United Nations Development Programme (UNDP) in partnership with the Social Fund for Development (SFD) and the Public Works Project (PWP), and Small and Micro Enterprise Promotion Service (SMEPs)

and
United Nations Children's Fund (UNICEF) in partnership with the Social Fund for Development (SFD)

Yemen Emergency Social Protection Enhancement and COVID-19 Response Project (ESPCRP) (P173582),

Additional Financing (P177020), and Additional Financing 2 (P180358)

Stakeholder Engagement Plan
(SEP)

February 17, 2023
(Previously Updated on November 23, 2022, and April 22, 2022)

ESPECRP Stakeholder Engagement Plan (SEP)

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Acronyms

AF	Additional Financing
AF2	Additional Financing
COVID-19	Corona Virus Disease 19
CfW	Cash for Work
CT	Cash Transfer
ECRP	Emergency Crisis Response Project
ESPECRP	Emergency Social Protection Enhancement and COVID-19 Response Project
ESS	Environmental and Social Standard
FAQ	Frequently Asked Questions
FGD	Focus Group Discussion
GBV	Gender Based Violence
GM	Grievance Mechanism
IDA	International Development Association
IDP	Internally Displaced Person
KII	Key Informant Interview
MIS	Management Information System
PME	Planning Monitoring and Evaluation
PMU	Project Management Unit
PSEA	Protection against Sexual Exploitation and Abuse
PWP	Public Works Project
SCMCHA	Supreme Council for Management and Coordination of Humanitarian Affairs and. International Cooperation
SFD	Social Fund for Development
SMEPs	Small and Micro Enterprise Promotion Service
SOPs	Standard Operating Procedures
SPECRP	Social Protection Enhancement and COVID-19 Response Project
SWF	Social Welfare Fund
TPM	Third Party Monitoring
UASC	Unaccompanied or Separated Children
UCT	Unconditional Cash Transfer
UN	United Nations
UNDP	United Nations Development Program
UNESCO	United Nations Education, Science and Cultural Organization
UNFPA	United Nations Population Fund
UNICEF	United Nations Children's Fund
UNWOMEN	United Nations Entity for Gender Equality and the Empowerment of Women
WFP	World Food Programme
WG	Working Group

Introduction/Project Description

1.   The Emergency Social Protection Enhancement and COVID-19 Response Project (ESPECRP) builds on the completed IDA financed Emergency Crisis Response Project (ECRP) to deliver support to vulnerable Yemenis affected by conflict, COVID-19 and climate-related shocks. The project development object is to provide cash transfers, temporary employment, and increased access to basic services and economic opportunities to vulnerable populations affected by the ongoing conflict, lingering effects of the COVID-19 global pandemic and global impact of the war in Ukraine.

2.   The parent project, and its additional financing (AF) and proposed second additional financing (AF2) will mainly target food insecure households and focus on interventions that are most effective at addressing food insecurity. Given the short-term food security needs, most of the project funds are expected to be used to provide unconditional cash transfers (UCTs) to vulnerable households. This includes unconditional cash transfers to Social Welfare Fund (SWF) beneficiaries as well as pilot to improve digital and financial literacy among recipient households. For vulnerable people that are able to work, the project will continue to engage with communities to provide temporary employment opportunities to build valuable community assets, prioritizing community projects that contribute to food security, climate resilience and anchoring gender sensitive interventions. And in an effort to address food insecurity more sustainably, the project will continue to provide economic opportunities to vulnerable populations through support to Small and Micro Enterprises (SMEs), with an emphasis on food market resilience and market-based mechanisms. Similar to the ECRP, project interventions will include COVID-19-sensitive measures.

3.   The project will be implemented jointly by the United Nations Development Program (UNDP) and the United Nations Children's Fund (UNICEF) in partnership with three national implementing partners – the Social Fund for Development (SFD), the Public Works Projects (PWP), and Small and Micro Enterprise Promotion Service (SMEPs) for their respective components.

4.   The project is composed of four main components, namely: UNICEF in provison of (Component 1) Unconditional Cash Transfers (implemented by UNICEF in partnership with SFD), including strengthening the capacity of social protection stakeholders – among others, SFD and SWF – and strengthening systems to enhance UCT beneficiaries access to basic social services, by also incorporating subcomponent (1.2) Digital payment pilot and financial literacy; UNDP in provision of (Component 2) Geo-focused bundles to reduce food insecurity and malnutrition, including Subcomponent 2.1 (Cash for Nutrition, CfN), Subcomponent 2.2 (Cash for Work, CfW), Subcomponent 2.3 (Community Assets), Subcomponent 2.4 (SME support). UNICEF and UNDP are jointly responsible for the provision (Component 3) of Project Management, Monitoring, Evaluation and Capacity Building of National Institutions; and (Component 4) Contingency Emergency Response.

5.   Upon approval of the proposed AF2, the project's closing date will be extended from December 30, 2024 to December 30, 2026 and covers the same 333 districts of the 22 governorates that have high levels of distress index and most vulnerable communities, women, and children with malnourished and non-SWF beneficiary households. For the UCT subcomponent, implemented by UNICEF in partnership with SFD, the project uses the pre-conflict beneficiary list of the SWF CT program.

The following revisions were introduced under the AF:

(i) PDO and intermediate level indicators were revised to increase associated targets.
(ii) Project components were realigned and revised as follows:
        (a) Subcomponent 1.2 was moved under Component 2 (as Subcomponent 2.1);
        (b) Component 1 (currently "Cash Transfers") is renamed "Unconditional Cash Transfers";

(c) Component 2 ("Labor Intensive Works and Economic Opportunities") renamed "Geo-focused support to reduce food insecurity and malnutrition".

Table 1: Project Costs by Component

Components	Original Grant (US$ million)	AF Grant (US$ million)	AF2 Grant (US$ million)	Total Revised Allocation (US$ million)
Component 1: Unconditional Cash Transfers	**152.00**	**182.00**	**134.50**	**468.50**
Subcomponent 1.1: Unconditional Cash Transfers	135.00	182.00	131.50	448.50
Subcomponent 1.2: Cash for Nutrition (only under original grant)	17.00	Moved to Component 2		17.00
Subcomponent 1.2: Digital payment pilot and financial literacy (*new*)			3.00	3.00
Component 2: Geo-focused support to reduce food insecurity and malnutrition	**38.40**	**99.20**	**55.90**	**193.50**
Subcomponent 2.1: Cash for Nutrition		32.00	19.00	51.00
Subcomponent 2.2: Cash for Work	15.70	27.60	15.90	59.20
Subcomponent 2.3: Community Assets	15.70	27.60	15.00	58.30
Subcomponent 2.4: Economic Opportunities and food market resilience	7.00	12.00	6.00	25.00
Component 3: Project Support, Management, Evaluation and Administration	**13.50**	**18.80**	**16.60**	**48.90**
Subcomponent 3.1: UNICEF	7.50	10.00	9.00	26.50
Subcomponent 3.2: UNDP	6.00	8.80	7.60	22.40
Component 4: Contingent Emergency Response	0.00	0.00	0.00	0.00
Total Project Allocation	**203.90**	**300.00**	**207.00**	**710.90**

Key Project Risks

6.   Key project risks include High or Substantial political, security, macroeconomic, and operational risks - particularly the worldwide outbreak of the COVID-19 pandemic and flooding in western parts of the country; and exchange rate volatility and increases in fuel prices / shortages across the country. Political and security risks include potential interference in project related activities which can result in project delays. Moreover, security and political tensions as well as armed conflict may result in the temporary suspension or reallocation of project activities. The recipient agencies (UNDP and UNICEF) and implementing partners (SFD. PWP and SMEPs) will monitor the situation and follow appropriate mitigation measures. Macroeconomic risks include the shortage of fuel along with the potential further depreciation and volatility of the Yemeni Rial, increasing inadequate level of the benefit amount, and impact of the Russia-Ukraine War on global food security. This can lead to an increase to food prices and raised concerns that key services are at risk. Operational risks include

the global outbreak of epidemics and its effects on project activities including conducting wide public consultations for risk of infection.

7.   Each sub project's ESMP will be assessed and screened for potential social, environmental and OHS risks, developing required activities for mitigating such risks via a Mitigation Plan in line with updated WB and UNDP's Social and environmental safeguard policies and standards (similarly to YECRP). Key project social impacts related to activities under CfN, CfW and community assets such as SEA/SH, child labor, land acquisition, gender discrimination and potential of labor influx. Project's risks may include lack of inclusion of vulnerable groups, elite capture of project benefits which both may lead to developing/exacerbating social tensions, security situation on the ground and potential risk of labor influx.
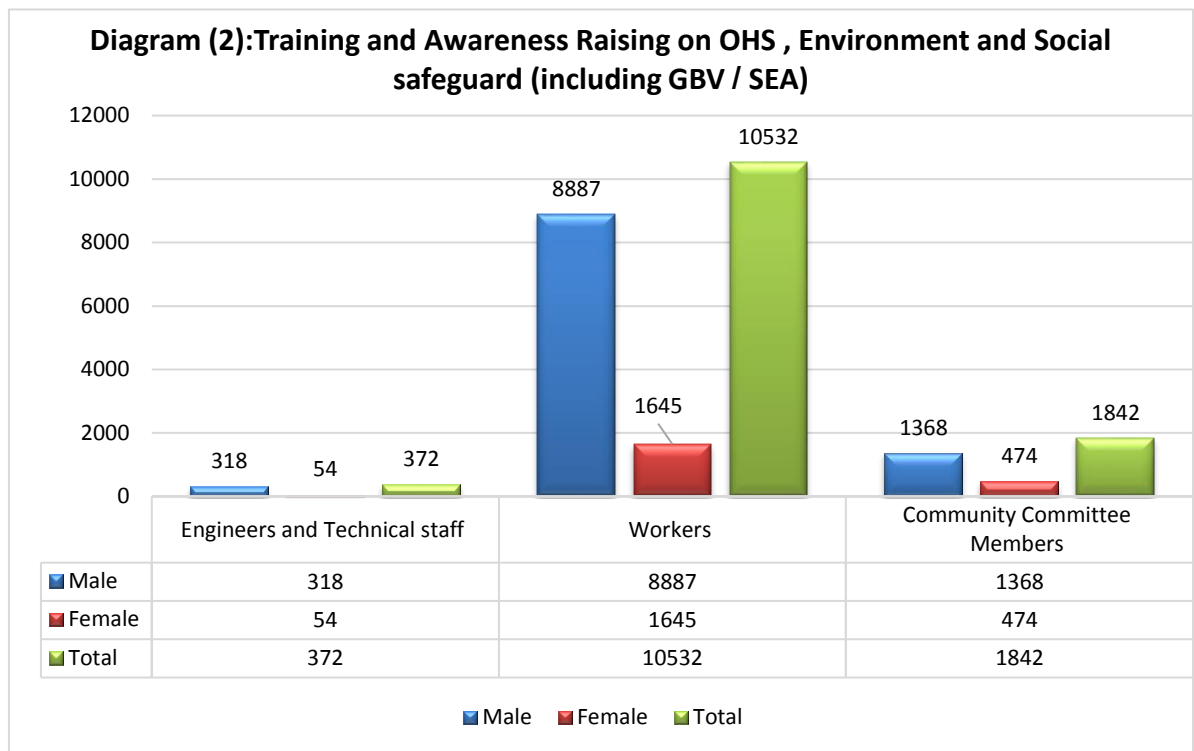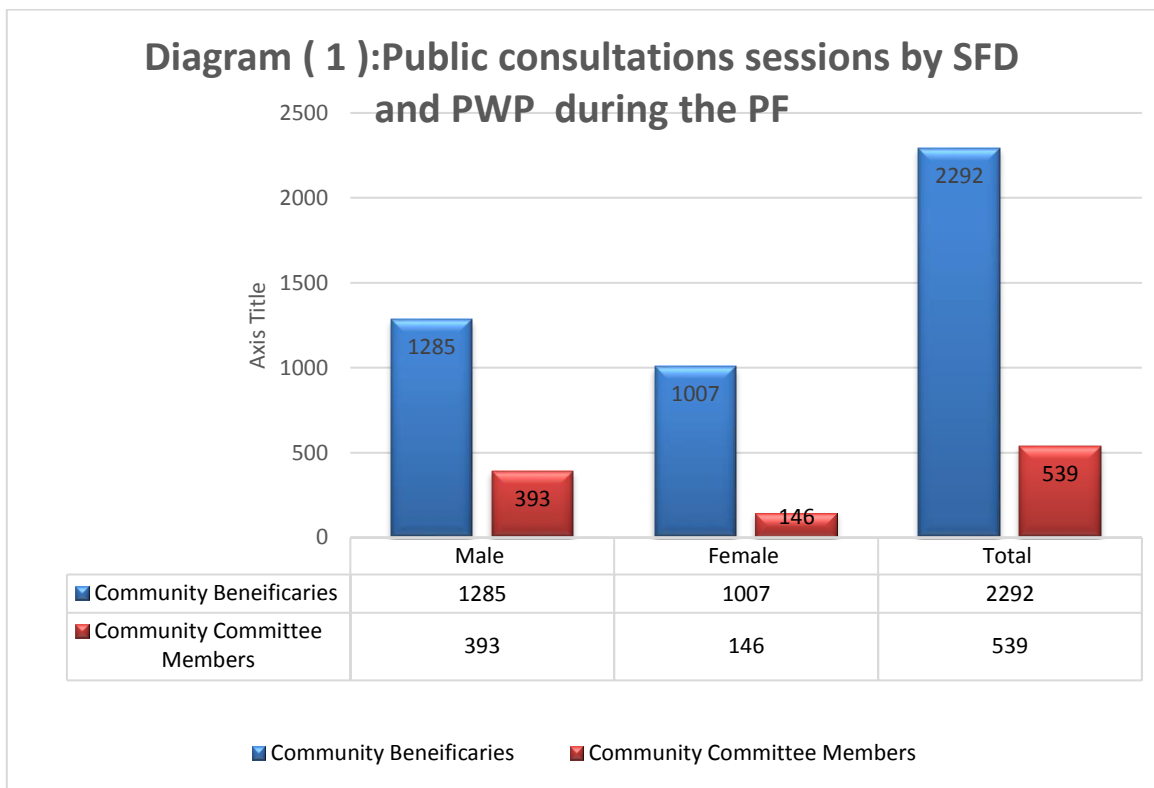
Brief Summary of Previous Stakeholder Engagement Activities

