



Republic of Botswana

Ministry of Minerals and Energy

Botswana Renewable Energy Scale Up Support (P178822)

Stakeholder Engagement Plan (SEP)

1 September 2022

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Abbreviations

BERA	Botswana Energy Regulatory Authority
BESS	Battery Energy Storage Systems
BTV	Botswana Television
BOCONGO	Botswana Council of Non-Governmental Organisations
CSP	Concentrated Solar Power
CSO	Community Service Organisation
DoE	Department of Energy
E&S	Environmental & Social
EIA	Environmental Impact Assessment
ESMAP	Energy Sector Management Assistance Program
ESF	Environment and Social Framework
ESIA	Environment and Social Impact Assessment
ESS	Energy Storage Systems
ESCP	Environment and Social Commitment Plan
E&S	Environmental and Social
IPP	Independent Power Producer
IRP	Integrated Resource Plan
GoB	Government of Botswana
MoF	Ministry of Finance
MME	Ministry of Minerals and Energy
MW	Mega Watt
M&E	Monitoring and Evaluation
NGO	Non-Governmental Organisation
PEDU	Project Energy Development Unit
PIU	Project Implementation Unit
PLWD	People Living With Disability
RAD	Remote Area Dwellers
RB1	Radio Botswana
RETF	Renewable Energy Trust Fund
RE	Renewable Energy
SAPP	Southern African Power Pool
SEP	Stakeholder Engagement Plan
VRE	Variable Renewable Energy
VDC	Village Development Committee
WB	World Bank

Disclaimer: The following is a summary of a project which has been approved in concept and is subjected to completion and amendment. It is not an offer or invitation to sell the notes or a solicitation of an offer to buy the notes, nor does it constitute any form of advice. This summary is separate from, and should not be read in combination with, any offer. Potential investors should not subscribe for any notes referred to in this summary except on the basis of information contained in such entirely separate legal documentation and offering materials at the time of offer. This summary is very high level for simplicity and leaves out material information and does not include any legal documentation that would govern the notes.

1. Introduction

Botswana has a significant solar potential receiving over 3,200 hours of sunshine per year with an average insolation on a flat surface of 21 MJ/m. This rate of irradiation is among the highest in the world. There is also wind potential. Regions with the highest wind potential are located in the South-West and Eastern parts of Botswana, with average wind speeds above 7 m/s, and a wind power density above 200 W/m². In the energy sector the National Development Plan 11 in Botswana focuses on increasing self-reliance on the country's energy resources. Hence, Botswana is looking to diversify and support the development of the economy by securing competitive, cost-reflective and sustainable electricity prices for industry, services and households. Being part of the Southern African Power Pool (SAPP) and due to its geographical position, interconnections (existing and planned) offer opportunity for electricity export and imports to/from the region.

A proposed Technical Assistance of \$3.56 million Renewable Energy Trust Fund (RETF) grant from the World Bank (WB), is envisaged to support a series of preliminary studies to scale up public investments in shared infrastructure for solar and wind parks as well as transmission infrastructure (grid upgrades for Variable Renewable Energy (VRE) integration, Battery Energy Storage Systems (BESS), etc.), and unlock private investments in renewable energy generation. This Stakeholder Engagement Plan (SEP) therefore address stakeholder engagement in relation to the Project activities as well as stakeholder engagement to be covered in the planning and execution of downstream investments (to be detailed further in studies carried out under Component 2).

In order to meet best practice approaches, the Project will apply the following principles for stakeholder engagement in an appropriate manner considering COVID-19 regulations by WHO and the Government of Botswana requirements:

- Openness and life-cycle approach: public consultations for the Project will be arranged during the whole lifecycle, 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 and opportunities will be provided for communicating stakeholders' feedback, analysing and addressing comments and concerns.
- Inclusiveness and sensitivity: stakeholder identification will be undertaken to support better communications and build effective relationships with the communities of the sites considered for Concentrated Solar Power (CSP) and wind. The participation process for the Project is inclusive. All stakeholders are encouraged to be involved in the consultation process, however, should there be need to limit participation due to the pandemic considerations through media options are to be out in place for all project information to reach stakeholders. 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 will be given to vulnerable groups, in the context of this project, particular the disabled, minority tribal groups, women, youth and elderly with attention to the ethnic and linguistic background to ensure appropriate measures are incorporated.

A summary of the SEP will be translated to local languages spoken to allow for broad stakeholder engagement through key public engagements to allow for broad engagement in environmental and social management. Should the beneficiaries identify any other appropriate languages within the Project areas, the stakeholder engagement and summary of the document shall be conducted and translated in these languages.

