004, 6/2005) requires environmental impact assessments for specific types of Projects (97). Assessment proposals need to lay out the methodology for the assessment. The assessment results are submitted to the Director-General of the Environment Management Board may consult any authority, organization, community, agency or person that he considers may have an interest in the Project (100 (2)(c)).

The World Bank's Environment and Social Standard 10 sets out that a Borrower has to engage with stakeholders as an integral part of a Project's environmental and social assessment and project design and implementation. The nature, scope and frequency of the engagement should be proportional to the nature and scale of the Project. Consultations with stakeholders have to be meaningful and be based on stakeholder identification and analysis, plans on how to engage stakeholders, disclosure of information, actual consultations, as well as responses to stakeholder grievances, and reporting back to stakeholders.³

Previous Stakeholder Engagement Activities

A joint World Bank and UNOPS team undertook a three-day field visit (May 17-19, 2019) to the Province of Mutare, specifically Chimanimani and Chipinge districts. The team consisted of 14 World Bank members and 5 UNOPS members (see Annex 2). The team undertook consultations with a variety of stakeholders. It consulted with cluster coordinators and different humanitarian partners, Government representatives, members of the civil protection unit (CPU) at different levels, and relevant CPU committee chairpersons and members, as well as with members of the business community. It further undertook site visits into affected sites and communities.

The team further undertook consultations in Harare with the relevant government offices and Ministries, as well as all potential implementing UN partners, international NGOs, and bilateral donors (see Annex 3 and 4).

Engagements have been conducted with some of the UN technical leads, including OCHA, WFP and UNICEF. These meetings continued until June 3, 2019. However, the SEP will be continuously updated as more consultations with the different UN technical lead are held.

Stakeholder Identification and Analysis

Cyclone Idai affected communities in 9 Districts of the Provinces Mashonaland East, Masvingo and Manicaland, with many families losing their livelihoods and homes. Further affected was communal or public infrastructure (water, health, schools etc..). Households in Chimanimani and Chipinge, and also in Bohera and Gutu were particularly affected.

Important to note is that these are 'parties' that have already been affected by disaster, and that will be beneficiaries of the Project, rather than being negatively affected by the Project. While not every affected party will also be a beneficiary, it is crucial to disseminate information and engage with all stakeholders on project modalities as well as on the selection criteria of beneficiaries in the affected

³ World Bank, Environmental and Social Framework. Setting Environmental and Social Standards for Investment Project Financing, August 2016.

9 Districts. The Project will be targeting ca. 50,000 affected and vulnerable households in at least 7 Districts, as well as 16,000 small household farmers.

Furthermore, it is important that all processes of information disclosure and consultation are as inclusive as possible to ensure that all sections of the affected communities will benefit from the project, and women and vulnerable groups are not excluded.

Stakeholder Analysis Matrix		
Directly or Indirectly Affected Parties		
Sector	Stakeholders	Remarks
General	Vulnerable Households	Project targets ca. 50,000 affected households
	Small Farmer Households	Project targets ca. 16,000 small farmer households
	Women	
	Youth	
	Children	
	Ethnic Minorities	
	Disabled Persons	
	Displaced households and pre-existing refugees and asylum seekers	
	CPU Command Centers at national, provincial and District level	
Health	Village Health Workers	
	CSOs working on health matters	
	Government Health Sector / health personnel	
Education	Children and parents	
	Teachers and School Committees	
Agriculture	Subsistence Farmers	
	Small-Scale Commercial Farmers	
Food Security (cash, food-for-work, unconditional transfers)	disabled persons	
	Child-Headed Households	
	Female-Headed households	
	Displaced Households and pre-existing refugees and asylum seekers	
WASH	Irrigation/water Committees	
	Water Shed Committees	

Interested Parties

Sector	Stakeholders	Remarks
	Other Government authorities at national, provincial and district levels, especially in regards to sectors (agriculture, health, education)	These will be more for consultations and collaboration and hence no direct support will be sought from the Government
	World Vision	
	CARE	Child Poverty, Microfinance, Market Access, Youth Empowerment
	Mercy Corps	Education, Food Security, Health, Child Protection, WASH
	Higher Life	Education
	International Rescue Committee	Food Security, Agriculture and Livestock, Health
	Save the Children	Education, Food Security for Children
	Plan International	Education, Protection, Health for Children
	Musasa Project	Protection
	GOAL	WASH, Health, Food Security, Protection
	Local Business and Construction Companies	Local companies that may be resources for construction work

Potentially Influencing Parties

General	Stakeholders	Remarks
	World Bank	Donor
	UNOPS	Client/Implementer
	IOM	Technical Lead
	Provincial Civil Protection Unit Committees	
	District Civil Protection Unit Committees	
	Interagency Cluster (chaired by OCHA)	
	Provincial Administrators	
	District Administrators	
	Ward Councilors	
	Village Heads	
Health	WHO	Technical Lead
	Provincial Health Cluster	Chair: WHO
	District Health Cluster	Chair: WHO

	Provincial CPU Sub-Committee for Health	
	District CPU Sub-Committee for Health	
Education	UNICEF	Technical Lead
	Provincial Education Cluster	Chair: UNICEF
	District Education Cluster	Chair: UNICEF
	Provincial CPU Sub-Committee for Education	
	District CPU Sub-Committee for Education	
Food Security	WFP	Technical Lead
	FAO	Technical Lead
	Provincial Food Security Cluster	Chair: WFP/FAO
	District Food Security Cluster	Chair: WFP/FAO
	Provincial CPU Sub-Committee for Food Security	
	District CPU Sub-Committee for Food Security	
	Cash Working Group (chaired by WFP and CARE)	
WASH	UNICEF	Technical Lead
	Provincial WASH Cluster	Chair: UNICEF
	District WASH Cluster	Chair: UNICEF
	Provincial CPU Sub-Committee for WASH	
	District CPU Sub-Committee for WASH	

Disadvantaged / Vulnerable Individuals and Groups

Since the Project considers all communities in the cyclone-affected 9 districts as ‘affected parties’, a lot will rely on the identification and selection of the most disadvantaged and vulnerable individuals, households and other groups as beneficiaries. The Social and Environmental Assessment will deliver more insights into what constitutes vulnerability, as well as the tools applied by different technical leads to identify disadvantaged and vulnerable groups and beneficiaries. General categories of vulnerable groups in the two Provinces include:

