The Republic of Zambia

Zambia Statistics Agency

SOUTHERN AFRICAN DEVELOPMENT COMMUNITY REGIONAL STATISTICS PROJECT

(P175731), Zambia

STAKEHOLDER ENGAGEMENT PLAN (SEP)

March 2023

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LIST OF ABBREVIATIONS

COVID-19	Corona Virus
ESCP	Environmental and Social Commitment Plan
ESIA	Environmental and Social impact assessment
GC	Grievance Committees
GBV	Gender Based Violence
GM	Grievance Mechanism
GRZ	Government Republic of Zambia
MoH	Ministry of Health
NGO	Non-governmental Organisation
NSS	National Statistical System
PMU	Project Management Unit
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
ZamStats	Zambia Statistics Agency

1 INTRODUCTION

1.1 Project Description

This Stakeholder Engagement Plan (SEP) has been prepared for the new project entitled 'Southern African Development Community Statistics Project'. In Zambia, this project will be financed by the World Bank with $30 million to support the Government Republic of Zambia (GRZ), through the Zambia Statistics Agency (ZAMSTATS). The project will specifically fund the following list of activities:

Component 1: Census , Surveys and Administrative Data Systems(Total equivalent to USD 18,298,454 (61.1%))

This component will support the collection of several core datasets and enhance the quality and frequency of statistical data, with activities split into: (1) support to National Accounts and economic statistics; (2) support to socio-economic and demographic surveys; (3) enhanced administrative systems; and (4) fill gaps on climate and gender statistics. Zambia's rebasing of GDP statistics is long overdue, with current estimates using 2010 as the base year. The project will support national accounts statistics by financing the following activities: 2024 economic census, 2025 enterprise survey, 2026 household budget survey, and update of the Business Registry. The project will also support enhancing Producer Price Index, re-weighting CPI index, Export and Imports Pure price Index Survey, and Small-Scale Cross Border Trade Survey. Lastly, the project will fill another major data gap on economic statistics by financing a census in agriculture, which was last implemented in 1992. In terms of socio-economic and demographic surveys, the project will support the 2025 Living Conditions Monitoring Survey, and partially fund the 2023 and 2027 Demographic and Health Surveys, which Zambia Statistics Agency (ZamStats) has been able to implement every four years. Similarly, the project will enhance the quarterly LFS which has been implemented uninterruptedly since 2017 by including an additional module on Employment and Unemployment Inquiry and another on SWIFT to track poverty trends in-between the Living Conditions Surveys. Lastly, the project will finance the new Master Sampling Frame based on the 2022 Population Census. In terms of administrative systems, the project will support the mortality surveillance system, and address unmet requests received from government agencies, particularly from National Planning and State House. These include support towards the development of the Migration Information System and the Tourism Information System, strengthen the administrative data system of at least one selected Statutory Body, Autonomous Authority and/or Private Sector Entity, and develop a data system to track development and implementation of at least one selected government program. Finally, the project will support the compilation of Environment and Climate Change Statistics using the Framework for the Development of Environmental Statistics and the Global Set of Environment Statistics (with surveys in 2024, 2026, 2028), and implementation of a Gender Equality Perceptions Survey (baseline in 2025 and follow-up in 2027).

Component 2. Institutional Transformation ,Capacity Building and Quality Assurance Systems (total equivalent to USD 6,126,667 (20.5%))