1.1 Project Description

The proposed grant's development objective is to enable renewable energy development in Botswana to advance the country's Integrated Resource Plan (IRP). It will support renewable resource assessment, site studies and Environmental and Social (E&S) studies for solar and wind park infrastructure, transaction advisors for renewable energy Independent Power Producers (IPPs), with an aim to identify potential suitable location and bankability of the proposed activities, and capacity building activities to support Renewable Energy (RE) development, specifically:

- **Component 1: Resource assessment for wind and solar:** The study aims to map out the solar and wind energy resources in Botswana. The study includes the deployment of meteorological equipment for data collection (including wind-speed sensors and anemometers) to identify the resource topology in the country, to determine the optimal locations for wind and solar parks, considering various technical and economic dimensions. It is expected to be carried out for two specific sites for wind and one site for solar by appointed consulting firm. The contract is expected to result with bankable reporting data after 12 and 24 months for the solar and wind sites and will include key deliverables for wind in June 2023 and in June 2024.
- **Component 2: Safeguards and site studies for solar and wind park infrastructure:** Once the sites are identified for solar and wind parks, site studies and environmental and social studies will be carried out covering the following illustrative list of topics. The full scope of the site studies will be finalised through the development of detailed terms of reference.
 - i. Environmental and Social Studies as per World Bank Environmental and Social Framework (ESF)
 - ii. Topography and Geotechnical studies
 - iii. Seismic activity
 - iv. Dust
 - v. Climate Change
 - vi. Water availability
- **Component 3: Transaction advisory services for renewable energy IPPs:** Solar and wind generation capacity is expected to be developed through private sector IPPs. Transaction advisory services will assist the government of Botswana, Government of Botswana (GoB) in structuring and tendering bankable projects for IPPs. The initial mandate will include the 200 MW CSP and 2*50 MW wind, but it could be expanded to consider other solar photovoltaic projects as identified in the IRP.
- **Component 4: Capacity building for GoB for RE development:** Capacity building activities will be carried out for the project implementation unit, PIU the Projects Energy Development Unit (PEDU) under the Ministry of Minerals and Energy (MME) as well as the Botswana Energy Regulatory Authority (BERA). This is expected to include the appointment of experts within the PEDU and BERA to provide implementation support and the organisation of south-south knowledge exchanges.

Based on the activities above, stakeholder engagement within the Project are primarily focused on development of the E&S studies under Component 2, and will be planned in accordance with World Bank Environmental and Social Standard 10 on stakeholder engagement as well as GoB Environmental Impact Assessment (EIA) Act. Component 1, 3 and 4 are not envisioned to require extensive public stakeholder engagements. They are however subject to public procurement adhering to GoB and WB processes. Resulting reports will be subject to review by experts/peers and disclosed to the public upon finalisation.

There are significant downstream environmental and social benefits of the Project: increasing deployment of renewable energy; building supply chains and experience in the sector; cost reductions, leading to additional solar power deployment; reduction in Botswana's greenhouse gas emissions, air and water pollution, and use of water resources, likely community support for around solar and wind. The Project activities are not anticipated to adversely affect stakeholders, but potential downstream investments will be assessed under Component 2.

2. Brief Summary of Previous Stakeholder Engagement Activities

The Botswana National Development Plan (NDP) is developed for implementation for a period of 10 years, with extensive participation of many national stakeholders. The development of renewable energy was prioritised in the NDP11 under section 7.32 in efforts to achieve sustainable energy development. Subsequently, the first Botswana Electricity Integrated Resource Plan (IRP) was developed through engagement of government, academia and experts and finalised and publicised in November 2020 and launched in December 2020 in Gaborone, Botswana. The IRP envisions renewable energy development being carried out by private IPPs. A full document of the full IRP was uploaded onto the BERA website for download on the 30th July 2021 and it was marked as an Expression Of Interest then uploaded onto the BERA Facebook page on the 23rd February 2022. The IRP provides the scope of the potential for renewable energy development which is expected to result in projects that will substantially mobilise private co-financing. Approved IRP projects have been publicly disclosed on the MME Facebook page and government gazette.

3. Stakeholder Identification and Analysis

This section identifies stakeholders who will be informed and consulted about Project activities. The Project stakeholders will include Project Affected Parties who will be identified in the E&S studies under Component 2 and Interested Parties. Project stakeholders are defined as individuals, groups or other entities who:

- Project Affected Parties are those who are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project.
- Interested Parties are those who may have an interest in the Project. 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.
- Vulnerable groups will be identified to ensure equitable access to voice and benefits under the Project.

3.1 Affected Parties

Affected Parties will be accurately identified during Component 2 activities. They are expected to include local/neighbouring communities, community members and other parties that may experience direct or indirect impacts from the Project. Specifically, the following individuals and groups fall within this category:

Local communities: affected by the future construction/implementing of the downstream activities (CSP and wind, transmission lines, sign boards, access roads). The exact wards/location are currently unknowns as geographical location specific sites have not been identified. Local community members will include members with special interests, such as entrepreneurs and workers.