8.   The SEP was developed and disclosed prior to project appraisal and updated for the AF as part of negotiations for the AF2, and is a starting point of an iterative process to develop a more comprehensive stakeholder engagement plan and builds upon experiences during implementation of the parent project and AF.

UNDP -Updates on Public Consultations and Capacity Building during the implementation of the Parent Project and AF - UNDP

9.   During project implementation of the parent project, several public and community consultations were carried out to ensure all the subprojects have been designed and met the beneficiaries' needs and ensured full participation. SFD and PWP completed 101 subprojects with communities' consultations and capacity building for Community Committees members, workers, contractors, and others as indicates in the below two diagrams:

- Consultation sessions were conducted in all targeted villages and for all sub-projects to introduce communities to identify the subproject priorities, safeguard topics including OHS, Environment, gender and GBV and GRM to report any case in a confidential manner and get their feedback. Nearly, 2292 community beneficiaries were consulted including 1007 females and 1285 males. The community committees were established for 101 subprojects with 146 female and 393 male members. During the consultation process, SFD and PWP conducted capacity building and awareness sessions in which 1363 male and 474 female community committee members were trained on the environmental and social requirements, and their awareness was raised to the potential risk and impacts. Beside that UNDP and IPs have agreed to review and improve all the training and awareness sessions and modules for AF.
- No consultations were conducted for the AF and the plan to be conducted during Q1 of 2023. UNDP and the IPs will conduct two stakeholder consultations in Aden and Sana'a for AF1 and AF2 in the first quarter of 2023 to ensure information disclosure and review the beneficiaries' needs.

Diagram (1):Public consultations sessions by SFD and PWP during the PF

	Male	Female	Total
Community Beneificaries	1285	1007	2292
Community Committee Members	393	146	539

Diagram (2):Training and Awareness Raising on OHS , Environment and Social safeguard (including GBV / SEA)

	Engineers and Technical staff	Workers	Community Committee Members
Male	318	8887	1368
Female	54	1645	474
Total	372	10532	1842

10.   The key findings of the conducted stakeholder engagement under the parent project are as follows:
   i)   Stakeholders agreed on the proposed interventions and confirmed their needs.
   ii)   Stakeholders emphasized on the equal work opportunities during implementation.
   iii) Emphasized to give more attention to prevention of all kinds of exploitation.

iv) Women beneficiaries highlighted to provide female friendly activities suiting their capacities and apply specific measures such as flexible working hours to encourage more women to participate and get the optimal benefit.
v) Emphasized to ensure the inclusion of women in community committees.
vi) An agreement is reached on collecting and transporting construction residues to designated landfills.
vii) Emphasized on constructing temporary latrines with handwashing at worksites for workers.
viii) Agreed on the required coordination with the community committee to manage the sub-projects issues.
ix) Agreed on the required coordination to manage the traffic issues.
x) Agreed to placing a fence and warning sights around the work area to prevent pedestrians from entering work sites or falling during excavation work.

11.   These consultations and meetings' activities have been conducted by UNDP, IPs (at HQ and branches levels) and local authorities' level on bundling issues as early-stage preparations to additional financing (AF), in summary there are following activities have been conducted:

- o **Signing agreements at the level of local authorities**
  - Meetings and coordination took place with the local authorities in (31) districts, and (31) cooperation and coordination agreements were signed with the local authorities in the targeted districts, including the role of IPs and local authorities in implementing community studies.
- o **Coordination meetings with partners**
  - Meetings and coordination took place with the partners (PWP) and SFD's programs (cash for work - nutrition - SMED) at the branch level, as the number of meetings that were held reached (8) meetings except for the Amran branch, in addition to (2) Meetings were held at the headquarters level with UNDP team and PWP team.
- o **Training of field work teams**
  - 335 males and females from the field teams and consultants were trained in project's components and activities, including (164) females. The field teams will be distributed each within the framework of the sub district in which they work. The training focused on building the teams' capacities to identify the needs of the community according to the goals and determinants of the fund.
- o **The number of formed village councils**
  - 30 village cooperation councils that were formed in each of Al-Wazira's sub district, Al-Adain district, Ibb Governorate, and the sub district of sharqi Al-Khamisin, Khairan Al-Muharraq district, where the teams worked to motivate the community to choose members of the village councils who will represent the community in determining needs by training them on a set of community participation tools That helps them analyze the situation and then prioritize needs.
- o **The number of village council members**
  - The 362 members of the Village Cooperation Councils including (180) women are trained on the mechanism of data collection and analysis to come up with a list of needs to be agreed upon among them. A village report is prepared that includes a community resilience plan.
- o **Community consultations at the village level**
  - The number of 30 community consultations at the village level are conducted, including total number of 362 persons (180 were women).
- o **Working at sub district level**
  - Working in 7 Sub districts, seven sub district committees were formed, with a total number of (165) members, including (82) women. These are the representative at the sub district level, whose capacities were built on a set of community participation tools, to analyze the situation of sub district and identify the needs.
- o **Community consultations at sub district level**
  - The number of community consultations at the sub district level reached (7) consultations, and 165 predicants attended (including 82 women).

- o **Approval of the plan at the level of sub district by male and female representatives**
    - ▪ Work is still in progress for the (7) sub districts that have been started.

- • Note: there is no stakeholder's engagement workshops are conducted for the AF & AF2 and it has planned to be conducted during Q1 and Q2 of 2023. UNDP and IPs will conduct two stakeholder's consultations in Aden and Sana'a for AF & AF2 in the first quarter of 2023 to ensure better information disclosure for AF1 & AF2 and review the beneficiaries' needs.

12.   A number of challenges were noted during the implementation of stakeholder's engagement as follows:
- - Movement restriction for the female social team without accompanying "male from her family", this results movement rejections and not obtaining permission from the local authorities in the North of Yemen;
- - High Sensitivity of talking about GBV aspects with communities and local authorities in some areas due to the Yemeni culture refusing those terminologies;
- - The local authorities make gathering restriction in some areas which constrain the stakeholder's engagement activities; and
- - Some local communities do not allow women to participate in the engagement and consultation process which impact the inclusion approach of stakeholder's engagement.

13.   The following solutions are proposed and lessons learned include:
- - Improve coordination with the local authority to facilitate the IPs' personnel movement;
- - To give allowances to female staff and consultants for the accompanying "male from her family" during stakeholder's engagement and public consultation visits;
- - Close coordination with local authorities in the targeted districts to get permission for consultation and gathering process; and
- - Encourage the local communities and women to participate and ensure female facilitators for women's consultation.

Prior Stakeholder Engagement Activities – UNICEF

14.   Since the start of ESPECRP, five payment rounds of the CT transfer component have been implemented, which correspond to payment cycles 10,11,12,13 and 14. SFD is responsible for engaging with actors at the governorate, district and local level to obtain necessary clearance and support for the smooth implementation of the payment cycle, in addition to disseminating information to cash transfer recipients. The dissemination of information to cash transfer recipients, is done through community outreach activities which are conducted across the entire country by SFD through their networks of local actors and beneficiaries. During these community outreach meetings cash recipients receive messaging on the payment cycle start date, how to collect their social cash grants, location of the payment site, and how to reach the Project Call Center if they have an inquiry and how to file a grievance, including suspected fraud, as well as the culturally sensitive messaging on the prevention of sexual exploitation and abuse (PSEA) and gender-based violence (GBV). These community meetings are also an opportunity for cash recipients to provide any feedback on the project. Due to the cultural norms in Yemen on cross gender mixing, in some more conservative areas female-only community meetings are held to ensure female cash recipients are aware of important information related to the payment cycle and have an opportunity to provide feedback. UNICEF and SFD continue to investigate ways to continue to grow and strengthen the engagement of female cash recipients. WhatsApp groups are leveraged with short animations shared on key project information - this includes female-only WhatsApp groups. The animations were designed with voice-over and text to ensure the information was accessible to all.

15.   Focus group discussions (FGDs) are conducted by an independent third-party monitoring organization at the end of every payment cycle, as part of regular monitoring activities. The FGDs provide an opportunity for cash recipients to provide feedback on their experience interacting with the Project. All FGDs are separated by gender, and summaries of these discussions are shared so feedback can be incorporated into subsequent payment cycles.

UNDP

16.   UNDP is committed to ensuring meaningful, effective, and informed participation of stakeholders and partners according to the program or project cycle which include early planning, problem identification and project or program design. Effective stakeholder engagement and participation enable easy project acceptance and local community ownership and empowerment of the social, environmental, OHS sustainability and benefit-sharing. This leads to full participation and achieving the project's outcomes and outputs with support of all stakeholders and reduce disagreement and conflict and support human rights and social and environmental protection at the same time. UNDP and its partners will ensure the stakeholder analysis, stakeholder consultation with affected and interested groups and engagement plan are effectively and sufficiently implemented in the project cycles.

17.   Since 2016, UNDP and its partners have continuously collaborated with the WB on previous projects such as the ECRP[1] that has led to cumulative experience and knowledge in stakeholder engagement and consultations. ESF is aimed at ensuring stakeholder engagement, full participation, leaving no one behind and information disclosure to all project activities to successfully address any potential risks, comprising and not limited to:

I- Impacts related to the social risks, cover:
(a) impacts relating to mistargeting and the lack of transparency and discrimination marginalised groups; and corruption in selection of the project recipients;
(b) Effects of gender blindness, gender based violence, sexual abuse and exploitation typically associated with catastrophic events;
(c) Negative impacts related to discrimination against women and children elderly and persons with disabilities during project beneficiarie selection;
(d) Impact related to land acquisition and labor influx;
(e) Impact related to lack of consultations with beneficiaries, CBOs, affected and interested people, and MFIs,
(f) impacts related to lack of children protection and children work due to high need of money among poor families; and
(g) Impacts related to conflict eruption and social disputes due to lack of consideration to the different stakeholders' needs and interests and mishandling water owernship, use and property rights.

II- Environmental risks, incorporating.

(a) Impacts of overuse, mismanagment deterioation to soils and land resource;

(b) Impacts related to solid waste produced by workers (trash and plastic bags) accumulating and polluting the environment; and

III- Occupational and community Health and Safety risks, including:

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[1] See more information in this website: https://www.ye.undp.org/content/yemen/en/home/projects/yemen-emergency-crisis--response----wb.html

(dated on 21 Sep. 2020)

(a) Community health and safety impacts relating to project activities during the implementation, COVID-19 and cholera infections impacts related to possible contamination of existing water sources, possible explosion due to remnants of war;

(b) impacts realted to occupational health and safety for community such as accidents during excavation including ERW associated risks, cutting, breaking, quarrying, and transferring of stones…etc.;

(c) impacts related to destruction of public services infrastructure (airstrikes/use of explosives); and

To mitigate potential environmental, social and OHS risks and impacts, site-specific Environmental and Social Management Plans (ESMPs) will be prepared including contract clauses for contractors.