Through this component the project will support ZamStats' institutional transformation, skilling of staff, and capacity building of the NSS. The project will support the operationalization of the 2018 Statistics Act by financing an independent organizational structure assessment and roadmap to facilitate and promote the restructuring of ZamStats to become autonomous. It will also finance various capacity building activities to enhance ZamStats' staff skills, including in areas such as Statistical Analysis, Framework for the Development of Environment Statistic, Development of Life Tables, Small Area Estimation methodologies, Sampling, IT, Geographic Information System (GIS) and web mapping. Outside of the NSO, the project will enhance the NSS by providing statistical capacity building activities to external stakeholders. The project will also support the implementation of the Code of Practice developed for the NSS, which, in accordance with the Statistics Act (2018), includes principles, standards, and quality assurance systems for the production, management and dissemination of quality official statistics. The project will also upgrade ZamStats' ICT equipment to improve safety and increase efficiency. The institution requires a state-of-the-art Data Warehouse to meet the demands of the increased data production projected in the coming years, to enable efficient data flows, and to comply with latest safety and documentation standards. There is also need for updated software licenses (proprietary data collection, handling, storage, archiving; statistical and econometric analysis, and retrieval), bespoke Apps (interactive data display Apps) and the procurement of hardware (high-capacity, high-speed data servers, offsite and cloud-based resources, smart mobile devices, computers/laptops, and so on). The project will also support the modernization of the institution by financing the

automation of Support Services (such as HR, Procurement, Registry, Accounting) and Operational Systems (Statistical intranet -LAN), and Library Automation..

Component 3: Data Dissemination, Access and Use (Total equivalent to USD 2,147,150 (18.3%)

This component will enhance ZamStats' online presence and facilitate the interface with users. ZamStats has a relatively well-designed website, with a data portal that includes thematic and geographically disaggregated statistics, interactive graphs and trends, and SDG portal, among other things. The project will support an assessment and enhancement of its functionalities. One substantial improvement under this component is allowing microdata access from the web. Currently data is only accessed by submitting an email request. The microdata from all surveys financed by this project will be available online, as well as select surveys implemented in the last few years. This component will also finance the implementation of user assessment surveys, including a KAP-type survey (Knowledge, Attitudes, and Practices) that combines quantitative and qualitative information – including behaviors and beliefs, to understand user's practices and needs that can then inform design changes..

1.2   Objectives of the SEP

The Stakeholder Engagement Plan (SEP) will facilitate the development and iterative maintenance of a constructive relationship with stakeholders throughout the project. It will be used for the purpose of disseminating information on the project performance, including management of social and environmental risks and impacts. The overall objective of the Project's SEP is to:

- o   Establish a systematic approach to stakeholder engagement that will enable the structures responsible for the implementation of the Project to properly identify, establish and maintain constructive relationships with stakeholders, and more particularly stakeholders affected by the Project,
- o   Assess the level of interest and buy-in of stakeholders and allow their opinions to be taken into account in the design of the Project and its environmental and social performance,
- o   Encourage the effective mobilization of all stakeholders affected by the Project throughout its life cycle on issues that could potentially affect them and provide the means to achieve this,
- o   Ensure that stakeholders receive in a timely, understandable and accessible and appropriate manner all information relating to the environmental and social risks and effects generated by the Project,
- o   Provide the parties affected by the Project with the means to easily raise their concerns and lodge complaints, as well as the steering and implementation bodies of the Project and the State to respond and manage them.
- o   Take into account in an inclusive manner the opinions, concerns and interests of women, especially vulnerable women and person with disability, in relation to the implementation of the Project.

2   SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

In preparation for the Project, Zambia Statistics Agency (ZamStats) has undertaken engagements with government departments and other stakeholders in Zambia. ZamStats is the sole designated entity mandated for publishing official statistics. ZamStats is also among other functions responsible to develop and coordinate an integrated National Statistical System (NSS) for Zambia.

The table below summarizes the key engagements held up to date.

Table 1. Summary of key engagements

Participants	Concerns	Suggestions/Aspirations
- **ZamStats** - **World Bank** - **Govt. Ministries:** - **Private sector:** - **Media** - **Research/Academic institutions** - **Civil Society Organisations**	- Information unavailable/not updated - Problem of data capture, analysis and exploitation - Problem accessing information - Capacity gaps and accessing training and/TA - Institutional arrangements	Identify and close internal capacity gaps in making data and information publicly available/accessible Enhance onlines presence through website improvements - Identify capacity building programs/opportunities. Develop TA directory

3   IDENTIFICATION AND ANALYSIS OF STAKEHOLDERS

This section identifies the key stakeholders who will be informed and consulted on the project activities at different levels. These key stakeholders will include affected parties by the project, other interested parties and vulnerable or disadvantaged groups or individuals. As an initial engagement, ZamStats intends to start its stakeholder engagement meeting with the National Statistical System within April, 2023.