Disadvantaged / Vulnerable Group	Remarks
Women	Women may be mostly affected through the destruction of agricultural and water-related infrastructure, since they are very involved in agricultural productivity. Furthermore, as main caretakers of family members and given their reproductive health needs, women have particular needs in agricultural, water management, as well as access to health. However, women are traditionally excluded from political life and from communal decision-making processes, due to the patriarchal and patrilineal socio-political structures.
Youth	62% ⁴ of the population in Zimbabwe is under the age of 25, which is a significantly high percentage. However, young community

⁴ UNFPA, Young People, accessed at: <https://zimbabwe.unfpa.org/en/topics/young-people-2>

	members are often excluded from decision-making processes under traditional authority structures, in which power is often based on factors such as age. Since young people are particularly capable of conducting work-related activities and are crucial in the rebuilding of their communities and infrastructure, they need to be included in decision-making processes.
Women-Headed Households	While female-headed households existed prior to the cyclone, their number has increased following the disaster
Children	Children are often detrimentally affected in disasters, including through the recent destruction of schools and health systems.
Children-Headed Households	The recent disaster has caused the emergence of children-headed households
Minority Ethnic Groups⁵	The large majority of residents in the affected Districts are Shona speakers, albeit different dialects. However, there may be members of some ethnic minorities residing in the project area, such as Ndebele and Shangani, which may be excluded on a structural basis from decision-making and from selection process for beneficiary selection. This will need to be assessed in the social and environmental assessment, including potential language needs.
Disabled Persons	The disaster may have caused the number of disabled community members to rise. Disabled persons may face difficulties in participating in rebuilding activities, but may also face difficulties in physically accessing meetings for reconstruction and decision-making at the community level. Furthermore, infrastructure to be rebuilt should take their special needs into account, for example in view of access (e.g. to water sources). Furthermore, disabled persons may not be able to participate in works activities
Relocated Persons	The majority of persons and households that have been relocated as a result of the cyclone do live in private households and in camps. Initial consultations led to an estimate of 20% that has taken refuge in camps.

Summary of Project Stakeholder Needs

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, child care, daytime meetings etc.)
9 Districts Manicaland, Masvingo and Mashonaland East Provinces	Communities in which target groups for food for labor; small farmer households;	Local communities in rural environment	Shona/Ndau	Community meetings, Radio (run by CPU and Meteorological Dept),	Literacy is high with ca. 88% of women and 89% of men ⁶

⁵ There are no indigenous populations in the Project area, as per World Bank definition under ESS 7.

⁶ UNESCO: Zimbabwe, accessed at: <http://uis.unesco.org/country/ZW>

	recipient HH of livestock restoration activities are selected from. Communities that will receive rehabilitation of WASH services; restoration of irrigation schemes; rehabilitation of risk mitigation infrastructure; mobile health services			Notice boards, phone communication (SMS) and social media	
	Village Health Workers		Shona/Ndau	Letters, Information material	
	CPU Command Centers / health personnel		Shona	Letters, Information material, Email	
	Women groups	Vulnerable groups	Shona/Ndau	Community meetings with special groupings for women, Radio, SMS, social media	Inclusion into decision-making, day time meetings, child care, women-specific FGDs
9 Districts Manicaland, Masvingo and Mashonaland East Provinces	Youth groups	Vulnerable group	Shona/Ndau	Community meetings, Radio, social media, SMS	Inclusion into decision-making, youth-specific FGDs
	Minority ethnic groups	Vulnerable groups	Shangani/Ndebele	Special community meetings in areas of minority groups	Inclusion in decision-making, targeted FGDs with members of the Shangani/Ndebele communities (including

					attention to intersectionality , conduct specific FGDs with female community members)
	Disabled persons	Vulnerable groups	Shona	Community meetings, Radio, SMS, social media	Ensure physical accessibility to FGDs, community meetings, emphasize consultation means that do not rely on physical accessibility
	Relocated households	Vulnerable groups	Shona	Community meetings, Radio, SMS, social media	Targeted FGDs with relocated HH, emphasize consultation means that do not rely on physical accessibility
Harare	Cash Working Group	Potentially Influencing Party	English	Coordination Meetings, Email	
Harare, Provincial level, district level	Civil Protection Unit at national, provincial and District level	Potentially Influencing Party	English	Coordination Meetings, Letters, Information material Email	
District level	Sector-specific CPU sub-committees	Potentially Influencing Party	English	Coordination Meetings, Letters, Information material Email	
All levels	Humanitarian Inter-Agency clusters at national, provincial and district level	Potentially Influencing Party	English	Coordination Meetings, Email	

Harare	World Bank, UNOPS, WFP, WHO, FAO, UNICEF, UNHCR	technical leads	English	Coordination Meetings , Email	
All levels	Government authorities at national, provincial and district levels, especially in regard to sectors (agriculture, health, education)	Interested parties	English	Coordination Meetings, Email	
All levels	Local NGOs	Interested parties	English	Coordination Meetings, Email	
3 Provinces, Manicaland , Masvingo and Mashonaland East	Local CSOs	Interested parties	English / Shona	Email, telephone, social media	
	Local companies offering construction work	Interested parties			
Harare	International NGOs	Interested parties	English	Coordination Meetings, Email	

Stakeholder Engagement Program

Purpose and Timing of Stakeholder Engagement Program

Project preparation has relied significantly on stakeholder engagement in order to gain a granular understanding of the needs of the affected populations in the 9 cyclone-affected Districts, as well as an understanding of the degree of the destruction of community infrastructure, and the possibilities of rebuilding and rehabilitating community infrastructure and services. This required some degree of rapid consultations with affected populations, service delivery and governmental emergency and protections structures, as well as with NGOs, CSOs and other international partners preparing or already implementing recovery projects.

Given the nature of the Project, specific project stages are not yet fully defined. Stakeholder engagement plans will be refined and adopted as the Project design evolves. However, it is anticipated that the four purposes of consultations and information dissemination in the ZIRP are: (a) understanding of the needs of the affected populations; (b) ensuring of coordination between all implementers and government and community authority structures; (c) reception of feedback and comments as well as grievances from all stakeholders on project design and implementation; and (d) provision of transparent and accountable mechanisms on all aspects of Project design and

implementation. To ensure this, a grievance redress mechanism (GRM) will be in place throughout the life cycle of the Project (see below) and will be set up in a way that all affected individuals and groups can report on project-related grievances or can provide comments and feedback. In addition, an ESCP will be publicly disclosed in the 9 affected Districts to ensure that everyone is informed about social and environmental risks

Proposed Strategy for Information Disclosure

Information disclosure to the affected populations and beneficiaries in the cyclone-affected Districts will rely on the following key methods: Radio broadcasting (run by the CPU and Meteorological Dept.), community meetings in coordination with local authorities (district, ward and village levels), phone communication (SMS), social media, and notices at the village level. Information will be disclosed in English or Shona or Ndaou, or any other language relevant, where appropriate. Local authorities, such as Ward Councilors and Village Chiefs will be requested to inform communities in community meetings and through disclosure on social media. While social media will play an important role in the disclosure of information, emphasis will be placed on the other listed means, acknowledging that some of the affected populations may not have access to social media or may be illiterate.