18.   In conclusion, this project builds on the previous experience from ECRP, and the SEP is updated based on WB and UNDP guidelines, to utilize the existing experience and improve consultation engagement with different beneficiaries as CBOs, NGOs and other relevant stakeholders, to reduce social, environmental and OHS risks; and enhance continues consultations with community committees and affected groups during all project cycles.

UNICEF

19.   The stakeholder engagement approach undertaken by SFD with oversight by UNICEF for the ECRP and now used for the ESPECRP seeks to identify, contact, communicate, and maintain a regular dialogue with local, formal and informal authorities to facilitate smooth execution of project activities. SFD ensures that formal and informal local actors and communities understand, accept and support the CT component to enable smooth implementation in a timely, efficient, effective, and inclusive manner. UNICEF continues to engage in upstream dialogue and advocacy to ensure the smooth implementation of the CT component.

20.   Subsequently, SFD must identify and meet with the relevant local authorities and community leaders (as applicable) in all the geographical areas where the Project is implemented, prior and during the implementation process, to ensure their buy-in and support for a smooth running of the project, particularly during the payment period and the supporting activities that take place before and after the cycle. Also, the SFD ensures that beneficiaries are informed about the parameters of the project, as well as about the location of the payment sites. The SFD also schedules the beneficiaries' visits to the payment site and facilitates their orderly access to sites. UNICEF supervises the work SFD, which engages about 750 staff to conduct the different activities.

The objectives of the Facilitation Process are to:

(a) Identify and liaise with the relevant local actors including authorities and inform them about the project thereby gaining acceptance and support to ensure an enabling environment for project implementation throughout the country.

(b) Strengthen links with the local actors by initiating and sustaining dialogue to receive their support in gaining project acceptance and facilitation of access, communicating project goals and rules within their communities or relevant audiences including the targeted beneficiaries and any other stakeholders.

(c) Schedule and direct the beneficiaries of cash transfer program to the Payment Sites according to the established schedules, in an organized manner to avoid overcrowding.

(d) Inform the relevant actors including and not limited to beneficiaries and communities about the Project and schedules of the payment and facilitate the beneficiaries orderly, inclusive and safe access to the Payment Sites.

(e) Identify vulnerable groups of beneficiaries with physical impediments or sociocultural barriers that prevent them from accessing the Fixed Payment Sites and support them with differentiated measures, such as outreach home services.

Table 2: Facilitation Mechanisms

MECHANISM	DESCRIPTION
Meeting Actors at the Governorate level	Actors at Governorate level, including the governor, security authority and governorate local council members are approached by the Facilitation Supervisors once clearance has been given at central level to provide them with facilitation letters from the central authorities. This will allow them to start facilitation activities at the district level.
Meeting Actors at the District level	Provides local actors with general information about the CT program, including eligibility criteria and grievance mechanisms. Informs them about the modalities, frequency, and location of the payment sites, takes their opinion regarding access to those sites and the overall security situation in the district; and gathers information regarding suitable local actors to involve on village/locality level.
Meeting Local Actors at the Villages /Localities Level	Disseminates information about the CT program, ensuring buy-in and support of local authorities for the project to run smoothly, particularly during the payment period; Inform them about the schedule for UCT beneficiaries to attend payment sites. Requests their cooperation in sharing the information with the CT program beneficiaries to secure their attendance to the allocated payment sites and on the scheduled dates only.
Disseminating Information to CT Beneficiaries	Local actors assist in actively sharing the information.

21.   UNICEF has also established a grievance mechanism (GM), which is now implemented by SFD. Beneficiaries and non-beneficiaries can lodge their complaints through a toll-free number, or with field deployed staff using a mobile application for grievance collection, with offline and online capabilities, connected to the project's MIS.

22.   In each payment cycle, a Third-Party Monitoring exercise and Post-Distribution Survey also take place providing an opportunity for engagement with beneficiaries and different stakeholders.

Stakeholder identification and analysis

23.   The project will provide stakeholder consultations and involve all targeted groups, through identifying individuals, groups, local communities, and other stakeholders that may be directly or indirectly affected by the project. The SEP focuses particularly on those directly and indirectly adversely affected by project activities as well as individuals, groups, communities that have interest in the project.

24.   In accordance with best practice approaches, the implementing agencies will apply the following principles to their stakeholder engagement activities:
- *Openness.* Public consultations throughout Project preparation and implementation Project lifecycle will be carried out in an open manner, free of external manipulation, interference, coercion, or intimidation. Venues will be easily reachable, and not require long commutes, entrance fees, or preliminary access authorization.
- *Cultural appropriateness.* The format, timing and venue will respect local customs and norms.
- *Conflict sensitivity.* Considering the complex context of Yemen and referring to the humanitarian principles of neutrality and impartiality.
- *Informed participation and feedback*: Information will be provided and widely distributed to all stakeholders in an appropriate format, and provide opportunities to stakeholders provide feedback, and will analyse and address stakeholder comments and concerns.
- *Inclusivity*. Consultations will engage all segments of the local society, including disabled persons, the elderly, minorities, and other vulnerable individuals. If necessary, the implementing agencies, will

provide logistical assistance to enable participants with limited physical abilities and those with insufficient financial or limited transportation means to attend public meetings organized by the Project.

- *Gender sensitivity*. Consultations will be organized to ensure that both women and men have equal access to them. As necessary, the implementing agencies will organize separate meetings and focus group discussions for women, girls, and boys, engage facilitators of the same gender as the participants, and provide additional support to facilitate access of caregivers

The SEP focuses on:
- Identifying direct and indirect adversely affected or may be affected, and who will need additional information to understand the limits of project impacts.
- Mapping the project impact zones and locating the affected communities within a specific geographic area can help define or refine the project's area of influence.
- Engaging and consulting the project's beneficiaries in the planning, implementation, monitoring and reporting process.
- Enhancing participatory approaches in all project cycles by each selected community with SWF families, and other families with pregnant and lactating women and children.
- Ensuring confidentiality and social protection to the disadvantaged, IDPs and marginalized groups using Grievance Mechanism (GM) that provides an opportunity for the affected people to report any problems and concerns in confidentiality and anonymity.
- Mainstreaming human rights, women empowerment, full participation, transparency, information disclosure, and environmental sustainability in all project's actions; and
- Building robust, innovative and transparent Information Management System (MIS) that reflect all activities, and which are implemented in accordance with the project identification and proposal.

Affected parties

25. Affected parties who are directly affected by project activities should be closely engaged in identifying risks as well as in the decision-making on the mitigation measures. The affected parties of the AF and AF2 are the same as parent project. The direct affected parties include but are not limited to:

UNDP:
- Local communities who are benefitting from the sub-projects and community assets interventions.
- Community workers (men and women);
- Families and communities affected by land acquisition (community land contributions or voluntary land donations).
- Vulnerable people and population in sub-projects and implemented areas, including women, men, elderly, children, and people with disability.
- Families with pregnant, lactating women and children, including from SWF beneficiary list;
- Internally displaced people (IDPs);
- Community Workers;
- Contracted contractors and employees, consultants, workers and site technicians.
- Field staff directly involved in supervisions and monitoring.
- Local NGOs involved in mobilization and preparation of communities' readiness for implementation.
- MFIs and MSMEs

UNICEF:
The affected parties are the same as in the Parent Project and AF1.
- UCT program Beneficiaries (SWF beneficiary list) are the main stakeholders under the Unconditional CT program implemented by UNICEF. They interact with the project during the verification process, payment process and grievance mechanism, as well as outreach and third-party monitoring activities.
- Service provider staff involved in the implementation of the UCT program.
- Authorities and local actors supporting facilitation and outreach activities.

Other interested parties

26.   Other interested parties may not experience direct impacts from the Project. However, they may consider or perceive their interests as being affected by the Project, and thus may affect the Project's implementation.

For UNDP, they include:
- Local authorities including Local councils.
- Other surrounding and ongoing projects in the subproject location.
- Other local national non-governmental organizations (NGOs) and community-based organizations (CBOs).

For UNICEF, they include:
- The other interested parties are the same as in the Parent Project and AF. Community members not on the SWF list.

Disadvantaged / vulnerable individuals or groups.

UNDP

27.   It is particularly important to understand project impacts and whether it may disproportionately fall on disadvantaged or vulnerable individuals or groups. Each sub-project has screening process to identify and rank the most vulnerable groups who should be the first beneficiaries according to stakeholder criteria and directly affected by the sub-project. UNDP anchors its overarching principles of environmental and social standards not only on human rights, DO NO Harm, leaving no one behind and women empowerment, social inclusion, but also to include the vulnerable and minority groups in the Community Committee to ensure all affected people have voices and participated equally. UNDP with its partners work closely with the community committees to ensure the involvement in stakeholder engagement are inclusive of the following groups:
- The most vulnerable and poor groups who are facing food insecurity and poverty;
- Divorced, widowed, abandoned, pregnant and lactating women and female-headed households;
- Families with children;
- Internally displaced People;
- Minority groups and tribes;
- Elderly people;
- People with disabilities;
- Poor families; and
- Female, youth and children headed of household.

UNICEF

28.   The CT component of the project targets SWF beneficiaries who were identified by the SWF prior to the conflict for being the most vulnerable. Within this target group, some may require special engagement efforts to ensure their equal representation in the consultation and decision-making process, such as families living in remote and hard-to-reach locations, persons with disabilities, females and IDPs. UNICEF, along with SFD, will seek the views of vulnerable and disadvantaged groups during consultations if deemed necessary, in a confidential manner to protect their safety, and take these views into account during Project implementation. Information sharing and consultation techniques will be tailored according to the nature and common types of stakeholders, for example through visuals for illiterate persons or limited reading ability, where applicable; and venues will be chosen to be easily accessible to people with physical disabilities. In particular, the following tailored measures will apply (see Table 1).

Table 3: UNICEF Tailored Stakeholder Engagement Measures (Disadvantaged/Vulnerable Individuals or Groups)

Stakeholder Group	Limitations to Engagement	Frequency	Measures/Resources to Facilitate Engagement
Female beneficiaries	May be uncomfortable in sharing opinions, asking questions, or raising concerns in the presence of males, due to cultural/social norms.	In every payment cycle, through facilitation and TPM activities. All year round through the call center.	Hold female focus group discussions through TPM activities. Promote outreach activities led by female facilitators, including female-only outreach meetings and WhatsApp network. Ensure the dissemination of key project messages through multiple channels, including radio, social media, word of mouth, banners, etc. This will include audio-visual materials for illiterate communities.
	Barriers to accessing these meetings (for example, lack of transportation, need of spousal permission, need of mahram, childcare needs)		Time for TPM and outreach activities to take into account the most suitable hours and locations for females to attend. Call Centre remains functional 6 days a week, 10h-13 hours a day for wider coverage.
Beneficiaries who live in remote areas, people with disabilities, elderly, etc.	Challenges associated with lack of transportation.	In every payment cycle, through facilitation and TPM activities. All year round through the call center.	Deployment of outreach (mobile) teams to reach remote communities; use of phone to reach out to beneficiaries where required. For cash recipients with limited mobility home outreach services are provided. Ensure the dissemination of key project messages through multiple channels, including radio, social media, word of mouth, banners, etc. This will include audio-visual materials for illiterate communities. Call Centre remains functional 6 days a week, 10h-13 hours a day for wider coverage.
IDPs	IDPs might feel unwelcome to attend group meetings (fear of discrimination)	In every payment cycle, through facilitation and TPM activities. All year round through the call center.	Community and religious leaders usually have a good understanding on the people living in their community and can be used to facilitate participation in stakeholder engagement activities. Outreach activities conducted in IDP camps to reach IDP cash recipients where they are residing. Ensure the dissemination of key project messages through multiple channels, including radio, social media, word of mouth, banners, etc. This will include audio-visual materials for illiterate communities. Call Centre remains functional 6 days a week, 10h-13 hours a day for wider coverage.

29.   In addition, the implementing agencies will ensure that consultations are meaningful. As indicated in ESS10, meaningful consultations are a two-way process that:
- Begins early in the project planning process to gather initial views on the project proposal and inform project design;
- Encourages stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts;
- Continues on an ongoing basis, as risks and impacts arise;
- Is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders;
- Considers and responds to feedback.
- Supports active and inclusive engagement with project-affected parties.

- Is free of external manipulation, interference, coercion, discrimination, and intimidation.
- Is documented and disclosed.

Summary of Project Stakeholder Needs

30.   The stakeholder's need assessments were carried out during the first months of project effectiveness. Each sub-project under parent project was discussed and agreed at the first stage of sub-project cycle during series of stakeholder consultations, including: prescreening, screening and project identification to draft ESMP, or subproject proposal. Similar procedures will be carried out and agreed with the targeted groups of sub-projects under AF, and AF2 during the first stage of sub-project cycle.