3.1   Affected Parties

The affected parties (AP) are mainly individuals and groups that are likely to be affected by the Project directly or indirectly, positively or negatively.

This category of stakeholders will include:

- Various Ministry[1], Provinces and Spending Agents[2] (MPSA) ;
- Private sector formal and informal companies ;
- Households (rural and urban) ;
- Development partners[3].

3.2   Other interested parties

This includes stakeholders who may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. This category will include the following individuals or/and groups:
- MPSAs not included in Section 3.1 above,
- Economic operators not included in Section 3.1 above,
- NGOs, Civil Society Organizations
- Faith Based Organization
- Traditional systems
- Development partners not included in Section 3.1 above
- Academics (faculty and students)

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[1] Ministry of Finance and National Planning; Ministry of Labor and Social Security; Ministry of Technology and Science; Ministry of Health; Ministry of Education; Ministry of Tourism; Ministry of Lands and Natural Resources; Minister of Commerce, Trade & Industry; Ministry of Fisheries and Livestock; Gender Division; Ministry of Home Affairs and Internal Security; Ministry of Infrastructure, Housing and Urban Development; Ministry of Local Government and Rural Development; Ministry of Agriculture; Ministry of Green Economy and the Environment;

[2] State House, National Assembly, Bank of Zambia, Zambia Revenue Authority, Zambia Development Agency, NAPSA, PACRA, etc.

[3] World Bank, International Monetary Fund (IMF), European Union (EU), Statsitics Sweden, USAID, UNDP, UNICEF, FAO, etc.

- Media
- New graduates and novices in statistical analysis

3.3 Disadvantaged or vulnerable individuals or groups

Disadvantaged or vulnerable individuals or groups are a segment of the population that has certain specific characteristics that put them at higher risk of being excluded from participating in the project or benefiting from the outcomes of the project. Potentially vulnerable groups would be those who face barriers to participation in public consultation and decision-making meetings. Some impacts of the project may be disproportionate on disadvantaged or vulnerable individuals and groups, who do not have the voice to voice their concerns or understand the impacts of the project.

Within the Project, the main disadvantaged or vulnerable individuals or groups may include and are not limited to the following:

- Small-scale agricultural households
- Female headed households
- Child headed households
- Women and children
- Illiterate people
- Persons with disabilities (physical or mental)
- Elderly
- homeless persons
  Informal economy sector

Disadvantaged or vulnerable individuals or groups that may be negatively affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4 PRELIMINARY STAKEHOLDER ANALYSES

Stakeholder analysis is a method that aims to examine the interests and potential influence of all stakeholders who may be affected by the Project. This preliminary review will help plan how to enhance the role of stakeholders who are supportive of the implementation of the project while minimizing the risk posed by those who are unfavourable or opposed to the project.

The current stakeholder analysis will focus on determining the interests and powers they will exercise over the specific activities of the Project and the design of the Project. The stakeholder mapping established in relation to the two criteria stated (interest and power) made it possible to distinguish 4 categories of stakeholders:

- The stakeholders with the most interest and influence in the implementation of the project. These stakeholders need to **be closely managed.**
- The stakeholders with the most interest and the least influence. These stakeholders should be **kept informed.**
- Stakeholders with the least interest and influence. These stakeholders are **to be kept satisfied.**
- Stakeholders with little interest and influence in the implementation of the project. These stakeholders should **be monitored.**

The summarizes of stakeholder interests and influences in the Project are shown in tables 2, 3 and 4 below.