Key representatives: such as the Chief/Headmen Office, local government officials (including Village Development Committees), faith based organisations or NGOs: these groups can serve as facilitators on local issues and items to consider before, during and post project implementation. They are commonly they are custodians of the local culture, its taboos and possess the geographical knowledge of the area regarding sensitive sites to consider.

Cooperation and negotiation with these stakeholders throughout the Project activities 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. Tribal leaders (Dikgosi) 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. 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.

3.3 Interested Parties

Interested parties are core to the activities directly funded by the Project and are expected to be those who have professional or political interest in the activities under all Components, for example, government departments working across ministries or interest organisations such as environmental groups. Key groups and their role and interests include:

1. **Department of Environmental Affairs** will ensure project adherence to the Environmental Act and undertake all environmental and social safeguards assessments.
2. **Department of Energy** will ensure projects adherence to the planned National Energy Policy document.
3. **Botswana Power Corporation (BPC)** is the power off taker and will engage the successful IPPs to connecting to the grid and the ensuing duration of the supply of the renewable energy.
4. **The District Commissioners Office** will facilitate communication to and from the required government departments, NGOs, community organisations, companies in all identified Project sites as well as protocol procedures during large or small meetings. The Office leads the works of the local councils in villages and thus will possess the required resources for particular aspects of project implementation i.e., it houses the village social workers' office who will assist with identification of vulnerable groups.
5. **Ministry of Lands and Water Affairs:** The relevant land boards will be required to handle the acquisition of the land surface rights and the Department of Water Affairs will issue the required water rights regarding project requirements or Corporate Social Investments initiatives where these rights become fundamental that may arise out at the project implementation.
6. **Department of Wildlife:** Downstream investments may be located within wildlife thriving locations with active protection measures by the Department of Wildlife.
7. **The Mining Community:** The Copper and Diamond Mines areas will be interested in attending project consultation meetings as they might have look to incorporating renewable energies into their production operations. They are potential clients for the produced electricity.

8. **Academia:** Botswana International University of Science & Technology, University of Botswana, Technical & Vocational Education and Training Colleges, Botswana Institute for Technology Research and Innovation, schools in the areas that might engage in school trips for appreciation of information on the Project development.
9. **Professional Associations:** that have interest in RE development in Botswana.
10. **Business Botswana:** Private sector which has interest in investing in the Project, including potential IPPs.
11. **Ministry of Labour and Home affairs:** for skills development and labour management
12. **Botswana Public Officers Pension Fund:** Has made a public declaration about investing in local energy generation developments.
13. **Non-Governmental Organisations:** Botswana Council of Non-Governmental Organisations (BOCONGO) which is a coordinating body for civil society organisations.
14. **Associations:** the Solar Industries Association of Botswana, Construction Industry Trust Fund will have an interest in project implementation.
15. **Labour Unions:** Botswana Manual Workers Union which organises workers in the mining, quarries, energy and allied industries will have an interest in the collective RE developments across Botswana.
16. **Consumer Groups:** Communities from identified projects studies sites will have an interest in the progression and results of those studies.
17. **Civil Society Groups:** that may be concerned about potential environmental and socio-economic downstream impacts of the proposed developments.

3.4 Disadvantaged / Vulnerable Individuals or Groups

Disadvantaged or vulnerable individuals or groups will be of focus under Component 2 activities and the downstream investments to ensure that their voice is considered, and benefit distribution account for their particular needs. The anticipation is that the following groups need special consideration:

- The Remote Area Dwellers (RADs) and recurring seasonal hunting quota holders who may be disadvantaged by the possible Project sites that may be locations where RADs occasionally collect veld products and those persons that hunt during hunting season.
- Subsistence farmers or herders that rely on land that may be earmarked for the project where they may be relocated to land that may not necessarily have the requisite conditions for their animals/crops. The relocation would affect their livelihoods.
- The elderly, People Living with Disabilities (PLWDs), gender considerations in local communities do not broadly speak and understand the English language and may have mobility issues.

Summary of project stakeholder needs

Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
Affected parties	households within the area of interest	Local language(s)	Kgotla Notice Board and meetings; -Radio broadcasts; -Free Issue Local Newspapers. -Usage of a Mobile Public Speaker Address System	early morning and late afternoon preferred timing

			(segowagowe) for community sensitisations and messaging.	
Interested parties	Parastatals, inter-government agencies, NGOs, etc	Setswana /English language(s)	Websites; Email; Savings-grams	
Disadvantaged and Vulnerable individuals/ groups	households within the area of interest	Local language(s)	In addition to the outreach listed for affected groups: Special outreach through representative groups (churches, NGOs, CSOs, VDCs)	Accessibility, child care, interpretation, translation

4. Stakeholder Engagement Program

Public consultations and events are mainly going to be held at the Kgotla wherefore transportation is generally not an obstacle for attendances in villages countrywide. Kgotla engagement will involve local authorities, Chiefs, The District Council or the District Councils, Council Chairpersons, Councillors, Civil Service Officers, Dikgosi through each respective Office of the District Commissioner which is standard procedure for local communications consultations and protocols. The environmental processes and impacts shall be shared through consultative meetings and government gazette and newspaper Publications.