31.   With reference to UNDP component, stakeholder needs will be based on each subproject and prioritized according to project criteria for the affected people and other non-affected people, CT program beneficiaries, SWF families, families with pregnant and lactating women and children and others, to ensure improving nutrition and food security of the most vulnerable group to malnutrition during COVID-19, the summary of the consultation with plan will be included to ESMP/ ESAP.

32.   Each subproject under the parent project was assessed and scrutinized according to the needs and potential risks and levels. The UNICEF component does not have any subprojects. The risk management plan and ESCP were developed for the parent project and have been updated for AF and AF2 according to the subproject risk level and approved by UNDP, UNICEF and the World Bank.

33.   Under the parent project, there are two lessons learned, during conducting the stakeholder's engagement activities that have been summarized as following:

- It has been noticed some gaps in the information disclosure of the subprojects' stakeholder consultation, this resulted that some beneficiaries failed to understand and express their own benefits to the sub/projects. UNDP and IPs staff have worked jointly to address this serious issue through improving the capacity of the IPs' staff at the fields to be well trained and skilled in facilitating stakeholder's consultations and provide clear project's information disclosure, to ensure the stakeholders' concerns and views are well reflected and considered during the sub-projects' design and implementation.

- During the parent project implementation, IPs reported approximately of 79 % of received complaints are related to equity of targeting, this indicated that the stakeholders are not aware or not participated fully, during the stakeholder's consultation on the criteria of selecting of the direct beneficiaries. The IPs have applied more awareness sessions and consultations to the local communities to participate and identify the parameters of equity targeting and selection criteria. This improves stakeholders' understanding and agreement on the selection criteria and reduces the number of complaints regarding this category.

Stakeholder Engagement Program

Purpose and timing of stakeholder engagement program

34.   UNDP and UNICEF are committed to ensuring meaningful, effective and informed participation of stakeholders and partners according to the program or project cycle which include early planning, problem identification and project or program design. Effective stakeholder engagement and participation enable easy project acceptance and local community ownership and empowerment of the social, environmental, OHS sustainability and benefit-sharing. These will lead to full participation and achieving the project's outcomes and outputs with support of all stakeholders and reduce disagreement and conflict and support human rights and social and environmental protection at the same time.

35.   UNDP, UNICEF and their partners will ensure the stakeholder analysis and engagement plan are

effectively and sufficiently implemented in the project cycles.

4.1.1 UNICEF Stakeholder Engagement Components

36.   The CT component will maintain the same stakeholder engagement interventions as in the previous project (ECRP), where the consultation with beneficiaries and stakeholders happens through Facilitation (prior to and during each payment cycle), Third party monitoring surveys (during and after each payment cycle) and GM (call center is functional all year round so beneficiaries and non-beneficiaries alike can log an inquiry or grievance).

A. **Facilitation**: Facilitation activities are implemented directly by SFD and ensure the smooth operating of each payment cycle, including informing beneficiaries about the payment cycle. The facilitation mechanism is comprised of four components (1) meeting at actors at the governorate level; (2) meeting actors at the district level; (3) meeting local actors at the village/localities; and (4) disseminating information to cash transfer recipients. Please refer to Table 2: Facilitation Mechanism. Additionally, during each payment cycle cash recipients can share feedback on implementation via the local actors' network which is then shared with SFD and UNICEF for corrective action (if necessary).

B. **Third Party Monitoring:** An independent third-party monitoring organization is contracted by UNICEF prior to each payment cycle and conducts process monitoring throughout the payment cycle to ensure payments which are taking place are aligned with the Project's processes and procedures. Part of the process monitoring consist of FGDs which are held toward the end of each payment cycle, after the majority of recipients have collected the cash. They constitute an opportunity for cash recipients to provide qualitative feedback on their experience during the payment cycle. This feedback is shared with SFD to be taken into consideration when planning subsequent payment cycles.

C. **Grievance Mechanism**: The grievance collection and redressal are implemented by SFD, the primary channel is through the Project's Call Center with a toll-free hotline. The Call Center is accessible to beneficiaries and non-beneficiaries alike and they can submit a grievance or inquiry. The Call Center is operational all year round. Cases of suspected SEA and fraud will be handled by UNICEF.

4.1.2 UNDP Stakeholder Engagement Components:

A. **Stakeholder Engagement Analysis**: requires involving and full participation of key stakeholder groups and communities from the project planning till the monitoring and evaluation phases. The identification of stakeholders and early consultations were conducted with primary target groups which this helped to identify the various stakeholder representatives for the community committees. Also, this process covered consultation with all stakeholder groups interests and needs with consideration to the gender, ethnicity, and direct and indirect affected groups by the project or intervention.

B. **Stakeholder Engagement Plan**: depends on the findings of the delivered stakeholder engagement analysis and consultations (during the need assessment and planning phase) the stakeholder Engagement Plan was structured and agreed at targeted groups' location, it aligns to the human rights-based and inclusive approaches, Accountability of Affected People (AAP) and to social-related issues (child labour, gender equality, GBV , and conflict sensitivity). The Stakeholder engagement methodology and approaches should be sensitive and adapted according to the different target groups or local communities who are involved in the project, this ensures their active participation, ownership and consultation. Besides that, gender and social related issues should be mainstreamed and centralized such as inclusion of youth, elderly, marginalized/ IDPs/migrant groups, and people with disability (PwD).

Different project components and implementation activities, potential risks and monitoring issues were discussed transparently and involve the participants of identified stakeholder groups. The community committee should be elected with consideration to diversity and inclusion of men, women, children and marginalized groups.

Utilizing ECRP Systems in Place for Stakeholder Engagement

37.   The ECRP has an existing stakeholder engagement system which will continue to be implemented in the current project. Engagement with beneficiaries and communities are conducted on an ongoing basis, through the GM functional all year round, and every payment cycle, through facilitation and TPM mechanisms.[2]

38.   For the UNDP components, meaningful stakeholder engagement is required by PWP and SFD to ensure full participation in project intervention by all communities and individuals. The updated Standard Operating Procedures (SOPs) of both Responsible Parties include procedures for community and stakeholder engagement within their project cycles as a key component of project identification, design and implementation, and describe a key component of the longer-term sustainability strategy for operations and maintenance. The ECRP has an existing system that will utilize and improve the SEP with below mentioned:

*   Community committees (CCs) set up at the onset of project at the identification and design phase and play a key role in supporting field teams, facilitating implementation and in the sustainability of community assets that are built through subprojects, in the selected districts and governorates for the geo bundling for AF and AF2 (see annex 1) After project closure. To sustain such community participation and engagement, subprojects include provisions to set up such community committees and provide resources for training whenever required. The similar procedures are applied to the SPECRP- PA, and the formed CCs will be engaged in the AF and AF2 through geo bundling process.

*   The principles for sub-project cycle identification, development, and management specify that communities are involved from the outset in the selection and design phases, through project closure.

*   Engage communities earlier and reduce potential risks of conflicts between stakeholders over sub-projects a careful selection criterion was developed by UNDP and Responsible Parties. While laying out an objective set of criteria, and national data-based distress index, communities are also called upon to participate at the municipal level to engage in prioritization of community projects and identification of beneficiaries.

*   Subprojects must meet the basic needs according to poverty and service needs provided in national indicators. Priority is given to poorer communities. Data provided through national indicators, community groups are consulted to identify who will benefit from sub-projects, in this way stakeholders themselves are involved in the selection and decision of who benefits from sub-projects;

*   Both institutions (SFD and PWP) include gender mainstreaming, GBV and SEA/SH provisions as a means to ensuring equal participation of all stakeholders in subprojects and provide opportunities to improve women's participation in decision-making as indicated in the above section on project impacts and risk, gender section. In addition to develop an action plan to build the capacity on the social safeguard requirements on gender, GBV and SEA;

*   The TPM also helps ensure stakeholders have been duly consulted and monitors their level of satisfaction with the ECRP project including with the sub-project selection criteria. TPM surveys have verified implementation of planned interventions, adherence to agreed implementation procedures, quality of implemented interventions, beneficiaries, and community satisfaction on various aspects of project interventions and its effects/impacts on targeted beneficiaries and communities. Women and men, youth are interviewed separately to enable meaningful participation by marginalized groups; and

*   ESMF stakeholder consultations well noted the need for strengthened and ongoing stakeholder engagement, bringing together the various stakeholders more regularly as true partners to help identify solutions to the challenges faced by the project. Stakeholder engagement will continue to be a priority of the project and project partners will continue to explore new and effective means to deliver on this commitment. Each identified and approved sub-project should include a budget line

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[2] Labour arrangements are covered in the Labour Management Plan.

for stakeholder engagement and training, based on identification of the need assessment, community consultations, screening and assessment of the risks, selection of subprojects' activities and develop of ESMP/ ESAP.

39.   For the **UNICEF component**, the ESPECRP project will maintain a similar ECRP stakeholder engagement system as described in section 2, with planned monitoring taking place before, during and after each payment cycle and efforts being made to further strengthen the mechanisms which have already been established.

- Engagement mechanisms will maintain the regular contact with beneficiaries, local actors and other stakeholders, prior, during and after the payment period, through facilitation and TPM activities;

- Efforts will continue to be placed to increase the involvement of females, seeking innovative mechanisms to address barriers to female involvement due to the existing socio-cultural norms;

- The GM will remain functional throughout the year, giving beneficiaries and non-beneficiaries an ongoing opportunity to provide their feedback to the project. Further efforts will continue to be placed on increasing beneficiaries' awareness about the GM channels and encourage them to file their complaints;

- TPM activities will continue to take place, with involvement of beneficiaries and other stakeholders, to collect their feedback on the different project processes.

Proposed Strategy for Information Disclosure

40.   During Project implementation, the implementing agencies will disclose information on the content of the project as well as related processes to targeted stakeholder audiences. Key dates for information disclosure are at the start of the project, at mid-term as well as at the end of the lifespan of the project.

41.   Formats of information disclosure are a combination of different channels as found suitable for each specific project component. These can include face-to-face meetings where applicable, accompanied by information shared vie radio, television, newspapers, posters, brochures, and leaflets as well as via websites and social media. Information disclosure formats will be determined in discussion between the two agencies and the implementing partners SFD, PWP and SMEPs, following Project effectiveness.

42.   All project documents including the updated SEP for PA, AF and AF2 are disclosed in the UNDP[3] and its IPs' websites in English and Arabic, besides that during all the stakeholder's engagement and consultation sessions, the participants will be briefed and informed about the documents disclosure and how they can access them.

UNDP

43.   UNDP works closely with its partners (SFD, PWP and SMEPs) to implement the following:
- Creating two-way communications among affected, other interesting and disadvantaged people Distribute information to Government officials, NGOs, Local Government, and organisations/agencies.
- Continuous and regular coordination and follow up with project partners such as IPs, other UN agenices and Clusters to brief on projects.
- During the Initial phase - Informing the communities on the consultation process (by phone, face to face meetings, group discussion meetings), conduct field survey in coordination with communities - Inform them on the Overall Project Objectives, the sectors of interventions, available budget, methods for

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[3] https://www.undp.org/yemen/projects/emergency-social-protection-enhancement-and-covid-19-response-project-especrp

selection of intervention, importance of participation of all members including women, IDPs, vulnerable individuals or groups and marginalized groups if any.

- Encouraging local communities to share their views and feedback freely on targeted baseline information and build robust relationships with communities.
- Recording and documenting any community's responses and concerns during the screening, assessment, management, implementation and monitoring and evaluation consultations.
- Encouraging the community to use GRM tools such as (mailbox, telephone, emails, and others), including for use on negative impacts and providing training on how to submit confidential complaints.
- Raise awareness against COVID-19 and other health risks (such as Cholera) and the preventive measures.
- Community Social Agreements that define the roles & responsibilities of the communities towards Health & Safety of the communities.
- Enhance community participatory monitoring.
- IPs applying different techniques of consultations against discrimination and adapted to local traditions, norms, gender, age, and ethnicity.

UNICEF

- Regular coordination and follow up with project partners such as IPs, other UN agencies and Clusters to brief on projects.
- Ensuring the implementation of a comprehensive communication strategy where project parameters, payment locations and payment dates, as well as GM and fraud awareness messaging is disseminated using a combination of channels.
- Recording and documenting beneficiaries and other stakeholder's responses and concerns during TPM activities.
- Encouraging beneficiaries and the community to use GM channels.
- Raise awareness against COVID-19 and other health risks as relevant (such as Cholera) and the preventive measures.
- Creating two-way communications between UNICEF and broad community using social media;

Proposed Strategy for Consultation

44. Given that all interventions in the ESPECRP project are the same as in the current UNDP project (ECRP), consultations with beneficiaries and stakeholders will occur in a similar manner, i.e. where community committees are established for targeted areas including representatives of all groups (men, women, IDPs, disadvantaged groups) in the process and then intervention areas/locations prioritized dependent upon the needs and expected benefits for the society. – in this regard, each sub- project will determine in which general location the stakeholder engagement plan will be rolled-out in. Continuous monitoring will be undertaken through third party monitoring surveys and GM, in addition to the IPs' staff and community members (through participatory monitoring approach).