Project Stage	List of information to be disclosed	Methods proposed	Timetable: locations / dates	Target Stakeholders	Percentage reached	Responsibilities
Project Design	SEP ESCP	Stakeholder Meetings	June 4 2019 Provincial level	Communities in 9 affected Districts	10% of all beneficiaries	UNOPS Environment and Social Team
		Email	June 4 2019	CPU command centers in 2 Provinces and 9 Districts	80% of all command centers	
		Email, community meetings	June 4 2019	Local NGOs and CSOs	50% of relevant local NGOs CSOs	
		Email	June 4 2019	Humanitarian Inter-Agency Clusters	50% of all relevant clusters at national, provincial and district level	
		Email	June 4 2019	Implementing Partners/technical leads (WB, UNOPS, WFP, WHO, FAO, UNICEF, UNHCR)	100% of technical leads	
	ESMF (including description of GRM)	Community meetings, social media	Prior to World Bank Board decision	Communities in 9 affected Districts	20% of all beneficiaries	UNOPS Environment and Social Team
		Email		CPU Command Centers in 2 Provinces and 9 Districts	80% of all CPU command centers	UNOPS Environment and Social Team
		email		Humanitarian Inter-Agency Clusters	50% of all relevant clusters at national, provincial	UNOPS Environment and Social Team

					and district level	
Project Implementation	GRM / ESMPs for sub-projects	Community notice board, social media, radio SMS		Communities in 9 affected Districts	30% of all beneficiaries	PIU Fund Manager / PIU Environment and Social Team
		Community notice board, radio SMS		Local NGOs and CSOs	50% of all local NGOs and CSOs	PIU Fund Manager / PIU Environment and Social Team
		email		CPU command centers in 2 Provinces and 9 Districts	80% of all command centers	PIU Fund Manager / PIU Environment and Social Team

Proposed Strategy for Consultation

This plan lays out the overall consultative processes of the Project with its different stakeholders. In principle, all technical leads overseeing sub-component activities, will follow their existing participatory engagement and consultation methods, especially with affected communities and beneficiaries. These will follow specific tools and methods of community consultations that partners have developed in their sectoral fields (e.g. in health, agriculture, cash for work, WASH etc.). This SEP will be updated to include the strategies of technical leads.

The GRM will be another means of consultation, as complaints received will be filed, assessed and responded to (see below).

To ensure coordination with the Government of Zimbabwe, a consultative committee will be formed for the Project, which will include different line Ministries. UNOPS will be the Secretariat and the World Bank will have executive decision-making powers.

Project stage	Topic of consultation	Suggested Method (will be refined by implementer)	Timetable location and dates	Target stakeholders	Responsibilities
Project Design	Overall Project activities	Meetings, email	17.5-10.6.2019	Project Consultative Committee	UNOPS Team and Technical Leads
		Consultative community meetings	13.5.-22.5.2019	Directly and Indirectly Affected Parties	WB and UNOPS Team
		Consultative meetings	13.5.-31.5.2019	Interested Parties and Parties with Influence	WB and UNOPS Team
Project Implementation	Cash transfers	Community meetings, SMS, social media, FGDs	Wards selected for cash transfers Prior to commencement and throughout Project cycle	Community members that will receive cash transfers / with focus on women and vulnerable groups	PIU Fund Manager / WFP

	Meetings / FGDs	Prior to commencement and throughout Project cycle	CPU at District and Ward level / Ward Councilor and Village Chief	
Food/cash for Work	Community meetings, SMS, social media, FGD	Wards selected for cash transfers Prior to commencement and throughout Project cycle	Ward members from which target groups for food for labor will be selected / with focus on women and vulnerable groups	PIU Fund Manager / WFP
	Meetings / FGDs	Districts/Wards selected Prior to commencement and throughout Project cycle	CPU at District and Ward level / Ward Councilor and Village Chief	
Support to small farmers	Community meetings, SMS, social media, FGD, surveys	Wards selected for support Prior to commencement and throughout Project cycle	Communities from which small farmer households are selected	PIU Fund Manager / FAO
	Meetings	Districts / Wards selected Prior to commencement and throughout Project cycle	CPU agricultural committee at District and Ward level / Ward Councilor and Village Chief	
Livestock restoration	Community meetings, SMS, social media, FGD, surveys	Wards selected for support Prior to commencement and throughout Project cycle	Communities from which recipient households of livestock restoration activities will be selected	
	Meetings	Districts / Wards selected for support	CPU Environment and Ecology / Agriculture Committees at District and Ward levels /	

			Prior to commencement and throughout Project cycle	Ward Councilors and Village Chiefs	
Health services	Community meetings, SMS, social media, FGD, surveys	Wards in all 9 Districts	Prior to commencement	Communities in all 9 Districts / with particular focus on women and vulnerable groups	PIU Fund Manager / WHO
	meetings	Wards in all 9 Districts	Prior to commencement and throughout Project cycle	CPU Health committees at District and Ward level / Ward Councilors and Village Chiefs	
Rehabilitation of WASH services	Community meetings, SMS, social media, FGD, surveys	Wards of all selected communities	Prior to commencement	Community members in communities selected for rehabilitation	PIU Fund Manager / UNICEF
	meetings	Districts/Wards of selected communities	Prior to commencement and throughout Project cycle	CPU Water and Sanitation Committees at District and Ward Level / Ward Councilors and Village Chiefs	
Restoration of irrigation schemes	Community meetings, SMS, social media, FGD, surveys	Wards selected	Prior to commencement and throughout Project cycle	Communities selected for restoration	PIU Fund Manager
	meetings	Districts / Wards selected	Prior to commencement and throughout Project cycle	CPU Water and Sanitation Committees at District and Ward level / Ward Councilors and Village Chiefs	