Table 2. Interests and influence of affected parties involved in the project

Stakeholder Group/Individual	Nature of the interest in the activities of the Project	Nature of influence on Project activities	Level of interest	Level of influence
ZamStats	General coordination and implementation of approved project activities.	Effective implementation of project to meet set objectives.	High	High
World Bank	Financial and technical support.	Effective financial and technical support	High	High

Stakeholder Group/Individual	Nature of the interest in the activities of the Project	Nature of influence on Project activities	Level of interest	Level of influence
		to foster achievement of project objectives		
Ministry of Finance and National Planning	Technical, supplementary financial and governance support.	Effective provision of support to promote project delivery	High	medium
Other MPSA (see section 3.1)	To be consulted on collection and production of data, as users	Data needs met or partially met	Medium	Low
Households	To be consulted for consent in collection of data, as respondents	Data provision responsibility met or partially met	Medium	High
Companies	To be consulted for consent in collection of data and on data production , as respondents	Data provision responsibility met or partially met	Medium	High

Table 3. Interests and influence of other interested parties in the project

Stakeholder Group	Nature of the interest in the activities of the Project	Nature of influence on Project activities	Level of interest	Level of influence
NGOs	To be consulted on produced data as users	Data needs informed	Medium	Low
Civil Society Organizations	To be consulted on produced data as users	Data needs informed	Medium	Low
Teachers, Researchers and Academics	To be consulted on produced data as users	Data needs informed	Medium	Low

Table 4. Disadvantaged or vulnerable groups/individuals of the Project

Stakeholder Group	Nature of the interest in the activities of the Project	Nature of influence on Project activities	Level of interest	Level of influence
Small scale agricultural households	Statistics on the agricultural sector	Characteristics of small-scale farming and their contribution to the economy	High	Medium
Women headed household	Recruitment and public communication;	Importance of the contribution of women in community welfare	Medium	Medium
Illiterate people	Informant to produced data	Positive influence	Medium	Medium

5   SYNTHESIS OF PROJECT STAKEHOLDER NEEDS

Stakeholder needs vary across project activities and locations and include, but are not limited to, language needs and capacity building training. These requirements are shown in tables 5, 6 and 7 below. It should be noted, however, that owing to the project being prepared as a fast-track operation, consultations with key stakeholders will be conducted by May 2023. The SEP will be updated to reflect stakeholders met, key issues discussed, and feedback provided regarding the project. Further the document will be re-disclosed.

Table 5. Summary of the needs of stakeholders involved in project activities

Stakeholder Group	Key Features	Language needs	Preferred means of notification (e-mail, telephone, radio, letter)	Special needs (accessibility, large print, babysitting, day meetings)
ZamStats	Mostly literate	English	Email, Phone, Letter	Daytime and business day meetings
The World Bank	Mostly literate	English	Email, Phone, Letter	Daytime and business day meetings

However, Table 6 below summarizes the needs of stakeholders interested in the project activities.

Table 6. Summary of the needs of stakeholders interested in project activities

Stakeholder Group	Key Features	Language needs	Preferred means of notification (e-mail, telephone, radio, letter)	Special needs (accessibility, large print, day meetings)
NGOs,	Mostly literate	English	Email, Phone, Letter, Project briefs, meetings, online publications, social media platforms	Daytime, business day and virtual meetings
Civil Society Organizations	Mostly literate	English	Meetings, online publications, social media platforms, email, letter, project briefs	Daytime, business day and virtual meetings
Academics	Mostly literate	English	Email, Phone, Letter, Project briefs, meetings, online publications	Daytime, business day and virtual meetings

Finally, table 7 below summarizes the needs of disadvantaged or vulnerable individuals or groups.

Table 7. Summary of the needs of disadvantaged or vulnerable groups or inidividuals

Stakeholder Group	Key Features	Language needs	Preferred means of notification (e-mail, telephone, radio, letter)	Special needs (accessibility, large print, babysitting, day meetings)
Agricultural households	Mix of illiterate, semi-illiterate and literate people with a community of people with diverse interests	English or local language	Email, phone, radio, posters	Focus group, home visit, group talk, community meeting
Women and children	Mix of illiterate, semi-illiterate and literate people with a community of people with diverse interests	English or local language	Email, phone, radio, posters	Focus group, home visit, group talk, community meeting
Illiterate people.	Mixture of illiterate, semi-illiterate	English or local language	Phone, radio, posters	Focus group, home visit, group talk, community meeting
Persons with disabilities (physical or mental)	Mix of illiterate, semi-illiterate and literate people with a community of people with diverse interests	English, local language and sign language, braille (where relevant)	Email, phone, radio, posters	Focus group, home visit, group talk, community meeting