Table 4: UNDP proposed Strategy for Information Disclosed and Consultation[4]

Sub-Project phase	List of information to be disclosed	Methods	Target group	Responsibility
Project Identification, Screening and Assessment	ESMP document includes area, target group, estimated cost, GM/CHM, ESFM, ES & OHS risks	Participatory methods, door to door/social distance meetings, public consultations, documentations	Affected groups and interested groups: men, women, youth, elderly, people with disability, disadvantage groups, migrant/IDP people, NGOs/CBOs,	UNDP through IPs

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[4] UNDP and IPs imply all COVID19 prevention measures in all their activities.

	management and mitigation plans, GBV/ SEA/ gender mitigation/ prevention plan.	Awareness sessions/ training for Gender/ GBV and SH, GRM and complaint' channels/ confidentiality and anonymity complaints	Affected people, marginalized and women groups, MFIs and MSMEs and community committee	UNDP and IPs and Safeguard and Gender specialists
Implementation and Monitoring	Updated on implementation of subproject, SEA and GBV preventions, GRM types and closure, accidents and LMP, environmental and mitigations, qualitative impact indicators	Field visits/ FGD public and Community Consultations	Affected/ disadvantaged target groups, community committee	UNDP
		Consultations/ FGD, daily meeting/ field visits, GRM cases and accidents' reports and updates	Affected groups (include Sub-component 2.1, 2.2 and 2.3) and community committee, contractors, injured and complained people	UNDP and IPs' Safeguard specialists, field offices
		GRM/ incidents, GBV and SH prevention/ referral pathways and daily monthly/ biweekly reports	Community committees, and GBV and SEA/SH survivors	UNDP, IPs, gender, GRM and safeguard specialist, and Gender focal points at fields
Evaluation and close	M&E Spot-Checks where accessible; Third Party Monitoring Report, documentations	FGD with beneficiaries and non-beneficiaries	Affected, interested/disadvantages and non-beneficiaries, local NGO/CBOs and local government	UNDP with hired TPM and IPs

45.   The implementing partners will apply multiple methods and techniques (see table 2 above) to consult and communicate with stakeholder groups which are verified according to the location, targeted groups, such as:

• Semi structural and door to door Interviews with stakeholders and relevant organization.

• Hard and soft Surveys and questionnaires.

• Public meetings, workshops, and/or focus group.

• Participatory methods and approaches.

• Other traditional mechanisms for consultation and decision making.

• Stakeholder engagement events and consultations will be applied to receive any comments may raise during individual meetings, group meetings, and community sessions.

• During the project cycle the meetings will continuously be organized during the project identifications, screening, assessment, management and reporting and evaluation phases.

• During the COVID 19 the prevention measures of social distance will apply to have telecommunication, or meeting with specific number of people and door to door discussion during the stakeholder consultations.

• According to the stakeholder groups knowledge ability to read and write, the communication techniques of the data collection, and feedback and comments will be decided jointly; and

• IPs will document any consultation via written report, photos and short video is possible. Besides consideration to the gender segregation in public consultations to ensure women are participated freely and no discrimination among different stakeholders.

Table 5: UNICEF Proposed Strategy for Information Disclosure and Consultation

Project Stage	List of information to be disclosed	Methods Proposed	Target Stakeholders	Responsibilities
Prior and during each payment cycle	CT project parameters, location and dates of payments, GM, Fraud and SEA prevention, COVID-19 measures	Official meetings and official letters	Central level authorities and Governors	UNICEF
		Official meetings and official letters; Facilitation meetings	Governorate and district level authorities	UNICEF/SFD
		Community meetings, Community influencers and leaders (word of mouth), Radio, social media (Facebook, Twitter, WhatsApp), Friday Speeches (by Imams), GM, Printouts including banners, cards, posters, leaflets	Local actors, Community members, SWF beneficiaries	UNICEF/SFD through Facilitation and GM personnel
		Progress updates	Consultative Committee members	UNICEF
Between payment cycles (non-implementation phase)	CT project parameters, Fraud and SEA prevention, COVID-19 measures	GM	Community members, SWF beneficiaries	UNICEF/SFD through GM personnel
		Progress updates	Consultative Committee members	UNICEF

46.   During the implementation of this strategy, during the height of the pandemic, the project will strive to comply with the necessary COVID-19 preventative measures including maintaining adequate physical distancing, ensuring the use of masks or face coverings by all participants in the meetings, adopt the regular use of hand sanitiser and conduct meetings preferably outdoors and with a small number of participants. Depending on how the COVID-19 pandemic evolves, UNICEF, SFD and the World Bank may agree on decreasing or eliminating the implementation of these COVID-19 measures.

Proposed Strategy to Incorporate the Views of Vulnerable Groups

UNICEF, UNDP and the Implementing Partners will apply the following principles for stakeholder engagement:

- **Free and full participation:** public consultations for the project will continue during the whole project lifecycle from preparation through implementation. Stakeholder engagement will be free of manipulation, interface, coercion, and intimidation.

- **Two-way communication approaches and Informed participation and feedback:** information will be provided and widely distributed among all stakeholders in an appropriate format; conducted based on timely, relevant, understandable, and accessible information related to the project. Through continual meeting and encourage feedback from the stakeholder groups and also provide hotline, mailbox to provide any comments with high confidentiality.

- **Inclusiveness and Do NO HARM:** stakeholder identification is undertaken to support better communications and building effective relationships. The participation process for the projects is inclusive. All stakeholders are always encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods.

- **Separated, private and face to face consultations:** Special attention is given to vulnerable and minority groups particularly women headed households, youth, elderly, people with disabilities and the cultural sensitivities of diverse ethnic groups; and

- **Periodically and various meeting type:** there are various types of individual, small group meetings public gather, face to face private meeting all be used depend on the location and the needs of stakeholder groups and their opinions are taken and discussed with the other group within the community.

Timelines

UNDP, UNICEF, and the Implementing Partners are committed to ensuring proper communication and appropriate information disclosure through continuous consultations and meetings with stakeholder groups.

For UNDP, this will happen as follows:

- Daily with IPs' field staff and supervisor meet with sub-project' Community Committee, affected people (subcomponent 2.1, 2.2 and 2.3);
- Periodically bi-weekly, monthly and quarterly visits by safeguard, Gender/GBV focal point, IP management staff;
- UNDP and TPM will conduct inceptions and field visits;
- Urgently and immediately, in case any complaints, GM and incidents happened; and
- All GM complaints and cases should be mitigated and treated within two weeks according to the Complaints Handling Mechanism (CHM). Also, the developed IMS will also alert if complains are in need to be treated immediately based on the urgently of the issues and concerns.

For the CT component, UNICEF/SFD will adopt the same timeline used during the current ECRP, with stakeholder engagement happening before and during the payment period through facilitation, TPM and PDM activities conducted prior, during and after the payment period; and a functional GM through which grievances will be immediately analyzed and acted upon within the timeline defined by the relevant protocols.

Review of Comments and Future Phases of Project during the Parent Project, AF1 and AF2

The project's implementing partners, UNICEF and UNDP will gather the stakeholder's written and oral comments to the CHM and Grievance Mechanism (GM), established in SFD and PWP during project implementation. In addition, UNDP will develop a MIS system to categories all GMs complaints according to issues and the time of response. UNICEF, UNDP and IPs agree to ensure all GM complaints be treated in accordance with good faith, natural justice and fairness and be resolved as per the existing protocol[5]. Unless particular cases are required to be handled through a judicial/legal process. In addition, the project will provide urgent responses to critical cases. The IPs will provide hotline and telephone services for responding to immediate and urgent concerns or needs during the implementation phase.

Resources and Responsibilities for implementing stakeholder engagement activities.

Resources

UNDP and UNICEF will be responsible for managing the project over a four year-period. UNDP will work with collaboration with SFD, PWP and SMEPs, and UNICEF will work with SFD. UNPD and UNICEF will improve the capacity of the implementing partners to implement the stakeholder engagement and social safeguard related issues effectively and ensure participation of the stakeholders through all project activities with budget allocation.

UNDP hires a Third-Party Monitoring (TPM) to develop respective agency-run call-centers, ensuring IPs have contact email and mobile telephones to receive complaints at any time.

For the CT component, UNICEF and SFD will implement the SEP with AF2 funding and be engaged in TPM and GM costs as per the contracts issued with the service providers in order to reach SWF beneficiaries. Facilitation activities will be directly implemented through SFD.

UNICEF Stakeholder Engagement and Community Outreach

Number of communities and participants reached during Payment Cycle 13 (13 June – 7 July 2022)
In the thirteenth payment cycle, SFD in their capacity as Facilitation engaged over 118,000 people, including local actors and beneficiaries, from 38,719 villages/communities which represent 98.79 per cent of total 38,822 villages/communities covered by the Project.

Female engagement

To better reach female beneficiaries with critical information related to the Project, SFD recruited 49 female Outreach Assistants to conduct female-only outreach meetings. A total of 1,618meetings were held in 48 rural districts in ten governorates[6] with 6,881 female participants. Additionally, WhatsApp messages were sent through a female-only network of local actors and beneficiaries.

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[5] the majority of grievances take 1 – 15 days to be addressed while others may take over 30 days specially if had to be escalated to official legislative channels or investigated by a third-party.

[6] The Governorates where female-only outreach meetings were held are (1) Al Mahrah, (2) Al Jawf, (3) Hadramaut-Seyun, (4) Sa'ada, (5) Al Bayda, (6) Amran, (7) Al Dhale, (8) Shabwah, (9) Abyan, (10) Dhamar.

Graph 1: The number of local actors met per governorate in payment cycle 13

Graph 1: The number of local actors met per governorate in payment cycle 13

Governorate	Value
ALMAHRAH	725
ADEN	800
SUQTRA	942
AMNAT ALASAMAH	1,266
ALJAWF	1,328
MARIB	1,588
SEYION	1,886
MUKULLA	2,264
REYMAH	3,095
SADAH	3,657
ALDALA'A	3,893
ALBAIDAY	4,448
ABYAN	4,458
ALMAHWEET	5,498
AMRAN	6,047
SHABWAH	6,853
LAHJ	7,585
SANA'A	8,201
TAIZ	9,632
ALHUDAIDAH	10,082
DHAMAR	10,420
HAJJAH	11,962
IBB	12,323

Graph 2: Types of Local Actors in Payment Cycle 13

Graph 2: Types of Local Actors in Payment Cycle 13

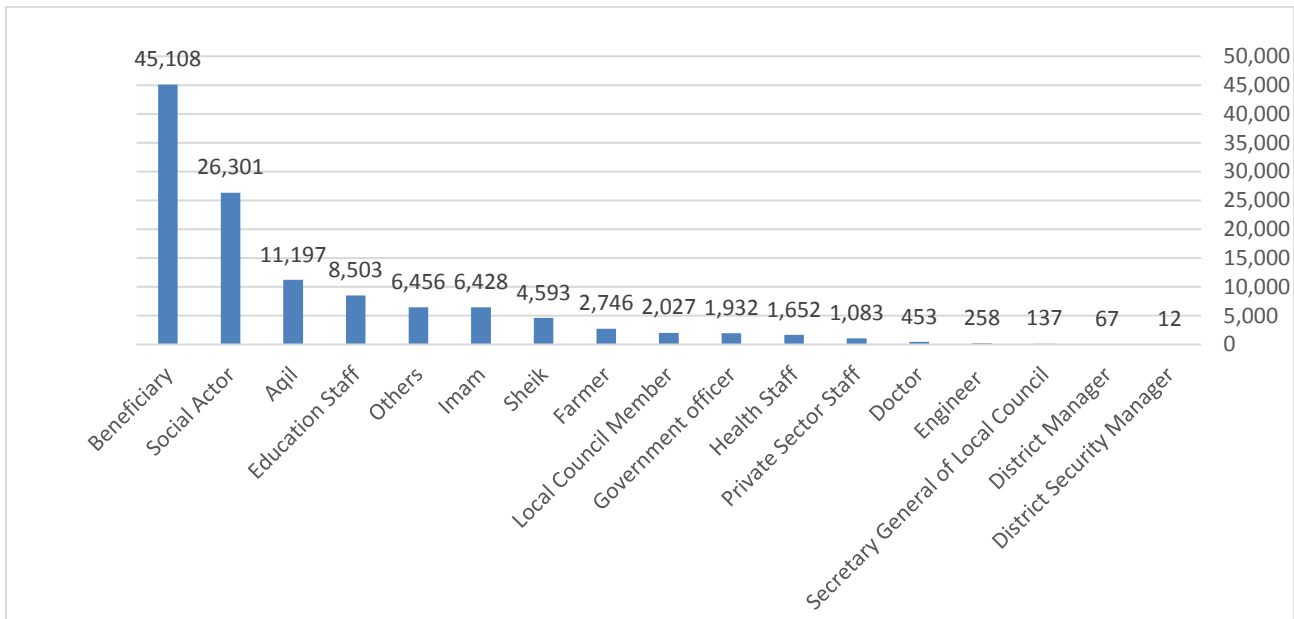| Type	Value
Beneficiary	45,108
Social Actor	26,301
Aqil	11,197
Education Staff	8,503
Others	6,456
Imam	6,428
Sheik	4,593
Farmer	2,746
Local Council Member	2,027
Government officer	1,932
Health Staff	1,652
Private Sector Staff	1,083
Doctor	453
Engineer	258
Secretary General of Local Council	137
District Manager	67
District Security Manager	12

In addition to the 118,954 local actors and beneficiaries who participated in community outreach, over 305,000 scheduling cards were distributed to beneficiaries in urban centers. At the distribution points beneficiaries were briefed by the Facilitation Officers and/or the Scheduling Assistants on the Project's key messages.