Rehabilitation of risk mitigation infrastructure	Community meetings,	Wards selected	Communities selected	PIU Fund Manager
	meetings	Districts / Wards selected	CPUs at District and Ward level	
Sub-Project Specific ESMPs	Community meetings, FGDs	During drafting and throughout life cycle of sub-project	Communities selected for sub-project implementation	PIU Lead and respective technical leads

Proposed Strategy to incorporate the View of Vulnerable Groups

All technical leads will ensure that women and vulnerable groups are participating in consultative processes and that their voices are not ignored. This may require specific meetings with vulnerable groups in addition to general community consultations. For example, women may be more outspoken in women-only consultation meetings than in general community meetings. This is particularly relevant, as societies in the affected areas are all patrilineal. Similarly, separate meetings may be held with young people or with minority groups. Further, it is important to rely on other consultation methods as well, which do not require physical participation in meetings, such as social media, SMS, or radio broadcasting, to ensure that groups that cannot physically be present at meetings can participate. A social assessment will investigate further specific needs of vulnerable groups and the SEP will be updated as the results of the assessments are received.

In view of promoting gender equality, it is most important to engage women’s groups on an ongoing basis throughout the lifetime of the project. Women voicing their concerns and contributing in the decision-making process on issues such as community infrastructure should be encouraged, especially in governmental or traditional committees predominantly consisting of men.

Technical leads are similarly encouraged to deploy female staff, in particular where staff interfaces with community members.

GRMs will be designed in such a way that all groups identified as vulnerable (see below) have access to the information and can submit their grievances and receive feedback as prescribed..

Timelines

The Project is planned for a duration of 24 months. Information disclosure and consultations are especially relevant throughout the early stages of the Project, but also throughout the Project cycle. Project design has therefore been based on field consultations (see Annex 2-3). Activities under each sub-component will include further consultations prior to their commencement, to ensure a good selection of beneficiaries, transparency and accountability on project modalities, and allow community voices to form the basis for the concrete design of every intervention; consultations will continue throughout the project cycle.

Reviews of Comments

The different technical leads implementing different sub-components of the Project will gather all comments and inputs originating from community meetings, SMS, GRM outcomes, surveys and FGDs. The information gathered will be submitted to the Environmental and Social Safety Specialist in the UNOPS PIU, to ensure that the Project has general information on the perception of communities, and that it remains on target. It will be the responsibility of the different technical leads to respond to comments and inputs, and to keep open a feedback line to the communities, as well as the local CPU committees and authorities. Training on environmental and social standards facilitated by WB and UNOPS will be provided soon after the Project becomes effective to ensure that all the staff from the different partners are equipped with the necessary skills.

This SEP provides the overarching guidelines for the rolling out of stakeholder engagements. While this SEP will be refined once the different communication and consultation modalities of the technical leads can be elaborated on, the guiding principles will remain in place. The UNOPS safeguards teams will continue to monitor the capacity of the safeguards staff of the different technical leads, and recommend appropriate actions, e.g. refresher trainings.

Future Phases of Project

Since the Project will only be implemented for 24 months, there will be a quarterly feedback loop for stakeholders, mainly through social media (e.g., WhatsApp), as well as through direct field visits and consultations, on the Environmental and Social performance of the Project, the implementation of the SEP, and general outcomes and handling of the GRM. The data collected by the Technical Leads will be reported to the PIU Environmental and Social Safety Specialist, who will produce a quarterly report which will be made public on the Project's website and shared with the World Bank.

Resources and Responsibilities for Implementing Stakeholder Engagement Activities

Resources

Adequate budgetary resource will be dedicated to the implementation of the SEP. While there will be an overall SEP budget administered by the PIU, every Technical Lead will have dedicated budget resources to implement the SEP as part of the integral project costs for each activity.

Management Functions and Responsibilities

The overall responsibility for the implementation of the SEP lies with the PIU Fund Manager, and it will be overseen by the Environmental and Social Safety Specialist, who is part of the PIU staffing table. The Specialist will maintain a stakeholder database for the overall project and will lead a commitment register. However, while the PIU will oversee all coordination and disclosure-related consultations, the Technical Leads will implement the SEP at the community level in their respective project sites and will report on their activities to the PIU Environmental and Social Safety Specialist on a monthly basis. The PIU Environmental and Social Safety Specialist and/or Environmental and Social Safety Officer will undertake field verification activities jointly with the Technical Leads – at least every other month, or during planned events.

Each Technical Lead will identify dedicated staff responsible for the implementation of the SEP within the organization. Staff names will be submitted to the PIU Environmental and Social Safety Specialist. Selected staff must have ample qualifications to implement the SEP, as stipulated by the terms of reference for the position in the Technical Leads' HR system. The reporting lines between community liaison staff and senior management will be defined by each Technical Lead organizational structure. Technical Leads will also commit to communicate the stakeholder engagement strategies for their respective sub-components internally.

Technical Leads who will need to contract local companies for construction work will submit plans to the Environmental and Social Safety Specialist at the PIU. The Specialist will verify the implementation of those plans during field visits.

Grievance Redress Mechanisms

UNOPS will implement a dedicated GRM as part of the ZIRP. The GRM will take into account, and will build on the different existing GRMs, which are currently already implemented by most of the Technical Leads. The UNOPS PIU will fill gaps where no GRM exists, or where people wish to report grievances in relation to UNOPS or one of the Technical Leads bypassing the GRM of the respective Technical Lead. Furthermore, a GBV-related grievance redress structure will be developed, which will mostly be based on existing mechanisms by Technical Leads, as well as a dedicated ZIRP GBV Action Plan. A workers GRM will be set up as part of the Labor Management Plan and will be open for labor-specific issues of community and contract workers.

The general GRM mechanisms will be administered by the PIU, including a coverage of all sub-components implemented by the other Technical Leads. The latter, however, are encouraged to implement their own GRM as well, and share analysis of the reported cases and other insights with the PIU. The PIU Fund Manager will have overall responsibility of the Project GRM. The GRM will be overseen and implemented by the PIU's Environmental and Social Safety Specialist, with help of the PIU Environmental and Social Safety Officer and the field-based Community Liaison Officers, and the Health, Safety and Environmental and Social Officer.

The general Project GRM mechanism follows a basic set-up:



Assess and Clarify

Through social media channels and information centers, sufficient information about the Project and its sub-component activities – as implemented by UNOPS and the Technical Leads - will be provided. The main channels for information are defined in the SEP. The type of information disclosed includes details about the Project structure, activities, budgets, consultation and information disclosure plans (SEP), ESCP, ESMF, and other documentation.