6 OVERVIEW OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS OF PROJECT ACTIVITIES

- **Risks related to the coronavirus disease Covid-19:**

Due to the current pandemic, the implementation of Project activities carries risks of exposure to COVID-19 and transmission among stakeholders. The Project will adhere to protection against possible risks as provided for in the national laws in view of COVID-19 infection risk, will be managed through several means. These will include:

   i. Provision and maintenance of procedures of work that are safe and without risks to health (including social distancing and access to handwashing facilities);
   ii. Arrangements for ensuring safety and absence of risks to COVID-19 in connection with the use, handling, storage and transportation of project materials;
   iii. Provision of such information, instructions, training and supervision as is necessary on COVID-19 to ensure the safety and health at work of every person engaged in project activities;
   iv. Informing all persons engaged in project activities of imminent risk and appropriate recourse measures;
   v. Ensuring that every person engaged in project activities participates in the application and review of safety and health measures;
   vi. Ensuring that all workers have adequate and updated information on COVID-19; and
   vii. Establishing measures and a referral pathway if any worker is infected with COVID-19 including establishing linkages with the Ministry of Health (MoH).

- **Risks of misinformation:**

During the various meetings planned as part of the Project, risks of misinformation could arise that could generate disturbances to public order.

- **Risks related to Sexual Exploitation and Abuse or Sexual Harassment (SEA/SH):** Project activities will mostly involve production of data and building capacity in which presence of large human intearction within Project workers and with communities will occur thus is likely to result in incidents of SEA/SH.

7 STAKEHOLDER ENGAGEMENT PLAN

7.1 Engagement basics

According to ESS 10, the borrower will engage stakeholders throughout the life of the Project, starting as early as possible during the Project development process and following a schedule that allows for extensive consultations with stakeholders on the design of the Project. The nature, scope and frequency of such mobilization shall be proportionate to the nature, scale and potential risks and effects involved.

To this end, the guiding principles governing stakeholder engagement are:

- **Transparency**

Transparency allows for constructive and continuous dialogue with stakeholders, as well as the activation of feedback mechanisms. Stakeholders must therefore be informed as fully as possible of the process, issues and implications of the implementation of each sub-project.

- **Sharing of responsibilities**

Responsibilities must be shared among all stakeholders, timely.

- **Inclusion and representativeness**

Local actors, active or inactive and all community members, must be included and represented. Consideration should be given to gathering the views and contributions of all stakeholders. Information flows should be

bidirectional, allowing any stakeholder to share all relevant and important information on the implementation of the Project and its sub-projects.

- **Accountability**

The sense of accountability is the recognition of responsibility for actions by ensuring that individuals and communities, with whom the Project carries out its work (through sub-projects), have access to relevant mechanisms through which they can hold the Project accountable for its actions.

7.2 Proposed strategy for the dissemination of information

The project will organize public meetings, group discussions, consultations including individual consultations were required as a means of communication for the dissemination of information, and in appropriate language as far as possible at the targeted audiences.

- The project should thus develop multimedia materials (print, audio and visual) for the dissemination of information to identified stakeholders;
- The project will also exploit its own website and that of other relevant ministries and implementing agencies or other potential partner actors and/or media (newspapers, radio), for the public; and
- By email, for technical partners.