Lack of understanding could only be due to technical language which is seldom used in such undertakings.

Information flows are done through the District Commissioners (DC) Office and reach the Kgotla where the Chief or Headman delegates officers to gather the community for debriefing and this is universal even for private companies that seek to operate in such areas, otherwise the DC and the Chief can allow the bearers of such information to present it themselves.

Public consultations are largely reserved for daytime hours as communities are largely subsistence farmers and have to attend to their livestock at the break of dawn and at dusk, in peri-urban areas kgotlas and town halls and community centres are used for consultative meetings.

Villages are regular consultation centres with regular discussions around environmental conservation issues and mining beneficiation issues among others, and therefore consultations procedures are embedded in the selected locations’ populace. Stakeholders in the villages prefer to speak in local language while adding their native slang to their vocal expressions. There is a strong inclination to speak in a way that is understandable to the visitor of their locality. There may be instances where they have to be identified through the Social service office and be consulted in through their guidance.

The governments’ Social Workers that are placed in the yet to be identified locations document and assist marginalised communities, they are accessible through their respective Councils’ contact details and their mobile numbers where provided. Social Workers work closely with medical personnel stationed at the various clinics countrywide and therefore would be best positioned to provide a database of all marginalised groups, people living with disabilities, women, youth, the elderly, etc. in all areas of Botswana.

4.1 Purpose and timing of stakeholder engagement program

The SEP seeks to meet the following objectives:

- ✓ To devise a system of engagement that ensures expectations, issues, risks and any information about the project process is delivered to the right people at the right time.
- ✓ To ensure proper adherence to legal community engagement procedures
- ✓ To inform the host communities about the project, its risks and opportunities
- ✓ To give communities in the affected areas time to accept or reject project proposals
- ✓ To establish rapport with the communities around the project areas
- ✓ To provide factual information to allow for timeous decision making by the local community authorities
- ✓ To meet requirements by project implementers while satisfying requirements by project affected persons
- ✓ To ensure incorporation of all important factors for all stakeholders for project success

Following the announcement of the E&S studies for the wind and CSP shall be made by the procuring entity being the GoB through the MME to all its citizens through the Botswana Television and Radio Botswana, RB1 about the details of the study for the potential of Wind and CSP in identified locations in Botswana the following shall prevail:

Once the sites are identified for solar and wind parks, site studies and environmental and social studies will be carried out covering the following illustrative list of topics. The full scope of the site studies will be finalised through the development of detailed terms of reference.

- i. Environmental and Social Studies as per World Bank Environmental and Social Framework (ESF)
- iii. Topography and Geotechnical studies
- iv. Seismic activity
- v. Dust
- vi. Climate Change
- vii. Water availability

4.2 Proposed Strategy for Information Disclosure

The public domain includes;

- Newspapers, Radio, Television;
- Non-Technical summary documents and reports;
- Official Correspondence, Meetings;
- Website, Social Media.

Disclosed information will include Project background detailing how their area of locality was selected by the procuring entity, that is, the Botswana government through the MME facilitated by the parastatals mandated to deliver power to the nation, the BPC, BERA that sets electricity tariffs and regulates the energy sector in the country. The Project overview and objectives with the estimated costs and further information on the consultant who will be implementing the project activities on the ground shall be shared.

The PEDU will communicate the full project scope of the Wind and Solar Park studies at the initial face to face meeting with the local authorities i.e., District Commissioners Office and the traditional leadership to allow for adequate understanding.

One page Summary Research Study Information Flyers in English and Setswana will be distributed at the initial meeting to all that attend the interaction and copies shall be placed at the DC’s office, the Chiefs office, the Department of Information office where the journalists will be requested to carry and distribute copies as they cover their respective reporting beats in the district.

Digital copies will be distributed through social media platforms i.e. WhatsApp as per request through the WhatsApp line and through the provided PEDU email and website.

- Newspaper, radio, television

The Daily newspaper has countrywide reach in Botswana and therefore can ensure an adequate daily reach even to remote villages. The local newspapers will be engaged for spreading information to far flung areas of the envisaged districts that normally receives information later than those in the village centres.

Private Sector Newspapers together with the Daily Newspaper will also be utilised for public disclosures and to communicate E&S and subsequent Feasibility Studies for project media releases and to advertise for involvement of public opinion in the environmental impact studies.