Topics discussed

The engagement focused on the project parameters and dates, including:

- Beneficiary eligibility criteria;

- Requirements to receiving project benefits;
- Top-up to the benefit amount provided in payment cycle 13 and likely discontinuation in future payment cycles;
- Grievance mechanism, notably the Project call center number and how to report fraud;
- Scheduling mechanism, its importance, and ways of receiving information on the dates and locations to be paid;
- Reinforce the messages for those who were never served to reach out to the call center for support in having their identities verified;
- Importance of the COVID-19 preventative measures that were being implemented by the project, notably at the payment sites, as well as the measures beneficiaries were expected to adhere to.
- Obtain their feedback regarding movement restrictions or accessibility concerns and security of beneficiaries.
- Seek cooperation of the local actors in disseminating information to the beneficiaries and the community.
- Seek their support in resolving issues that arise during implementation, ultimately guaranteeing that beneficiaries and service providers are granted access to the geographic areas.
- Receive advice or information regarding suitable local actors to assist and support at the village/locality level.

To strengthen beneficiary awareness of the grievance redressal mechanism and fraud reporting, the messaging guidelines were revised to include examples of all types of complaints to ensure local actors reached in the meetings and through the community WhatsApp groups have a better understanding of the grievance redressal mechanism and conveyed to beneficiaries the uses and importance of the Call Centre and reporting grievances.

Outcome of these meetings

- Participants learned the key messages to be delivered to their communities as per the topics above; and the cascaded communication to reach beneficiaries was initiated.

- An agreement was reached in relation to the best location within the community to place the scheduling poster containing the date and location of payment, ensuring it could be accessible to all;

- Areas with accessibility and movement restrictions were mapped out. This information was used during the process of review of the payment plan to advise on required changes to the initial payment locations, in order to ensure that payment sites could be reached by all beneficiaries in a safe manner.

- Local actors committed to support in solving any bottlenecks arising; or identified who in the community could support in solving specific matters. Any new local actor identified during these meetings was then approached to secure their support.

- Local actors committed to inform the Facilitation Officer in case the beneficiaries in their localities faced challenges in accessing the payment sites.

- In the displacement destinations of Saada, Al-Jawf and Marib governorates, local actors provided information on the areas where displaced people had recently settled to inform the location of payment sites.

COVID-19 preventative measures

The transmission of COVID-19 remains a concern, modifications first implemented in response to the coronavirus were continued and included the following:

1. Whenever possible meetings were organised outside. When this was not possible meetings were held in well ventilate areas. For meetings taking place indoors, the maximum number of participants able to attend was five and for outdoor meetings the number of participants for each meeting was reduced.

2. Rather than targeting a cluster of villages to attend the same community meeting, instead village level targeting was done to reduce the movement of people participating in the meetings. Therefore, reducing the likelihood of transmitting COVID-19 between villages.

3. During the meetings, no leaflets were printed and distributed, only posters and banners were used and then displayed at the community level.

4. Protective equipment including gloves, sanitiser and maskers were provided to all field staff for the period of the implementation.

It is worth acknowledging that the overall perception among the communities is that COVID-19 does not represent a major threat. Despite the sensitization activities, local stakeholders still show resistance in complying with the best international practices.

Communication network

To complement these efforts, in the thirteenth payment cycle, WhatsApp continued to be used as a critical channel for reaching beneficiaries and local actors. A total of 127,995 individuals were reached through SFD's WhatsApp networks – including 69,020 local actors, 18,499 UCT households, 32,187 women through female-only groups and 8,289 members of youth groups. These local actors and beneficiaries received messages especially designed for sharing via social media platforms including WhatsApp and contained messaging or highlighted new instructions or modifications to implementation throughout the cycle and as requested by UNICEF.

Grievance Mechanism

All responsible Parties have a grievance mechanism or what so called – Complaints Handling Mechanism (CHM) in place and have previous experience of working in Yemen as guided by UNDP, UNICEF and by World Bank rules and regulations. UNDP and its partners will apply in the AF, the similar GM and HCM of parent project.

UNDP

UNDP is committed to strong stakeholder engagement and accountable to stakeholder Response Mechanism (GM) that supports the project-affected people and UNDP's partners and others to collaboratively address grievance, risks complaints and disagreements related to social, environmental and OHS impacts and standards. UNDP with its partners adhere to follow-up and respond immediately to any complaints within an agreed time between 15-30 days by SFD, PWP and SMEPs. The project partners (UNDP, SFD, PWP, SMEPs, TPM and WB) are discussing a common Management Information System (MIS) that allow to analysis and improve the grievance, complaints, accidents, and reporting mechanisms, with high confidentiality and anonymity considerations. The project partners have designated staff with expertise in safeguard, gender, GBV and confidentiality, besides the IPs report every two weeks on GRM received complaints and monthly meeting hold between IPs and UNDP to discuss these updates. In additional to the Third Monitor Party (TMP) conducts its quarterly report from the local communities.

UNDP with its implementing partners have designated gender and GBV focal points to follow-up and monitor the project impacts and safeguard the community and affected groups from gender discrimination and GBV risks.

Diagram 3: UNDP Stakeholder Grievance Mechanism and Closure

UNDP's corporate Stakeholder Response Mechanism (SRM) is intended to supplement the GRM of the Responsible Parties throughout the project cycle. The SRM provides an additional, formal avenue for stakeholders to engage with UNDP when they believe that the project may have adverse social or environmental impacts on them; they have raised their concerns with the Responsible Parties, and they have not been satisfied with the response through the CHM process. The SRM provides a way for UNDP to address these situations systematically, predictably, and transparently.

Table 6: UNDP GRM/GM CHM for ESPECRP

UNDP partner GRM	Contact Person	Telephone or WhatsApp number	Email
SFD	Mohammed Al-Antari	8009800/772045256	chm_hq@sfd-yemen.org
PWP	Abdulrahman Thabit	8002626/771048100	abduthabit3@gmail.com
SMEPS	Wafa Muthana	8005550/774002215	feedback@smeps.org.ye wmothana@smeps.org.ye
At UNDP in Yemen	Nahid Hussein Email: nahid.hussein@undp.org UNDP Safeguard Specialist Email: kazi.hossain@undp.org Complaints to be handled by the safeguard compliance committee at UNDP country office in Yemen.		
At UNDP HQ Office	Call: 001 (917) 207 4285. Skype is an affordable way to place such a call.		

	Email: project.concerns@undp.org and secuhotline@undp.org (in any language) **Address**: Attn: SECU/SRM, OAI, UNDP 1 U.N. Plaza, 4th Floor, New York, NY USA 10017 (You may also mail any request or communication (in any language) **Social Media**: Send message to UNDP on WhatsApp, Viber and Signal using 001 (917) 207 4285, or through our WeChat account @SECUSRM.

A complaint in the GM ensures stakeholders can express dissatisfaction about the standard or quality of the Responsible Party's activities. Additionally, it allows identification of any negative and lack of actions taken by either of the Responsible Party or their partners that directly or indirectly cause distress to the affected beneficiary or any other party. Complaints can be received through complaints box at subprojects sites, face to face to designated field or GM officer, through telephone or fax numbers as well as emails, all complaints will be shared and disseminated before implementation phases. There is a CHM established within the ECRP which it will be improved and adapted to the ESPECRP to address Gender and GBV/SEA complaints under the responsibility of gender focal points and report to the gender officer, in coordination to GM and safeguard officers. SFD, SMEPs and PWP will be adopting new GM classification to ensure gender/ GBV and SEA are included. The updated CHM will receive complaints via different channels such as call centre, text, complaint box, telephone, WhatsApp, and Email which are well registered, mitigated, monitored, and closed within 15 days. The objectives of CHM are as follows:

1. Improve accountability to UNDP, SFD, SMEPS and PWP and their beneficiaries for Sub- component 2.1, 2.2 and 2.3.

2. Increase the level of beneficiaries' satisfaction with the delivery of services and enhance the relationship between beneficiaries and IPs (SFD, SMEPS and PWP).

3. Provide an efficient, fair, and accessible mechanisms for resolving beneficiaries/partners complaints.

4. Guide SFD, SMEPS and PWP staff in handling complaints with specialised staff at the field and office such as gender, GRM and ES and OHS safeguard; and

5. Allow to rectify mistakes, raise alertness to problems, and continuously learn and improve.

The CHM is characterized by a number of important features, including the following:

1. Protect beneficiaries /partners rights to comment and complain.

2. Neutrality and equity while handling complaints.

3. Timing: short cycle, quick response to the critical complaints.

4. Transparency: Partners will be aware of the procedures; understand its purpose, have sufficient information on how to access it and understand how it works.

5. Confidentiality: Create an environment in which people feel comfortable to raise concerns and grievances or stand in witness. Confidentiality assures that any information given is restricted to a limited number of people and that it is not disseminated widely, therefore offering an element of protection and security to the complainant; and

6. Accessibility: The CHM will be easily accessed by as many people as possible within any stakeholder in the place where projects are being implemented.

UNDP's corporate Stakeholder Response Mechanism (SRM) is intended to supplement the CHM of the Responsible Parties throughout the project cycle. The SRM provides an additional, formal avenue for stakeholders to engage with UNDP when they believe that the project may have adverse social or environmental impacts on them; they have raised their concerns with the Responsible Parties, and they have

not been satisfied with the response through the CHM process. The SRM provides a way for UNDP to address these situations systematically, predictably and transparently.

UNDP's SRM is intended to:

- Improve environmental and social outcomes for local communities and other stakeholders affected by UNDP projects;
- Enhance UNDP's ability to manage risks related to its Social and Environmental Standards, in order to avoid or mitigate social and environmental impacts;
- Ensure that UNDP responds to the concerns of project stakeholders with regards to social and environmental risks and impacts;
- Ensure feedback and operational learning from the SRM, by integrating SRM requests, responses and results into UNDP's results-based management, quality assurance processes;
- Submission monthly report on GRM by the two responsible parties to UNDP and the issues of complaints and duration of HCM are monitored by UNDP and TPM;
- Reflect and advance best practices among social and environmental grievance resolution processes to be a regular, integrated part of project management; and
- UNDP will hire TPM to develop a MIS system and on hotline calling centre to receive any complaints in addition to responsible partners MIS systems as below.
- UNDP has its own GRM and CHM, if the complaint doesn't solve at IPs level, UNDP should use its own mechanism and report immediately to the WB.

  Note: more details on GM/GRM contacts have been explained in above table 4: GRM/GM CHM for ESPECRP, page 15.

Project-Level of the Grievance Mechanism

During the design, construction and implementation of any sub-project, a person or group of people may perceive or experience potential harm, directly or indirectly due to the project activities. The grievances that may arise can be related to social issues such as eligibility criteria and entitlements, disruption of services, temporary or permanent loss of livelihoods and other social and cultural issues. Grievances may also be related to environmental issues such as excessive dust generation, damages to infrastructure due to construction related vibrations or transportation of raw material, noise, traffic congestions, decrease in quality or quantity of private/ public surface/ ground water resources during irrigation rehabilitation, damage to home gardens and agricultural lands, etc.