Table 8: Information dissemination strategy under the Project

Project Stage	Targeted stakeholders	List of information to be disseminated within the framework of the Project	Proposed methods	Calendar	Percentage to be achieved	Responsibilities
Preparation for project implementation: General preparation (public consultation, etc.)	All stakeholders	Generic information about the Project: its objectives, scope, duration, stakeholders, impacts on the country, etc.	Correspondence, meetings; Public consultations, brochures and pamphlets	During meetings, all opportunities for public interventions, depending on the needs of preparation and implementation of the Project Jul 2023	70% by meetings and public consultations, 30% by leaflets and websites.	Pre-Poject Coordinator, ZAMSTATS
	All stakeholders	Information on Environmental and Social Risks/Impacts and mitigation measures adopted by the Project	Notifications, Meetings, Training and Retraining of Workers Getting started with service providers; Consulting documents; Public consultations	During the preparation of the Project Feb 2023, Mar 2023, Jul 2023, Nov 2023	70% through meetings and public consultations, 30% through documents	Pre-Project Coordinator, ZAMSTATS
	All stakeholders	Environmental and social management framework documents	Page Facebook Website Print Display	After approval/updating of documents Websites: ZamStats, World Bank, Social Media By Dec 2023	50% transmitted on website, 25% transmitted on written press, 25% transmitted by posting	Pre-Project Coordinator, ZAMSTATS
Official and operational launch of the project	Communities and public opinion	Information on: The Project, the modalities, the duration; Assistance mechanism (advice, complaint) Stakeholders	Workshop, website of ZAMSTATS, MOFNP and World Bank and their respective social networks On local media when information is relayed by journalists	August 2023	30% by an official launch workshop 50% via journalists through the press conference 20% via ZamStats, World Bank website and social networks	Project Coordinator, PIU, ZAMSTATS
Project Implementation	All stakeholders	Information on Environmental and Social Risks/Impacts and mitigation measures adopted by the Project:	Notifications, Meetings, Training and Retraining of Workers Getting started with service providers; Consulting documents;	At the start of the intervention of the service providers	70% through meetings, 30% through correspondence and documents and the ZAMSTATS and MOFNP websites	Project Coordinator, PIU, ZAMSTATS

Project Stage	Targeted stakeholders	List of information to be disseminated within the framework of the Project	Proposed methods	Calendar	Percentage to be achieved	Responsibilities
		GBV/SEA/SH (forms, specific reporting channels, documents, etc.), vulnerable groups, corruption, complaint management mechanism, etc.)	Public consultations			
Project Implementation: Implementation of a mechanism of managing grievance and complaint mechanism	Beneficiary communities (authorities, beneficiaries, local actors) Public Beneficiary communities Service Providers	Management of mechanism on Grievance and complaints: objective, structures put in place, channels	Information meeting Media communication, Getting started	Throughout the Project Radio/TV and local newspapers To the beneficiaries, at the beginning of the Project and at every opportunity ZAMSTATS office, after signing a contract	50% via the meeting organized for this purpose 30% via guest media 20% via the website of ZAMSTATS, MOFNP and World Bank	Project Coordinator, PIU, ZAMSTATS
Monitoring and evaluation of project implementation	ZamStats	Status of Project Activities	Dissemination of progress reports and review by Email Website Biannual Review Workshop	During the implementation of the Project Summary of activities: Monthly Financial Tracking Report: Quarterly Quarterly Review Budget monitoring (quarter) Activity monitoring report: Semi-annual Annual report	50% transmitted during semi-annual reviews 30% transmitted on website 20% sent by email	Project Coordinator, PIU, ZAMSTATS
	ZamStats team, Technical and financial partners	Results of the overall evaluation of the project (mid-term of completion)	Sending reports via email	Mid End of the project	100% sent by email	Project Coordinator, PIU, ZAMSTATS

Project Stage	Targeted stakeholders	List of information to be disseminated within the framework of the Project	Proposed methods	Calendar	Percentage to be achieved	Responsibilities
	All stakeholders	Positive Project Outcomes	Website Magazine, Film, Brochures, Pamphlets, audio message Correspondence Meetings	Website: ZamStats, Emails	80% transmitted via biannual journals 20% transmitted on the website and email	Project Coordinator, PIU, ZAMSTATS
	ZamStats team, Technical and financial partners Everybody	Status of complaint management	Email sharing Sharing in the website	Monthly, semi-annual ZamStats website	50% sent by email, 50% sent by website	Project Coordinator, PIU, ZAMSTATS
	All stakeholders	Environmental and Social Management Framework Documents (ESMF Checklist, E-Waste Plan, LMP, ESCP) revised after assessment	Page Facebook Website Print Display	After approval/updating of documents Websites: ZamStats and MOFNP	25% transmitted on Facebook, 25% transmitted on website, 25% transmitted on written press, 25% transmitted by posting	Project Coordinator, PIU, ZAMSTATS
Project Closure	ZamStats and relevant Government ministries and general public.	Information on achievements	Evaluation reports, video and audio report. Possibly by a press conference	At the end of the Project.	Reports and presentation 50%, press and media 50%	Project Coordinator, PIU, ZAMSTATS