Radio Botswana has the furthest reach in comparison to the private commercial radio stations and will be used to spread continuous messages about the Wind and Solar studies from inception through the different stages of development. Radio interviews shall be used for podcasting where such audio clips will be shared through the MME Facebook and WhatsApp platforms, a compilation of interview audio clips will be used to create a podcast archive to cater for the tech savvy target communities. The interviews will feature the MME and PEDU representatives and will be used to spread the Research Study’s progressions, messages, contact information and relevant study information that is targeted to creating feedback for the location communities.

Botswana Television shall be utilised for interviews with PEDU as and when the need exists and after the news stations are pitched on the importance of the story to be covered regarding the E&S and Feasibility studies. “the Eye”, Prime Time news program and “First Issues” television channels will be used in-case of positive presence of resources post completion of studies.

The MME Facebook account and Twitter handle shall be used for information sharing since Twitter is a multiple messaging platform and the energy generation industry provides updates regularly on the platform.

Project Activities by Components	Target stakeholders	Topic of consultation/engagement	Methods used	Locations/dates	Responsibilities

<p>Component 1 Resource assessment for wind and solar</p>	<p>-perspective consultants -stakeholders interested in the reports: (MME, BPC, DoE)</p>	<p>-Procurement announcement -Peer/expert review of results reports</p>	<p>-Technical review meetings</p>	<p>Gaborone Dates [TBD]</p>	<p>-MME and PEDU -WB review and clearance</p>
<p>Component 2 Safeguards and site studies for solar and wind park infrastructure: i. Environmental and Social Studies as per ESF ii. Topography and Geotechnical studies iii. Seismic activity vi. Dust iv. Climate Change v. Water availability</p>	<p>Local authorities: -Area District Commissioner -Tribal leadership - District Council -BPC HQ Gaborone Affected communities and individuals Disadvantage/Vulnerable Groups (if any) NGOs and CSOs Surrounding communities</p>	<p>o E&S impacts of CSP and wind park infrastructure o IPPs' mitigation measures o Contacts for inquiries/complaints/feedback</p>	<p>o ESIA and site studies Tender advert on local newspaper, government gazette, website o Publicly disclosure of the selected list on websites and relevant communes. o One newspaper half page notification advert for pre and post project notification assessment duration o Consultant/s ervice provider to follow EA</p>	<p>Gaborone Dates [TBD]</p>	<p>o MME PR(PEDU) o ESIA and site studies consultants o WB review and clearance</p>

			act and Regulations public disclosure processes <ul style="list-style-type: none"> ○ Letter notification of site selection to all identified stakeholders and savingram to all the government institutions. ○ Ad hoc stakeholder meetings 		
Component 3 Transaction advisory services for renewable energy IPPs	Ministries: Ministry of Minerals and Energy (BPC, BERA, DoE) Ministry of Finance Ministry of Environment and Tourism Ministry of Lands and Water Affairs Ministry of Labour and Home Affairs; Attorney General Chambers	<ul style="list-style-type: none"> ○ Technical parameters of IPPs' proposal (including transmission lines alignment) ○ E&S requirements as part of the contract with IPPs <p>Contacts for Inquiries/Complaints/Feedback</p>	<ul style="list-style-type: none"> ○ Tender advert on local newspaper, government gazette, website 	Gaborone Dates [TBD]	<ul style="list-style-type: none"> ○ MME (PEDU) ○ WB review and clearance
Component 4 Capacity building for GoB for RE development	Government institutions	<ul style="list-style-type: none"> ○ E&S Framework ○ IPPs 	-Workshops, training, coaching, etc	Gaborone Dates [TBD]	<ul style="list-style-type: none"> ○ MME (PEDU) ○ WB review and clearance

The above table will be revised and finalised once the Grant Agreement is approved and its implementation is officially launched, among others, the situation of the COVID 19 outbreak in Botswana will be considered and taken into account. Once the project sites are identified, detailed consultation and engagement activities will be finalised and reflected in the updated SEP.

The proposed activities are subject to the application of GOBs COVID-19 regulations and WB guidance on COVID 19. Revised/updated SEP will be re-disclosed as per ESF requirements.

4.3 Proposed Strategy for Consultation

- **Interviews with stakeholders and relevant organisation**

Interviews will be used to gather information to inform the various studies.. Interviews with the local authorities should be conducted to inform the communities on the E&S studies under component 2.

- **Public meetings, workshops**

These will seek to engage specific population sectors of the community to uncover specific solutions that will be incorporated into the studies.

- **Other traditional mechanisms for consultation**

The local authorities can be provided with information to disseminate at Kgotla meetings for continued information sharing. 4.4 Proposed strategy to incorporate the view of vulnerable groups

Under component 2 E&S studies, the identification of the vulnerable and disadvantaged groups will be supported by the local Kgotla and Social Workers office before engagements with the community. Special measures to ensure incorporation of their views will be designed based on their identification.