Based on the information made available, aggrieved parties can decide whether they have a case to report or whether the available information clarifies their concern. The information disclosed will also include a detailed description of the GRM, contact points, hotline numbers, instruments and general processes. This will allow the aggrieved party to decide on the appropriate next step in order to report a grievance, comment, or provide feedback to the Project.

Report

Suggestion boxes, letters or oral reports to local ZIRP help desks or appeals committees at local information centers will be the main means of reporting. These will be set up in all project sites, including at the ward and district levels. They will be mainly run by the PIU and UNOPS Infrastructure field personnel. Where Technical Leads have similar points of contacts in place, and where they are the main implementers in a specific community or ward, the GRM instruments of the Technical Lead will apply. In these cases, the UNOPS PIU will only maintain an information center and a suggestion box at the District level, in case an aggrieved party wishes to report directly to UNOPS, circumventing the Technical Lead for grievance-related purposes.

If the aggrieved individual or group decides on direct reporting, the Community Liaison Officers and the Health & Safety Environmental and Social Officer will receive their reports through the Ward and District level information offices or suggestion boxes. These Officers are based in the UNOPS Mutare Office, and visit districts, wards and villages on a regular basis, at least bi-weekly. These Officers will administer the suggestions boxes, receive letters or oral reports.

However, other reporting channels will be provided, in order to allow different social groups to report adequately. For example, reporting through hotlines will allow those that are physically not able to report in person to report their grievance. While most Technical Leads have hotlines in place, the PIU will install a ZIRP-specific hotline through which reporting directly to the PIU Office in Harare will be made possible. This allows for grievance reports to bypass the staff in the Mutare Office, or the staff of Technical Leads. This can be important in cases where those individuals are implicated in the grievance, or where the grievance is directed against a Technical Lead or the UNOPS Project Management Office in Mutare.

Other channels are provided by Technical Leads directly. For example, WFP provides community feedback mechanisms, through which feedback or concerns regarding WFP programmes can be reported. This can be done through direct interface, suggestion boxes and tollfree helplines. The help desk is constituted by WFP, cooperating partners, chiefs/headmen, ward councillors, district drought relief members and 3 ex-officio members (co-opted members) of which 2 should be women or members of minority groups. The help desk is chaired by the chief or his appointee (headman or senior village head). The help desk committee is available at every registration/distribution point and they sit at a designated spot/table and are responsible for receiving and recording complaints and feedback from members of the community. WFP describes suggestion box as a free and easy way to collect real experiences and honest suggestions from anyone. The suggestion box is located at a strategic, secluded and convenient place so that people are not afraid to use it. It is lockable, and the keys are kept with the cooperating partner M&E focal person for the district. The box is opened in the presence of the district project coordinator or at the end of distributions/registrations by the help desk team. All feedback is documented and categorized for reporting and/ or follow-up if necessary.

The tollfree hotline is accessible throughout the country. People can call or text their suggestions and complaints related to WFP assistance. The hotline number is shared at the distribution point during registrations/distributions. WFP also ensures that they visibly display banners with hotline through use of posters. The number is also available on WFP SCOPE cards. The management of the toll-free is done by a third party, an accounting firm. All calls that come in are documented and categorized and transmitted to WFP. Immediate response can be given depending on the type of feedback/complaint.

Acknowledge and Follow-Up

If reports are provided to the UNOPS Community Liaison Officers at the local helpdesks, these will be the first decision-makers on how to follow up on a grievance. They will be able to decide whether the grievance can be solved locally, with local authorities or implementers, or whether it should be passed on to the PIU. Community Liaison Officers will have in-depth knowledge of communal socio- political structures and will therefore be able to address the appropriate individuals for assistance, if the case can be solved at the local level.

In any case, the Community Liaison Officers need to file the case and report it to the PIU. The PIU will file all cases in the MIS. Case management systems should include the name of the person providing feedback, their village, ward, district, potential implementing partner, programme, and the nature of the feedback. Where grievances are directly reported to the PIU, the Environmental and Social Safety Specialist will acknowledge the case and decide on the follow-up.

Cases reported through the GRM of Technical Leads will be filed by the responsible staff in the Technical Lead's Office. For example, WFP captures its GRM data in an excel spreadsheet.

Verify, Investigate and Act

The Community Liaison Officers and / or the Environmental and Social Safeguards Specialist will verify the claims, investigate and decide over the actions that will lead to solving the grievance. Most importantly, they will provide feedback on the case within one week, if the case was not filed anonymously. If a case requires investigations, an Incident Management Protocol is followed, which will be developed by the PIU. After deciding a case, the PIU has to provide an appeals mechanism to the aggrieved party through the PIU Team Leader/Fund Manager. Incidents of urgent nature, as defined in the Incident Management Protocol, will be reported to the PIU Fund Manager within 24 hours.

Monitor and Evaluate and Feedback

The PIU or the Community Liaison Officers are further responsible to provide direct feedback to the complainant on decisions within one week. Most importantly, all cases filed need to be logged and monitored in the MIS. While Technical Leads will not need to provide reports on every case that has been filed with their GRM, urgent or grave cases, as will be defined in the Incident Management Protocol will have to be brought to the attention of the PIU. Otherwise, Technical Leads are expected to provide monthly reports and analysis of the cases and feedback that has been filed in their specific GRMs to the UNOPS PIU. The Environmental and Social Safety Specialist will be compiling those reports and how they were addressed and produce a general analysis. These reports will be analyzed and shared on a quarterly basis with the PIU Fund Manager, with Technical Leads and with the World Bank. They will feed into monitoring mechanisms of the Project.

Information Disclosure and Consultations

ESS 10 makes it essential to identify and consult Project stakeholders and to disclose all relevant information to stakeholders and the public. Direct and indirect Project stakeholders have been identified in the Stakeholder Engagement Plan (SEP), which was disclosed in Mutare on 3 June 2019, and on the UNOPS website on 4 June 2019. Comments and inputs were gathered from the disclosure meeting in Mutare and were integrated into the Plan. The SEP will be continuously updated, specifically in accordance to the identified needs of each Technical Lead and their respective sub-component. All relevant information needs to be made available to stakeholders in a timely manner, including about planned sub-components of the Project, management measures and monitoring activities.