7.3 Proposed Strategy for Consultations

For stakeholder consultations, the project will use several means of communication: survey forms, interviews with the various actors and organizations concerned, workshops and focus groups on specific topics.

In the context of the COVID-19 situation in the country and taking into account the related World Bank guidance note on public consultations, the project will foster protection against possible risks during consultations via feasible appropriate platforms as provided for in the national laws in view of COVID-19 infection risk. Where direct consultation with persons or beneficiaries affected by the project is necessary, as will be the case for the preparation and implementation of environmental and social impact assessment (ESIA), ZamStats will identify the most relevant and appropriate channels. The Project will consider the following guidelines for conducting consultations:

- Hold public gatherings in spacious or open spaces, including public hearings, workshops and community meetings;

- Arrange meetings through online channels, including Webex, Zoom, Skype, (where connectivity is available)

- Diversify communication channels and rely more on social media and online channels. Where possible and appropriate, create appropriate online platforms and dedicated discussion groups, depending on the type and category of stakeholders;

- Use traditional communication channels (TV, newspapers, radio, dedicated phone lines and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be very effective in conveying relevant information to stakeholders and enabling them to provide feedback and suggestions;

In an effort to attain a broad consultation process the project will require to use and combine different methods whilst taking into account the characteristics of the target audience. Indicative methods of consultation and disclosure of information during Project activities are presented in the table below.

Table 9. Method of consultation

Methods of involvement	Description and objectives
Correspondence (telephone, e-mail)	Relay information and messages, especially in a COVID-19 pandemic.
Direct meetings	These meetings aim to obtain the opinion of stakeholders subject to this method. It is therefore possible for stakeholders to express themselves freely on the most sensitive issues, and it is therefore possible to establish links with stakeholders. Women, girls, youth and other vulnerable groups will be encouraged to participate separately to ensure their voices are heard.
Focus Groups	The purpose of a focus group is to bring together stakeholders with the same common interests or characteristics in a meeting to discuss specific topics. It aims to present project information to a group of stakeholders, to the Project to provide input and to allow small groups of people (young women, young mothers, people with disabilities and other vulnerable people) to provide their views and opinions. It should be noted that this type of consultation will be in the form of a semi-structured interview, focus group avoiding groups of more than 30 people and in strict compliance with the barrier measures enacted by the government.
Public meetings	These meetings will present information about the project to a large group of stakeholders. In this way, it is possible to establish a relationship with communities, especially those affected, and to distribute non-technical information. These meetings should also cover relevant information on codes of conduct and the complaint management mechanism, so that the public and community are aware of unacceptable behaviour and how the Projects report.
Workshops	Group-based discussions, structured and organized to solve problems and identify ways forward.
Project website	Allow stakeholders to speak freely and at any time about sensitive issues, including

Methods of involvement	Description and objectives
	gender-based violence, opinions and concerns about the project