4.5 Timelines

Consultants for the various components will be determined by the finalised wind and solar resources mapping and feasibility studies results within MME (PEDU) and the WB following a competitive bidding process. For Component 2 engagement, consultants will need to demonstrate adherence to the SEP principles to ensure that the E&S studies adhered to the WB E&S Standard 10 and the GoB EIA Act which requires meaningful engagement with stakeholders, ensuring that potentially affected populations are consulted and vulnerable groups are given the ability to voice issues to influence the activity design and implementation.

4.6 Review of Comments

Stakeholder consultations on Component 2 activities: Recording of gatherings will be carried out by consultants for the filing of interaction documentations, where written/oral comments shall be documented and categorised. The review of comments will be incorporated in the E&S reports.

For Component 1, 3 and 4 activities, expert or peer comments will be reviewed and incorporated to provide strong technical advice and policies for renewable energy development and finalisation of reports by the consultants.

4.7 Future Phases of Project

Communities in the environment of the resource studies will be kept informed when the E&S studies develop including reporting on project environmental and social performance and implementation of the SEP and grievance mechanism. Resources studies should report at least annually to stakeholders, but often will report more frequently during particularly active periods, when the public may experience more knowledge or when study phases are changing (for example, EIA public notices).

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1 Resources

The PIU will have dedicated Communications Officer and the Environmental and Social Safeguards Advisor to drive the communication engagements and the environmental aspects of the SEP. Consultants for Components 2 should ensure their team consists of and engages a local community liaison officer/translator that will be hired by the consultant for information exchanges between the studies personnel and the communities the activities will take place.

Proposed Budget

Items	Unit of Measure	Quantity	Cost Per Unit	Subtotal	10% Contingency	Expected duration	Total
Media engagement						x6 Months	
TV Interview BTV	\$	FREE	FREE	-	-	-	-
Newspaper Placements	\$	2	\$1700	\$3400	\$340	6 times in 2 different news papers	\$22,440.00
Information Flyers	\$	100	\$.50	\$50	\$5	Printed 6 times	\$330.00
Stakeholder Engagement Meetings							
Conference facility for 30 people (Envisaged village)	\$	30	\$25	\$750	\$75	6 events	\$4,950.00
Accommodation/Lodging (1 day)	\$	1	\$200	\$200	\$20	6 trips	\$1,320.00
SOCIAL MEDIA							
Facebook	\$	FREE	FREE	FREE	FREE	FREE	FREE
Twitter	\$	FREE	FREE	FREE	FREE	FREE	FREE
Travel (fuel)	\$	3	\$100	\$100	\$10	6 trips	\$660.00
				\$4,500.00	\$450.00		\$29,700.00

6 Grievance Mechanism

Grievance Redress Mechanisms (GRM) and feedback provide a formal avenue for affected groups or stakeholders to engage with the resource potential studies on issues of concern or unaddressed impacts. The mechanism will capture any complaints, feedback or suggestions about the way the resource studies are being implemented or related impact. They may take the form of specific complaints for damages/injury, concerns about routine project activities, or perceived incidents or impacts or questions about benefits arising from the research activities. Identifying and responding to grievances supports the development of positive relationships between projects and affected groups/communities, and other stakeholders. Grievances can be an indication of growing stakeholder concerns (real and perceived) that can escalate if not identified and resolved. The management of grievances is therefore a vital component of stakeholder management and an important aspect of risk management for a research study. Research Studies may have a range of potential adverse impacts to people and the environment in general, identifying grievances and ensuring timely resolution is therefore necessary.

Grievances and general feedback can be submitted by email, written letter, SMS and a suggestion/complaint box placed at the PEDU offices or at the Kgotla. PEDU should ensure knowledge of access as well as procedures for case handing. PEDU will maintain the confidentiality of any aggrieved party and access to records will be limited to a small number of staff to ensure anonymity in all cases. Registration of issues

will be handled by PEDU and referred within existing structures as necessary to provide a timely response and resolve issues. PEDU will provide a written response of the resolution to complainants/person who is aggrieved unless submitted anonymously. PEDU should review any comments and feedback registered and status of resolution. Status of the grievance mechanism will be a standing item on the agenda. Should an appeal be filed by a complainant the PEDU will review and determine a response. Where an issue cannot be resolved, any aggrieved person may further appeal a case per procedure. The PEDU should maintain logs and refer issues for assessment or investigation to maintain timely verification and resolution to issues. PEDU will compile status and progress reports for the WB regular reporting on grievances. Specific GRM and feedback contact points are the following:

- (relevant) Kgotla
- PEDU offices

The Government of Botswana grievance mechanism exists however, it is specific to internal ministerial grievances, it has been adapted to that which will be customised for the potential resources studies with the daily communication between PEDU and communities facilitated by the Communications Officer for the resources potential studies duration.