Should such a situation arise, there must be a mechanism through which affected parties can resolve such issues in a cordial manner with the project personnel in an efficient, unbiased, transparent, timely and cost-effective manner. To achieve this objective, a Grievance Mechanism has been included in the ESMF and SEP for this project.

There are three levels of GRM in the project (for more details see table 6 and diagram 3, in pages 20 and 30)

- At IPs GRM, every GRM system applies and activate at three levels of compliant settlement (at 1st field, 2nd branch, 3rd Head Office levels).

- At TPM Call Center will be assigned by UNDP to verify the lists of complaints on monthly basis and provide a report. IPs therefore will need to share GRM list bi-weekly (perhaps through linking to the new MIS)

- At UNDP: at Country Office Yemen has it's GRM committee and will dedicate a number (call, sms, WhatsApp) for complainants who might not be satisfied with IPs' resolution and would want to escalate to higher level, also there two levels of complaints at regional office in Amman, Jordan or HQ office in NY, USA (please see the) or also to raise it to the WB.

The Grievance Mechanism covers:

- provides a legitimate process that allows for trust to be built between stakeholder groups and assures stakeholders that their concerns will be assessed in a fair and transparent manner.
- allows simple and streamlined access to the Grievance Mechanism for all stakeholders and provide adequate assistance for those that may have faced barriers in the past to be able to raise their concerns.
- provides clear and known procedures for each stage of the Grievance Mechanism process, and provides clarity on the types of outcomes available to individuals and groups.
- ensures equitable treatment to all concerned and aggrieved individuals and groups through a consistent, formal approach that, is fair, informed and respectful to a concern, complaints and/or grievances.
- provides a transparent approach, by keeping any aggrieved individual/group informed of the progress of their complaint, the information that was used when assessing their complaint and information about the mechanisms that will be used to address it; and
- enables continuous learning and improvements to the Grievance Mechanism. Through continued assessment, the learnings may reduce potential complaints and grievances.

The GM will be gender- and age-inclusive and responsive and address potential access barriers to women, the elderly, the disabled, youth, and other potentially marginalized groups as appropriate to the Project. The GM will not impede access to judicial or administrative remedies as may be relevant or applicable and will be readily accessible to all stakeholders at no cost and without retribution.

Information about the Grievance Mechanism and how to make a complaint and/or grievance must be communicated during the stakeholder engagement process and placed at prominent places for the information of the key stakeholders.

All complaints and/or grievances regarding social and environmental issues can be received either orally (to the field staff), by phone, in complaints box or in writing to the UNDP, PWP, SMEPS, or SFD. A key part of the grievance mechanism is the requirement for the Project Management Team and construction contractor to maintain a register of complaints and/or grievances received at the respective project site offices, this includes grievances from workers. The following information will be recorded:

- time, date and nature of enquiry, concern, complaints and/or grievances.
- type of communication (e.g. telephone, letter, personal contact).
- names contact address and contact number.
- anonymous complaints are also registered, investigated, and solved.
- response and review undertaken as a result of the enquiry, concern, complaints and/or grievances; and
- actions taken and name of the person taking action.

The project GM is managed by PWP, SMEPS, and SFD, who have a grievance mechanism in place. UNDP will work with the Responsible Parties to assess the effectiveness of existing GM and work to address capacity, accessibility, transparency, gaps, etc.

UNDP – Received Complaints During the Implementation of the parent project:

SFD and PWP received around 4004 complaints and feedback in 2021 and 2022 during the implementation of the parent project, through the different channels including call centres, social media, complaint boxes, etc. Nearly 79 % of these complaints were related to equity of targeting, 10 % financial issues, and the rest related to other general issues like technical, social, environmental, OHS, and administrative issues.

4090 complaints were solved and closed within 14 days successfully, where just 59 exceeded 14 days and they were not exceeded more than 30 days to be solved and mitigated.

The below tow diagrams and figures show in detail, the received complaints during 2021 and 2022:

Diagram (4):Complints per Gender

Diagrm (5): UNDPRecived Complints
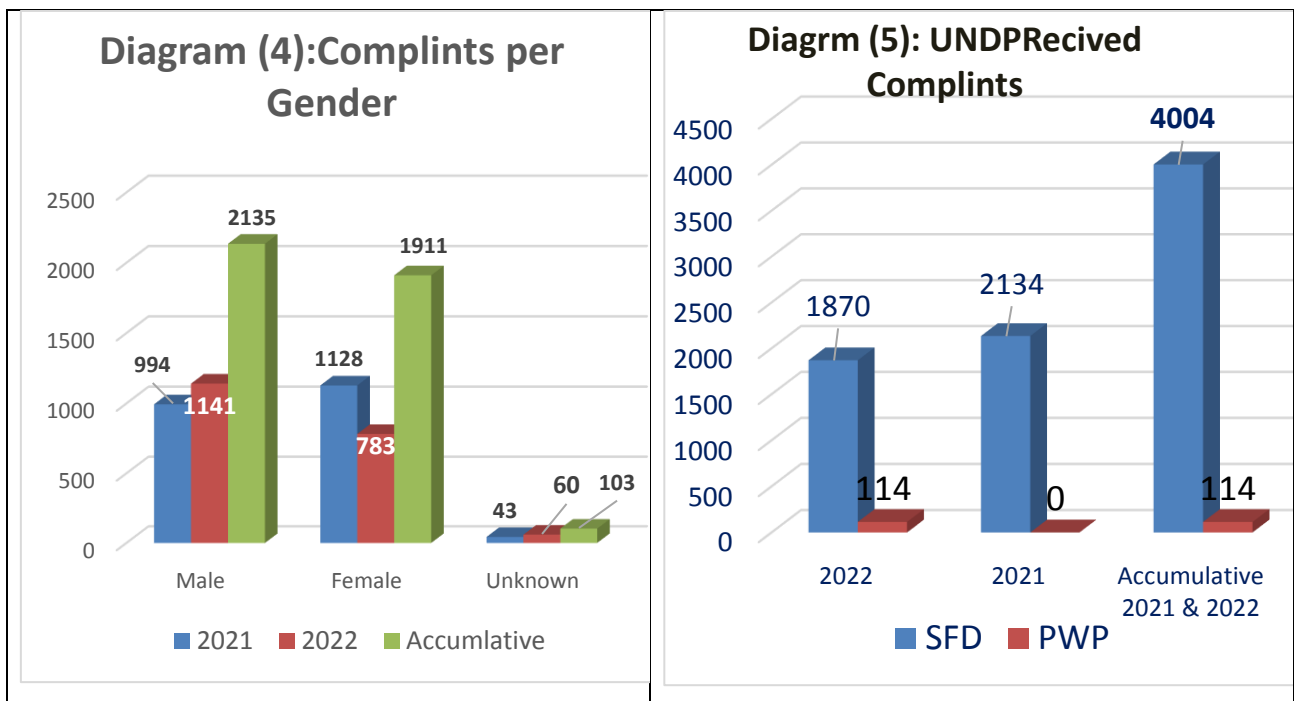
UNICEF

The Grievance Mechanism (GM) includes three components which are grievance collection (the Project Call Center), grievance redressal (Case Management) and the Management Information System (MIS). The grievance collection component is where complaints from beneficiaries, community members and project staff are received, categorized and logged into the project's Management Information System (MIS); and the redressal component whereby the grievances are analysed, updated, referred and/or acted upon. Both the grievance collection and redressal are implemented by SFD with oversight from UNICEF. The Management Information System (MIS), managed by UNICEF, centrally manages the data collection, clean-up, transfer and storage, ensuring the data protection measures are applied following UNICEF's policies. It also includes a robust role-based access control system which allows only authorised users to access the information needed to do their work. All complaints are treated with confidentiality and the complainant's information is not disclosed to those against whom the complaint is filed. Anonymous complaints are also entertained ensuring that the information provided by the caller is sufficient to identify what action to be taken. The Call Center established by SFD for the Project in Sana'a and Aden is used by beneficiaries to file their grievances using a toll-free line (8003090). The Call Center is open six days a week and operates for a minimum of 8 hours a day, with the number of working hours increasing as required to respond to the demand based on ongoing monitoring of the number of calls.

Trained Call Center Agents – both males and females - ensure that these grievances are registered in the Grievance module of the Management Information System (MIS) within the appropriate grievance type, to ease the analysis and redressal.

Due to the risk of exclusion of those beneficiaries in areas with limited or no phone network coverage, UNICEF has released a mobile application for grievance collection. Dedicated field staff deployed in such areas collect grievances directly from beneficiaries through face-to-face interaction and store them in mobile devices through this offline-capable application. When connected to the internet, this mobile application connects to the MIS and the grievance information is automatically deleted from the mobile device and uploaded in the system.

All grievances recorded in the MIS are automatically categorized allowing for redressal as per agreed protocols. The redressal includes the desk review, the redressal action, providing feedback and the closure. The redressal

action may include providing information, update beneficiary's information, sharing with stakeholders, or verifying the beneficiary through a field visit - all these actions are applied by SFD. Grievances of suspected fraud are handled by UNICEF and are subject to a first level of desk review to determine which ones require immediate investigation by the third-party monitoring organization; and which ones need a different type of redressal such as review of documentation, clarifications to the beneficiary, etc. Grievances associated with the quality of services or mistreatment are referred to the concerned contract manager for follow up with the service provider. Grievance linked to beneficiary issues (i.e., challenges experienced by the beneficiaries that prevent them from collecting their cash benefits) are addressed by the SFD case management team – with males and females.

UNICEF will handle SEA/SH grievances as outlined in the note Grievances Mechanisms for SEA/SH in World Bank-financed Projects. The mandate of a SEA/SH Grievance Mechanism (GM) is limited to: (i)referring, any survivor who has filed a complaint to relevant services, (ii) determining whether the allegation falls within the UN definition of SEA/SH, and (iii) noting whether the complainant alleges the grievance was perpetrated by an individual associated with a World Bank project. A SEA/SH GM does not have any investigative function. It has neither a mandate to establish criminal responsibility of any individual (the prerogative of the national justice system), nor any role in recommending or imposing disciplinary measures under an employment contract (the latter being the purview of the employer). All branches of the GM must be sensitive to handling SEA/SH complaints, including multiple reporting channels, the option of reporting anonymously, a response and accountability protocol including referral pathways to connect survivors with needed SEA services.

Through the GM, community members and service providers may make complaints on issues such as the following:
- Adverse social or environmental situation caused by the project;
- Access to project services – (for example if an intended project beneficiary has not been reached by the project.);
- Deviation in implementation or use of project inputs – (if implementing partners deliver services or pay to beneficiaries an amount less than the standard set by UNICEF for the project);
- Complaints on SEA related issues with ensuring complete confidentiality to protect impacted survivors due to culture norms in the country; and
- Any other concerns

The CT program GM will:
- Be responsive to beneficiaries, address and resolve their grievances;
- Serve as a channel to receive suggestions, and to increase community participation;
- Collect information to enhance management and improve implementation performance;
- Promote transparency and accountability on the modality and performance of the project;
- Deter fraud and corruption;
- Include referral pathways to refer SEA survivors to appropriate support services;
- Mitigate environmental and social risks; and
- Build trust between citizens and ECT management.

GM Principles:
- Protect beneficiaries' and stakeholders' rights: beneficiaries and stakeholders have the right to make their voices heard. No retribution will be exacted for participation/use of the GM system.
- Transparency and Accountability: All complainants will be heard, taken seriously, and treated fairly.
- Timeliness: All complaints will be addressed as per protocols.
- Neutrality, Equity, and Non-Discrimination: All complaints will be treated with respect and equally regardless of the community groups and individuals, types, ages and gender.
- Accessibility: The GM will be clear and accessible to all segments of affected communities.
- Confidentiality: Information communicated through the GM is restricted to a limited number of people and is not disseminated more widely, offering protection and security to the complainant.

The entire grievance collection and redressal process is registered and recorded into the MIS. This enables the implementation of comprehensive quality assurance processes, with concrete protocols, to ensure that all grievances are recorded and handled in a proper manner. Progress reports submitted by UNICEF show that over payment cycles 10 -13 a total of 107,948 grievances were received, addressed and closed. Beneficiary issues[7] was the most frequently received grievance, which represents approximately 77 per cent. The second most frequently received grievance category was linked to service quality[8] with 17 per cent.

During payment cycle 13, the average timeline for redressal of the grievances is 5 to 13 days. However, some grievances may require over 30 days to be addressed notably grievances of suspected fraud which require to be investigated through a third party. Where a complainant is not satisfied with the outcome of their grievance, they can file an appeal which is escalated to the SFD staff member responsible for the GM and where applicable the SFD Project Coordinator.