GBV and Sexual Exploitation and Abuse (SEA)

Cases of GBV or SEA may be reported through the general Project GRM. In such cases, the officer receiving such reports has to report the case within 24 hours to the PIU Fund Manager and Environmental and Social Safety Officer. However, GBV and SEA reporting mechanisms go beyond the Project grievance mechanisms. Most Technical Leads have dedicated reporting mechanisms for such cases in place, which should be applied in their project locations and beyond. UNOPS will build on these reporting mechanisms and will add a UNOPS-specific mechanism, which will be defined in the GBV/SEA Action Plan. The Environmental and Social Safety Specialist will hereby act as the dedicated GBV/SEA focal point. Any staff of UNOPS or a Technical Lead who observes or has any concerns or reasonable suspicions that a colleague or counterpart is involved in any act of SEA, has a duty to report any concerns or reasonable suspicions regarding SEA to the UNOPS PIU Environmental and Social Safety Specialist, the PIU Funds Manager or the UNOPS Kenya Multi Country Director.

Other Technical Leads are rolling out training on SEA. For example, WFP is training partners and counterpart organizations on a rolling basis. These are held as part of inception training workshops or dedicated training sessions for WFP staff, NGO partners and Government counterparts.

More detailed plans will be laid out in the GBV Action Plan.

WB's Grievance Redress Service (GRS)

Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

Monitoring and Reporting

Involvement of Stakeholders in Monitoring Activities

Adequate institutional arrangements, systems and resources will be put in place to monitor the ESMF. The goals of monitoring will be to measure the success rate of the activities, determine whether interventions have handled negative impacts, and whether further interventions are required or monitoring is to be extended in some areas. The goal of inspection activities is to ensure that sub-component activities comply with the plans and procedures laid out in the ESMF. The ESMF will lay out environmental and social risks mitigation measures, with a dedicated E&S monitoring and reporting plan.

The main monitoring responsibilities will be with the PIU, as the administrator of the GRM, and overall project-related environmental and social monitoring and main implementer of the SEP. This will be led by the PIU Environmental and Social Safety Specialist. The PIU Fund Manager will be overall responsible for the implementation of the environmental and social mitigation measures, as well as for monitoring and inspections for compliance.

The GRM will be a distinct mechanism that will allow stakeholders, at the community level in particular, to provide feedback on project impacts and mitigation programs.

In addition, Technical Leads will have their own dedicated means of monitoring impacts, administering mitigating measures and stakeholder involvement. These will be launched and implemented within the partners' specific sub-component activities. The Technical Leads are committed to share these means with the PIU Environmental and Social Safety Specialist and will integrate stakeholder inputs into their regular monitoring and reporting Activities. Technical Leads will report the results of their screening processes, site/activity-specific ESMPs, activity impacts, monitoring results, and GRM outcomes where applicable, to the PIU on a monthly basis.

Independent Verification Agent (IVA) will be engaged by UNOPS on a competitive basis to provide independent operational review of project implementation, as well as verification of all project results. This will include assessing adherence at all implementation levels to the procedures set out in the Project Operations Manual (POM) and other relevant project documents, and in verifying outputs of all project activities. It will serve as a management tool to provide UNOPS with timely third-party information on weaknesses in implementation that require corrective actions to keep the Project on track. The scope and methodology of the IVA will be agreed with the World Bank, and quarterly monitoring reports will be shared by UNOPS.

The PIU will digest all reporting by IVA and Technical Leads, as well as its own findings, and produce an overall environment and social progress report, which will be provided to the World Bank. The Project will follow a quarterly reporting cycle. These quarterly reports will further be shared with all stakeholders, as defined in the SEP.

Furthermore, the PIU will provide an annual review of ESMF implementation, with the aim to: (a) assess the project performance in complying with ESMF procedures, learn lessons, and improve future performance; and (b) assess the occurrence of, and potential for, cumulative impacts due to project-funded activities. Project stakeholders will be engaged in the review process. In addition, data from the GRM will be analyzed and presented. These reports will be the main source of information for the World Bank supervision missions, UNOPS and national authorities, as needed.

Reporting Back to Stakeholder Groups

Results of stakeholder engagements, quarterly and annual reporting, will be regularly reported back to the affected communities, as well as the relevant local authorities and CPU Committees. It will be the responsibility of the PIU to ensure that all relevant reporting is shared through the above defined public means. At a sub-component and activity level, Technical Leads will be responsible to disclose their stakeholder engagement results and relevant reporting. The main means for reporting will be through social media and radio, because of their broad reach and accessibility by a variety of social groups.

ANNEX 1: Mutare Provincial CPU Sub-Committees

NO	NAME OF SUBCOMMITTEE	CHAIRPERSON
1	Admin and Finance	Ministry of Local Government,PW&NH - E. Seenza
2	Search and Recovery	ZNA - Major Mangwaya
3	Relief and Psycho-Social Support	Dept. of Social Welfare - Ms Ndadzungira
4	Transport	C.M.E.D. – Mr. Muchinapaya
5	Roads	Min of Transport and ID - Eng. Zindoga
6	SMEs	Min. of WAC&SMEs Dev.-Mr. Masunungure
7	Shelter	Dept. of Public Works - Eng T. Chiwanza
8	Health	Min. of Health &CC - Dr. Mafaune
9	Water and Sanitation	D.D.F. - Mr. Chawatama
10	Weather	Dept. of Met. Services- Mr. Murambi
11	Agriculture	Mrs Rwambiwa
12	Education	Min. of Prim. and Sec. Educ.- Mr. Shumba
13	Industry and Commerce	Min. of Industry and Commerce- Mr. Makwindi
14	Telecommunications	Telone- Mr. Chipuriro
15	Power	ZETDC- Mr. Chigumira
16	Information	Min. of Info., Publicity and BS- Mr. Marufu
17	Human Resources	PSC- Mr Kurebwatira
18	ICT	Mr Mangawa
19	Spatial Planning	Mr F. Munyama
20	Environment and ecology	Mr Kingston

Annex 2: WB & UNOPS FIELD VISIT TEAM LIST

World Bank

1. Mukami Kariuki (CM)
2. Ayaz Parvez- ZIRP & RINA TTL
3. Davison Muchadenyika (Coordination/ Food and Livelihoods)
4. Tariro Tserayi (Coordination/ Community Infrastructure)
5. Tapfuma Ronal Jongwe (Education)
6. Ireen Mangoro (WASH)
7. Maj Fiil Flynn (Social Safeguards)
8. Chenjerai N Sisimayi (Health)
9. Ruth Wutete (Social Protection)
10. Innocent Kasiyano (Citizen Engagement)
11. Easther Chigumira (Agriculture)
12. Taizivei Nyatsuro
13. Johnfan Malisen
14. Kudakwashe Chikopa