The grievance mechanism that exists cannot be wholly used for addressing all project grievances as it is adopted from a formal office setup thus aspects of the procedure should be adapted to satisfy cultural nuances.

- Complaints and concerns will be recorded live and written on softcopy by the communications expert and processed with management and a spreadsheet will be used to record continuous progress updates parameters.

Stage 1: Immediate Research Activity

The complainant will initially be verbally notified by a Research Study Team Member of the receipt of his/her complaint and that they will be addressed in a 21 days turnaround period with a solution for their demand. The Team Member must, to the best of his/ her ability;

- Listen to the community member in private
- Encourage the community member to express his/her grievance freely and openly
- Obtain all relevant facts
- Endeavour to resolve the grievance as speedily as possible

Stage 2: Head of Study/PEDU

If the grievance is not resolved by the Team Member it should be referred to the Team Leader/PEDU who shall, within a reasonable time attempt to resolve the grievance. If an acceptable outcome is not reached the matter maybe referred in writing to the Project Manager-PEDU for a decision, and thus Stage 3 becomes effective.

Stage 3 Head of Research Study (Project Manager)

The Director will attempt to resolve the grievance and will respond to the concerned complainant in writing. If the matter remains unresolved the complainant(s) may proceed to stage four (4).

Stage 4: Project Director (PD)-PEDU

If the complainant(s) is not satisfied with the Project Managers decision, the issue may be appealed in writing to the Project Director. The PD shall investigate the grievance and make a decision within twenty one (21) days.

Stage 5: Permanent Secretary (PS)

If the complainant(s) still feel aggrieved and not satisfied with the Project Directors’ decision, the complainant(s) may appeal in writing to the PS at the MME. The PS would attempt to resolve the grievance and respond to the Complainant(s).

Stage 6: Other Statutory dispute resolution mechanisms

If the grievance is still unresolved the complainant is at liberty to refer it to other dispute resolution mechanisms being Public Service Commission, Department of Labour and the office of the Ombudsman.

Vulnerable stakeholders will be processed similar to all groups where their issues are addressed first and if the issues are not resolved in the stipulated period then an audience will be sought with management.

- In cases of an individual that is not considered appropriate to investigate then an explanation shall be provided in order for them to feel included.
- An appeals process helps to provide an atmosphere of fairness and openness internally and externally such that its existence and processes and procedures gives the complainant assurances toward the safeguarding of their human rights notwithstanding whichever result occurs.
- Reports shall be communicated to the public on a quarterly basis as a component to the overall project implementation report as determined by management of the PEDU.

The grievance mechanism is outlined in the table below

Step	Issue	Setting	Responsibility	Target Timeframe
1	Uptake of feedback, comments and grievance	Letter, in person, call, phone	Kgotla/PEDU-Communications Specialist/MME	Throughout project
2	Registration and Screening	PEDU office (GRM Matrix/excel)	PEDU-[Communications Officer]	Within 48 hours of receipt
3	Acknowledgement	PEDU to aggrieved individual (s)	PEDU-[Communications Officer]	Within 48 hours of registration
4	Assessment and solutions	PEDU (including site visits if necessary)	PEDU-[Project Manager]	Within 14 days of registration
5	Resolution	Direct to individual (s)	PEDU	Within 21 days of registration
6	Reporting, M&E	PEDU	PEDU	Quarterly
7	Appeals	MME	PEDUMMEHR Panel	Quarterly

Should any grievance relate to gender-based violence or harassment, such a case will be handled through the existing human resource (HR) procedures within MME respectively related to discipline and grievance. The existing HR procedures for such cases are clear in regard to expected conduct, case handling and

consequences and handled in accordance with national law. For any staff member any has a case of this nature the existing policies on grievance will be followed. Where it is a person not employed by either PEDU a case should be submitted through the Project GRM but subsequently referred to HR management. In accordance with the disciplinary policies and procedures, previous harassment cases have been adequately handled swiftly in the past and led to suspension of officials/staff. The Project will ensure in consultations with stakeholders that grievance mechanisms are appropriate and acceptable. The GRM is an essential part of the safeguard instrument to resolve complaints on the project activities. It should address concerns and complaints promptly, using an understandable and transparent process that is gender responsive, culturally appropriate, and readily accessible to all segments of the complainant persons.

Generally, the GRM will ensure that (i) the public within Project areas is aware of rights to access and shall have access to the mechanism free of administrative and legal charges, and (ii) concerns arising from Project activity in all phases are addressed effectively. Such kinds of approach are useful, among others, to improve project outcomes, help to prioritise supervision, identify systematic implementation issues and trends, and promote accountability through creating more predictable, timely and results-oriented responses to citizen concerns. In addition to the grievance mechanism itself, the Project will develop a communication plan to inform the stakeholders about the existence of the GRM and instructions of operation.