SFD and UNICEF GM staffing:

Currently, the Project GM counts with the following dedicated personnel:

- 86-member grievance collection team of Call Centre Agents and Supervisors, supporting grievance collection through the Call Centre;

- 85-member grievance redressal team including Case Managers and Supervisors, handling the analysis and redressal of grievances;

- 168 Case Management Assistants, supporting Case Managers with the redressal and assisting grievance collection using the mobile application; 1 SFD staff supervising the Call Centre and 1 SDF staff supervising the Case Management team.

In addition, the GM is supported by all contract managers who support in liaising with the service providers to address the grievances, and by the UNICEF PSEA Coordinator and GBV Specialist for PSEA and GBV complaints. SFD field staff and Field Monitoring Consultants also support the grievance collection through the mobile application. The GM benefits from technical guidance of a Programme Specialist and oversight by UNICEF.

Based on the experience of the ongoing CT component of the ECRP, the types of grievances and their categories stipulated by the CT program are described in the following table:

Grievance categories and types

Grievance category	Grievance Type
Suspected Fraud	The beneficiary was issued a CM form, but the CM form was never given to him/her by the CMA
	Demand of fee/commission
	Person claiming no payment
	Received lower amount than assigned
	Someone is collecting the passbooks and cash on behalf of them

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[7] Beneficiary issues relate to mismatching of names, lost or damaged IDs, not found on beneficiary list, unable to attend the Project site, deceased, minor without a representative.

[8] Service quality relates to Service quality (long waiting times, delay in receiving information, no priority for vulnerable groups, no female officers, no cash available, no staffs available, no adequate facilities). These are shared with the contract manager for corrective action.

Grievance category	Grievance Type
Service Quality	The project staff is not using COVID-19 protective gear (select gloves, masks, other)
	No priority for vulnerable groups at the payment site
	The bank notes I received are not acceptable in my district
	Site not open
	Case Management team did not provide the necessary information to the beneficiary
	Lack of cash
	No security personnel available
	Site located too far away from home
	Staff not helpful
	Multiple visits to the site to be paid
	I was asked to do a copy of my ID outside the payment site to be able to receive the cash
	No female staff available
	The payment was suspended in my governorate
	I was refused payment in my scheduled date
	I have not been informed of my scheduled date
	Long wait at site
	No screening officer available to organize the crowds
	Delay in Responding/processing the grievance
	The Officer/Cashier retained the beneficiary's Case Management form
	No adequate facilities (no waiting area, no seats, no toilets/no proper toilet)
	The payment agency allocated to beneficiary does not operate in his district of residence
	Difficulties in collecting because the site is operating offline
	ID rejected by bank system
	I have requested to be paid at home, but the payment agent did not come
	System is not working/connection problem
	The Officer/Cashier retained the beneficiary's ID
	Lack of information about steps to collect the money/services available/other (explain what)
	The banknotes I received are very old or torn
	The beneficiary is eligible for payment but not paid
	The Case Management Assistant met the beneficiary but not at the beneficiary's house
	The beneficiary and the case management assistant agreed on a visit date, but the case management assistant did not come
	I made a grievance about suspected fraud, but the grievance was not solved
	I have requested to be paid at home, but I have not been flagged as home outreach
	COVID-19 security distancing (at least 1 meter) was not enforced by the project staff (select: at community meetings, at payment site, during CM work, during TPM work, during fraud investigation work)
	There was no hand sanitizer at the payment site
Mistreatment	I was asked for a favor to benefit from the project
	Poor attitude of staff
	Physical aggression
	Verbal aggression

Grievance category	Grievance Type
Beneficiary issues	The beneficiary is differently abled, dependent on a family member's care, live in a household and are the only beneficiary in the list
	Issues with names as per his/her ID
	I cannot collect my cash because I am flagged as "No payment"
	I cannot collect my cash because I am flagged as Disqualified
	I want to edit/change grievance.
	I want to withdraw my grievance
	SWF passbook or ID lost/damaged
	Beneficiary cannot attend the operational Site
	Beneficiary is deceased
	No ID, or ID lost/damaged
	I have an ID but have not yet been verified
	Cannot collect because of expired ID
	I am wrongly flagged as deceased
	Beneficiary who is a minor and does not have a representative on the Beneficiary List
	The beneficiary is in a health institution or orphanage and there are no family members
	I want to cancel my home outreach request
	I am flagged as "Requires CM"
	I cannot collect my cash because I am flagged as no show
	My case was rejected because of lack of documents but now I have the documents needed and want CM support
	Grievance follow-up: I was contacted but could not pick up the phone/was out of coverage
	I want to update my address (location)
	I want to update my phone number
Staff challenges	I am being forced to work extra hours without being paid for the extra time
	I have been mistreated by my superiors/colleagues
	I was asked for a favor to work for the project
	I have not been given adequate/safe working conditions
	I have not received the salary I am entitled to
	I did not receive proper training

Monitoring and Reporting

Involvement of stakeholders in monitoring activities

UNDP applies a participatory monitoring approach and involve the elected community committees in the subprojects' implementation and monitoring. to ensure the involvement of stakeholders in project monitoring during the implementation phases, and to enhance community's ownership and participation including:

- IPs with subproject's community committee will organize biweekly, monthly and quarterly meetings to collect, register and address the GM received at each site. Sometimes urgent meeting can be called to address any immediate responses and actions;
- UNDP, and the IPs will monitor involvement of stakeholder as agreed in the SEP;
- UNDP, and the respective TPMs will monitor the project or impact associated with the project at quarterly basis and also monitor a developed MIS and hotline to respond to the GM complaints; and
- UNDP, the IPs and the TPM to collect and consolidate best practices and lesson learned from the field visits.

UNICEF will maintain the current ECRP arrangements, where a TPM will be contracted in each payment cycle. UNICEF/SFD will also maintain regular monitoring of the progress and challenges.

Reporting back to stakeholder groups

For the component implemented by UNICEF, the project's IPs work is focused on ensuring reporting back to stakeholder groups and two-way communication on daily and weekly basis by the field monitoring and monthly and quarterly by the safeguard team and TPM. In addition to safeguard and GM staff will provide direct reporting and handling mechanism to any complaints and concerns from community within 15 or 30 days.

Disclosure

All safeguard instruments will be disclosed in English and Arabic in country (UNICEF and UNDP[9]),and WB websites.

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[9] Check information disclosure in the UNDP website:

https://www.ye.undp.org/content/yemen/en/home/projects/SPECRP.html

Annex 1:

List of Governorates and districts and types of Geo-bundling for AF and AF2.

S\N	Governorate	District ID	District Name	North South Divide	Selected Subdistrict	Subdistrict Arabic	Subdistricts Population 2022	PWP CA	SFD CFN	SFD CFW	SMED/YLG	SMEPs	SELECTED
1	Abyan	1211	Khanfir	South	Khanfar	خنفر	177,980	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages / check what PF Covered)	yes (clutster of villages)	Midwives + Horticulture & supply chain	Full Bundle
2	Al Bayda	1417	Sabah	North	Sabah	صباح	38,754	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)		Full Except SMEPs
3	Al Dhale'e	3009	Al Husha	North	Dhawran	ضوران	7,838	yes	yes	yes	yes	Midwives (at district level)	Full Bundle (No CfW)
3	Al Dhale'e	3009	Al Husha	North	Bani Malek	بني مالك	4,979	No	yes	yes	yes	Midwives (at district level)	Full Bundle (No CA)
4	Al Hudaydah	1817	Bayt Al Faqiah	North	AlTarf AlShami	الطرف الشامي	101,200	yes		yes	yes		CFW+CA+VSLAs
5	Al Hudaydah	1824	Zabid	North	Al Tarbiah	التربية	12,808	yes (check subdistrict covered under the	yes	yes (check subdistrict covered under the	yes	Livestock & supply chain (check subdistrict covered in	Full Bundle

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								parent project)		parent project)		the parent project)	
6	Al Hudaydah	1801	Az Zuhrah	North	Rabe'a Al Wadi	الزهره ربع الوادي	71,331	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)	Midwives + Horticulture & supply chain	Full Bundle
7	Al Hudaydah	1813	Al Marawi'ah	North	Al Rabsah	الكتابيه والو	24,869	yes		yes	yes		CFW+CA+VSLAs
8	Al Jawf	1612	Kharab Al Marashi	North	Al Kharab	الخراب	38,488	yes (check committed under the project)	yes	yes	yes		Full Except SMEPs
9	Al Mahwit	2707	Bani Sa'd	North	Bani Zaid	بني زيد	2,136	yes	All subdistricts as the parent projectcommitted	yes	yes		Full Except SMEPs
10	Amran	2912	Jabal Iyal Yazid	North	AlThuluth	الثلث	19,883	yes	yes	yes	yes	Midwives (at district level)	Full Bundle
11	Amran	2919	Khamir	North	Ghashm	غشم	17,367	yes		yes	yes		CFW+CA+VSLAs
12	Dhamar	2007	Wusab As Safil	North	Al Ajraf	الاجراف	13,276	yes (check subdistrict covered under the project)		yes	yes		CFW+CA+VSLAs

13	Dhamar	2005	Utmah	North	**Hemyar Abzar**	حمير ابزار	16,350	yes (check committed under the project)		yes	yes		**CFW+CA+VSLAs**
14	Dhamar	2012	Al Manar	North	**Al Ra'eiah**	الرعية	3,816	yes	All subdistricts as PF committed	yes	yes	Midwives (at district level)	**Full Bundle**
15	Hadramaut	1917	Ghayl Ba Wazir	South	**Ghayl Bawazir**	غيل باوزير	94,301	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)	Midwives (at district level)	**Full Bundle**
16	Hajjah		Ku'aydinah	North	**Swakh**	سواخ	15,038	yes	yes	yes	yes	Midwives (at district level)	**Full Bundle**
17	Hajjah	1711	Khayran Al Muharraq	North	**Sharqi Al Khameesain**	شرقي الخميسين	30,345	yes		yes	yes		**CFW+CA+VSLAs**
18	Ibb	1110	Far Al Udayn	North	**Al Wazeerah**	الوزيره	16,368	yes	Yes	yes	yes		**Full Except SMEPs**
19	Lahj	2515	Tuban	South	**Tuban**	تبن	127,892	yes (clutster of villages)		yes (clutster of villages)	yes (clutster of villages)	AlHawtah: Horticulture & supply chain	**Full Except CFN**
20	Lahj	2512	Al Maqatirah	South	**Zareeqat Al Sham**	زريقة الشام	14,964	Yes		yes	yes	Midwives (at district level)	**Full Except CFN**

21	**Lahj**	2511	Tur Al Bahah	South	**Tur Al Bahah**	طور الباحة	68,339	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)		**Full Except SMEPs**
22	**Lahj**	2513	Al Madaribah Wa Al Aarah	South	**AlMadhariba wa Al A'arah**	المضاربه والعاره	26,836	yes		yes	yes		**CFW+CA+VSLAs**
23	**Marib**	2613	Marib	South	**Aal Jalal**	ال شبوان	13,182	yes	Yes	yes	yes		**Full Except SMEPs**
24	**Raymah**	3104	Mazhar	North	**Maswar**	مسور	26,588	yes (check subdistrict covered under the parent project)	yes	yes	yes		**Full Except SMEPs**
25	**Sa'ada**	2203	Monabbih	North	**Al Yazid**	ال يزيد	12,263	yes	Yes	yes	yes		**Full Except SMEPs**
26	**Sana'a**	2301	Hamdan	North	**Wade'ah**	وادعة	42,453	yes (clutster of villages)	yes	yes (check subdistrict covered under the parent project)	yes (clutster of villages)	Horticulture & supply chain	**Full Bundle**
27	**Shabwah**	2107	Bayhan	South	**Al Olea**	العليا	76,487	yes (clutster of villages)	Yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)		**Full Except SMEPs**

								yes (clutster of villages)	yes (clutster of villages)		
28	Socotra	3201	Hidaybu	South	**Hadibu**	حديبو	58,244	yes (clutster of villages)/ check committed in the parent project		yes (clutster of villages)	yes (clutster of villages)		**Full except CFN**
29	Taizz	1503	Shara'b Ar Rawnah	North	**AlAhtoob**	الاحطوب	7,633	yes (check subdistrict covered under the parent project)		yes	Yes		**CFW+CA+VSLAs**
30	Taizz	1511	Al Misrakh	South	**Al Aqroodh**	الاقروض	56,605	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)	yes (clutster of villages)		**Full Except SMEPs**
31	Taizz	1521	Al Ma'afer	South	**Al Mashawilah**	المشاوله	22,314	Yes		Yes	Yes		**CFW+CA+VSLAs**