UNOPS

1. Rainer Frauenfeld (Director Kenya Multi Country Office)
2. Clement Mhlanga (Partnership Liaison Officer)
3. Leslie Mhara (Program Manager)
4. Peter Smith (Advisor Infrastructure)
5. Itai Mukuvari (UNOPS Environment Manager)

ANNEX 3: FIELD MISSION VISIT SCHEDULE

MAY 17 to 19, 2019

TIME	MEETING	MAIN COUNTERPART / LOCATION / CONTACT INFO
05:30 am	Mission Team assembles	World Bank office
06:00 am	Departure to Mutare	Meikles and World Bank Office
09:30am	Courtesy call with Hon Minister Gwaradzimba	Minister's Office
10:00 am	Meeting with the Provincial Civil Protection Committee and line departments	Provincial Administrator's Boardroom
11:30	Meeting with the Cluster coordinators	Plan International boardroom
12:00 pm	Bilateral meetings with World Vision, Goal and Action Aid	Plan International boardroom
13:00 pm	Hotel check in and lunch	Holiday Inn Mutare
15:30-17:30	Business community	Econet – Lovemore Nyatsine
		Holiday Inn Hotel
		Allied Timbers – At Allied Timbers offices - 0772222705
		Matanusca
		Zim Coffee
14.00 – 17.30		Bilateral meetings with select stakeholders
06:00 am	Mission team departs Mutare Team 1 – Chimanimani Reg no: 211 CD 03 and 211 CD 04 Team 2- Chipinge 211 CD 02	Holiday Inn Mutare
09:00 am	Meetings with local authorities (District Administrator, CPU, local government ministries)	Chipinge and Chimanimani DA offices-

TIME	MEETING	MAIN COUNTERPART / LOCATION / CONTACT INFO
10:00 am	Site visits	
17:00 pm	End of site visits and travel back to Mutare	
09:00 am	Travel back to Harare	
12:00 pm	Arrival of team from Mutare	World Bank Office

MAY 13 to 24, 2019

TIME	MEETING	MAIN COUNTERPART / LOCATION / CONTACT INFO	TEAMS
10:00 hrs	Meeting with Ministry of Finance and Economic Development (MoFED)	Mr. Churu, Principal Director (National Budgets) Ministry of Finance & Economic Development	ZIRP Coordination Team
14:00 hrs	Meeting with CARE	Jan Schollaert – Director 33 Harvey Brown, Milton Park, Harare	ZIRP Coordination Team
16:00 hrs	Meeting with CMU	World Bank Office	ZIRP Coordination Team
09:30 hrs	Meeting with FAO	Mr. Alain Onibon FAO Country Representative Tendeseka Office Park Corner Samora Machel Avenue & Renfrew Road Eastlea, Harare	ZIRP Coordination Team; Emma, Ruth, Easter, Anna, Maj, Ireen
11:00 hrs	Meeting with OCHA	Mr. Patrick Phipps Humanitarian Affairs Officer, UN OCHA	Tariro, Fadzai

12:30 hrs	Meeting the Civil Protection Unit (CPU)	Ms. Veronique Charumbira Ministry of Local Government & National Housing	Tariro, Fadzai
14:30 hrs	Meeting with UNICEF	Ms. Aylee Moshiri and team 6 Fairbridge Avenue Belgravia	ZIRP Coordination Team; Anna, Maj, Ireen
16.00 hrs	Meeting with MLAWCRR	Permanent Secretary, Mr. Ringson Chitsiko Ministry of Lands, Agriculture, Water, Climate and Rural Resettlement Ngungunyana Building 1 Borrowdale Road	ZIRP Coordination Team; Emma, Ruth, Easter, Anna, Maj, Ireen
11:00 hrs	Meeting with UNDP	Ms. Anne Madzara Head, Poverty, Environment and Climate Change & E R Cluster Lead and team Arundel Office Park	ZIRP Coordination Team
14:30 hrs	Meeting with WHO	Dr. Alex N. Gasasira Country Representative + Stephen Maphosa, Anderson Chimusoro 82-86 Enterprise Road Corner Enterprise and Glenara Avenue Highlands	ZIRP Coordination Team; Chenjerai, Maj
16:00 hrs	Meeting with WFP	Mr. Niels Balzer, Deputy Director 15 Natal Road, Belgravia	ZIRP Coordination Team; Emma, Ruth, Easter, Anna, Maj, Ireen

09:00 hrs	Meeting with DDF	Mr. James Jonga, Permanent Secretary – DDF 19 th Floor, Mukwati Building, Room 12 Cnr. Livingstone Ave/Simon Muzenda	ZIRP Coordination Team
11.00 hrs	Meeting with Social Welfare	Permanent Secretary Mr. Simon Masanga Ministry of Public Service, Labor and Social Welfare 9 th Floor, Kaguvi Building, Cnr Fourth Street/Central Ave	ZIRP Coordination Team
11:00 hrs	Counselling Services Unit (Psycho-Social Services)	Ms. Tania Herbert, Research Director 1 Raleigh Street (Near Rotten Row)	Maj, Pamela

09:00 hrs	Meeting with AfDB	Mr. Emmanuel Nzabanita, ZIMFUND Manager Block 1, Arundel Office Park 107 Norfolk Road, Mount Pleasant	ZIRP Coordination Team
10:30 hrs	Meeting with DFID	Mr. David Bailey, Deputy Head of DFID Zimbabwe and his team Leading the Cyclone IDAI team for DFID Zimbabwe 3 Norfolk Road, Mount Pleasant	ZIRP Coordination Team
10:30 hrs	Meeting with UNHCR	Ms. Zekriat – HR Officer Block 8, Ground Floor, Arundel Office Park	Majbritt Fiil-Flynn
12:00 hrs	Meetings with CPU	Mr. Nathan Nkomo Director, Department of Civil Protection Ministry of Local Government & National Housing CPU offices, Makombe Building, Herbert Chitepo Ave/ Leopold Takawira Str,	ZIRP Coordination Team
15:00 hrs	Meeting with the UNCT	Presentation on the World Bank's Engagement Modalities and Financing Options.	UNCT & ZIRP Coordination Team