Contact information for people's comments or questions about the resource studies or the consultation process may be submitted to: PROJECT ENERGY DEVELOPMENT UNIT- Project Manager , Private Bag 0018, Gaborone, 3652631, Fairground Office Park, Block D 3rd Floor, [MMGE PR@gov.bw](mailto:MMGE_PR@gov.bw)

In addition, communities and individuals who believe that they are adversely affected by a WB supported project may submit complaints to existing project-level grievance redress mechanisms or the World Bank'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/GRS>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org. It is however recommended that a project level grievance mechanism that has been agreed upon by all stakeholders is put in place early, to avoid small matters snowballing into conflicts that may lead to delayed disbursement and implementation.

7 Monitoring and Reporting

Component 4 of the Project will support project management activities to ensure cost efficient, timely, and quality delivery of project activities and results, including coordination between the nodes, M&E and project reporting. This will include workshops, and operational costs to support the Project's day-to-day implementation and management, including procurement, financial management, environmental and social safeguards, preparation of work plans and organisation of audit reports, including the implementation and monitoring of the SEP. PEDU will monitor the SEP in accordance with the requirements of the Environmental and Social Commitment Plan (ESCP) including changes resulting from updates in the design of the Project or Project circumstances. The extent and mode of stakeholder monitoring with respect to environmental and social performance will be proportionate to the potential environmental and social risks and impacts of the project and their effect on the various stakeholder interests in specific activities. The Project will monitor the environmental and social performance of the Project, which will include periodic reviews of compliance with requirements of the legal agreement, including the ESCP.

Reporting back to stakeholder groups

The stakeholder engagement process will aim to support the development of strong, constructive and responsive relationships among the key Project stakeholders for successful management of the Project's environmental and social risks and preparing stakeholders for the Project. Effective engagement between PEDU and the various Project stakeholders improves the environment and social sustainability of projects, enhances project acceptance and makes significant contribution to successful project design and implementation. The SEP builds on the existing procedures the Botswana specific stakeholder guidelines and during implementation of CSP and wind project the communication plans for consultation and engagement will be developed as guided by the forthcoming E&S studies developed under Component 2.

8. Information Disclosure and COVID-19 Considerations

8.1 Information Disclosure

The World Bank Environmental and Social Standard 10 require that this SEP, and any subsequent impact assessments or plans are made available to Project affected groups, local NGOs, and the public at large. Public disclosure of the E&S documents is also a requirement as guided by the Botswana EA Act and Regulation for environmental and social procedures. Thus, any environmental and social plans or updates to assessments and plans will be shared in draft at meetings of existing governance structures such as communities, government institutions, partners as well as current structures linked to the further implementation of the land reform programme and other related initiatives to obtain feedback and comments. Where PEDU response to feedback and comments cannot be provided in the respective meetings, will be delivered, including final planning measures, at the following forum and/or committee meetings. The PEDU will make available copies of the, SEP and any required site-specific E&S documents on the respective websites and offices. All necessary safeguard documents that will be locally disclosed will also be forwarded to the World Bank for disclosure on the official World Bank website. Information related to environmental and social due diligence during Project implementation will be made available through short reports and meetings with translations in the local languages. Information will be provided through existing local media forums as well as current communication structures during COVID-19 Pandemic.

8.2 Special Measures and Exemption during COVID-19 Pandemic

In the current scenario, public consultation and disclosure would need to be consistent with the requirements for stakeholder engagement and taking into account COVID-19 related risk mitigation measures. The World Bank's guidance Technical Note on Public Consultations and Stakeholder Engagement in WB-supported operations will be followed when there are constraints on conducting public meetings. Where there are constraints for conducting public meetings for reasons beyond the project control, the following procedures should be followed:

- Identify and review planned activities under the project requiring stakeholder engagement and public consultations.
- Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders (international, national, local) etc.
- Assess the level of risks of the engagements, and how restrictions that are in effect in the country/project area would affect these engagements.
- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines.
- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context. The Project will, during the pandemic:

- Avoid large public gatherings, including public hearings, workshops and community meetings.
- If smaller meetings can safely be carried out and are permitted by authorities, the Project can conduct consultations in small-group sessions, such as focus group meetings.
 - Where stakeholder cannot safely meet, consider how to enable critical meetings through online meeting platforms (Google Meet, Microsoft Teams, WhatsApp, Zoom, Skype, etc.).
 - Enable diversification of communication and rely more on social media and online communication tools.
- Develop and distribute messages through posters and leaflets.
- For broader messages, use traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail).
- Ensure that regardless of measures used to continue stakeholder engagement to advance Project activities that stakeholders and communities know how to provide feedback and suggestions.
- Reschedule and delay any critical meetings that cannot reasonably be conducted in the COVID-19 pandemic.