		Venue: World Bank Office, Block 3, Arundel Office Park	
09.00 hrs	Meeting with USAID	Jason Taylor, Office Director, Office of Humanitarian Assistance and Resilience, USAID Zimbabwe, (c) +263 772 515 427 Venue: Embassy of the USA, #2 Lorraine Drive, Bluff Hill	ZIRP Coordination Team
11:00 hrs	Meeting with WFP	Eddie Rowe, Country Representative WFP offices	ZIRP Coordination Team; Emma, Ruth, Esther, Anna, Ireen
15:00 hrs	Meeting with UNICEF	Ms. Aylee Moshiri, Country Representative and team 6 Fairbridge Avenue Belgravia	ZIRP Coordination Team; Ayaz and Maria Vannari
14.00hrs	Meeting with Ministry of Transport and Infrastructural Development (MTID)	Permanent Secretary Engineer Amos Marawa Ministry of Transport & Infrastructure Development	ZIRP Coordination Team; Asbjorn, Mukami
16:00 hrs	Meeting with Procurement & FMS	Meeting with Procurement and FMS teams (John Sikazwe, Blessing Karadzandima and George Ferreira Da Silva)	ZIRP Coordination Team; Maria Vannari
17.00 hrs	Meeting with WHO	Dr. Alex N. Gasasira & team Country Representative & team 82-86 Enterprise Road Corner Enterprise and Glenara Avenue Highlands	Ayaz Parvez & Maria Vannari
09.30 hrs	Meeting with Dept of Agriculture, MLAWCRR	Dr. Conrad Zawe, Director, Dept of Irrigation Ministry of Lands, Agriculture, Water, Climate and Rural Resettlement	ZIRP Coordination Team; Emma, Ruth, Esther, Anna, Maj, Ireen

10:00 hrs	Fishmongers briefing on ZIRP	Multilateral Fishmongers briefing on Cyclone IDAI and humanitarian response (UN and WB) Venue: US Embassy	Mukami and Ayaz
11:30 hrs	Meeting with UNFPA	Ms. Loveness Makonese, Gender Specialist Block 7, Arundel Office Park	Majbritt Fiil-Flynn
12:00 hrs	Meeting with MoP&SE (Dept for school infrastructure)	Permanent Secretary, Ms. T. Thabela Ministry of Primary and Secondary Education 14 th Fl, Ambassador House Kwame Nkhrumah Avenue	ZIRP Coordination Team; Tapfuma, Mukami, Asbjorn
14.30 hrs	Meeting with FAO	Mr. David Mfote, Deputy Country Representative & Team, Tendeseka Office Park Corner Samora Machel Avenue & Renfrew Road Eastlea, Harare	ZIRP Coordination Team
08:00 hrs	Wrap up meeting with Mukami Kariuki		ZIRP Coordination Team
09:00 hrs	Wrap up meeting with MoFED	Mr. Churu, Principal Director (National Budgets) Ministry of Finance & Economic Development New Govt Complex, 6 th Floor, Treasury Boardroom, Block E Contact: Blessing	ZIRP Coordination Team
	Meeting with MoLG	+ Permanent Secretary, George Magosvongwe Ministry of Local Government, Public Works and National Housing 9 th Floor Boardroom, Makombe Building	ZIRP Coordination team, Mukami

ANNEX 3: FIELD MISSION OUTCOMES

The mission visit to Mutare Provincial CPC and to Chimanimani and Chipinge district CPCs had the objective to appraise the stakeholders at the different levels about the proposed ZIRP as well as provide an opportunity for the WB and UNOPS mission team to visit the two most affected districts to appreciate the situation on the ground as well as the impact of the cyclone.

The meetings started by giving the stakeholders the details of the proposed project, timelines, budget, parameters of implementation including restrictions, collaboration mechanisms and possible interventions among other things. After that opportunity was given to the committees at the different levels to appraise the mission team on the status of the responses already taking place, as well as the gaps in each sector.

Feedback from the meetings and visits included:

- In the cluster meeting it was revealed that there is significant need for coordination and collaboration so as not to duplicate efforts and hence have value for money;
- The CPCs at the different levels appraised the mission of the gaps in responses and the resulting plans of the government.
- It was indicated that not much had been done in terms of assistance to the affected communities, except for assessments, and that there was still significant need.
- The stakeholders also indicated the need for housing and support to the CPC structures, but the team explained that this would not be possible since the grant will only support community infrastructure.

From the meetings and field visits the key outcomes were:

- Full understanding of the modalities of the proposed project by the stakeholders
- Improved understanding of the status of the different responses and gaps, based on the presentations, which were done by the different CPC sub committees and the bilateral meetings, which were done with the different sub committees.
- Improved appreciation of the mission team on the impact of the cyclone as well as actors who are on the ground, and understanding of what was exactly being done, gaps etc.
- Key contacts with the stakeholders at the different levels were established and this led to continued engagement and consultations, part of which was there disclosure of the ESCP and SEP on the 4th of June 2019

Annex 5: Governance Structure as relevant to the Project

Generally, in an emergency, the National Civil Protection Unit (CPU) structure responds. The CPU is located in the Ministry of Local Government, and the line Ministries are fitted into this structure. The structure is repeated at the Provincial level, where again the line Ministries are represented in the CPU, which is led by the Provincial Administrator (Ministry of LG). Twenty-two (22) thematic sub-committees (see annex 1) feed into main provincial CPU committee.

At the District level, the District Administrator (Min. of LG) chairs the District-level CPU, which integrates the different line Ministries (which lead the thematic sub-committees). The same structure is replicated at the Ward level, in the Ward Civil Protection Unit, next to the Ward Development Committee. The Ward Councilor, however, who chairs the Ward CPU, is an elected political position.

At the village level (ca. 100 households), the smallest unit within administrative structures, the Village Civil Protection Unit and the Village Development Committee is led by one of the traditional chiefs in the area. The Ward is led by a councilor, who is politically elected. The Chiefs and Village Heads originate in the traditional authority structure. The Village Development Committee, led by chiefs and village heads, is also embedded in the informal traditional structures.

Humanitarian actors have formed a parallel structure, through which emergency responses are coordinated by humanitarian actors, UN agencies, civil society, and donor agencies. All agencies coordinate in the inter-agency clusters (sector-specific, e.g. food security, WASH etc..) at the national level. The same structure is replicated at the provincial and district level. At the district level, it links with CPU structures.

When designing specific interventions, there are specific structures to be put in place. For example, for WASH work, there will be WASH clusters for the humanitarian interventions at every level. But there will also the water point committees, if water points are rehabilitated. There are also Technicians, who work with communities on different water and sanitation activities.