Table 10: Consultation/Stakeholder Engagement Strategy

Project Stage	Targeted stakeholders	Consultation/engagement activities	Possible Consultation/Engagement Theme	Methods used	Calendar / Frequency	Responsible
Preparing for project implementation	National/ Provincial/local level	Public consultations	Opinion on the Project Concept Advice on environmental and social concerns and mitigation measures	• Formal meetings (face-to-face or virtual)	Monthly	ZamStats
	All project Stakeholders		Notice on documents for the release of environmental and social management framework documents	• Provision of documents in offices, on websites and Facebook page and notebooks to make comments	Once after document clearance or revision	ZamStats
Project implementation: Official and operational launch of the project		Meetings and public consultations information on: - the Project, the modalities, the duration, Stakeholders	Themes on project activities, communication, environmental and social, complaint management mechanism, monitoring of implementation	National Awareness meeting Provincial (&local) awareness meeting	Once after project effectiveness	ZamStats
Project implementation: Implementation of project accompanying measures	• Development Partners, • Local communities • Technical Partners	Sensitization	Themes on environmental and social management (SEA/SH, Citizen Engagement)		Bi-annual	ZamStats
Project Implementation: Implementation of the Complaints Management Mechanism	All levels of the project	Awareness of management of complaints	Available Process/mechanism	Training and awareness workshop	Quarterly	ZamStats

Project Stage	Targeted stakeholders	Consultation/engagement activities	Possible Consultation/Engagement Theme	Methods used	Calendar / Frequency	Responsible
Monitoring and evaluation of project implementation	Affected and other interested parties				Set Mid Term Review periods	ZamStats

7.4 Proposed strategy for incorporating the views of vulnerable groups

For the implementation of the project activities, specific meetings will be organized for vulnerable groups. The stakeholder identification process will identify groups that may be considered vulnerable under this project. Specific interviews (focus groups) with these vulnerable groups will also be organised during the different consultation phases. The project will set up a mechanism to manage arising grievances and complaints which is being implemented by ZamStats taking into account the related World Bank guidance. It will be made known and made accessible to disadvantaged or vulnerable groups or individuals. The functioning of this mechanism will be ensured by ESS officer of the project.

7.5 SEP Implementation Schedule for the Project

This SEP will be implemented concurrently with Project activities from the effective date of the Project and throughout the implementation of the Project.

Consultations with stakeholders were undertaken during project preparation and will continue throughout the project implementation phase to reflect management updates as well as impacts occurring during implementation. It is necessary to timely encourage stakeholders to review project related information and comment as they are designed to mitigate the negative impacts of the project and ensure the scaling up of the project benefits to affected stakeholders.

Following the completion of a particular consultation process, the project will ensure that all comments are incorporated into a report and that updated/final versions of plans are shared with project stakeholders, particularly those affected. Dissemination sessions and dissemination of updated/final versions of reports are the two main means of dissemination. Information will be uploaded to ZamStats website and printed versions of final documents will be made available in appropriate language in easily accessible public places.

7.6 Review of comments

Comments (written and verbal) will be collected by ZamStats officials. These officials will carefully review and analyze these comments and consider them as appropriate. Feedback on this feedback should also be provided to relevant stakeholders.

7.7 Subsequent phases of the project

The project SEP will establish modalities for the continuous sharing of information, including periodic reports, with stakeholders as part of the preparation and implementation of the project. As per tables 8 and 10, ZamStats will continue to engage all relevant stakeholders across all stages of the project.

8 RESOURCES AND RESPONSIBILITIES: IMPLEMENTING SEP ACTIVITIES

8.1 Resources

In this first phase of SEP development, all comments related to the preparation of the SEP will be handled directly by the project designated officer within ZamStats, namely Assistant Directors for Agriculture and Environment and Social Statistics .

For the implementation of the SEP, the project will make available the following estimated resources:

Table 11: Initial estimated Budget for SEP Implementation

	ACTIVITIES	Amount (USD)
1	*Activity 1: PROJECT PREPARATION*	
1.1	Environmental and Social Risks/Impacts and mitigation measures adopted by the Project	500
1.2	Develop/adapt communication materials for disclose of E&S documents	1000
1.3	Disclose the E&S documents	
	S/Total activity 1.	**1500**
2	*Activity 2: PROJECT IMPLEMENTATION*	
2.1	Official launch of the Project	1500
2.2	Meetings and public consultations	5500
2.3	Preparation of Sensitization materials	1500
2.4	Awareness of management of conflicts	1000
2.5		
2.6		
2.7		
2.8		
2.9		
2.10		
	S/Total activity 2.	**9500**
3	*Activity 3: PROJECT CLOSURE*	
3,1	Dissemination of reports	4000
3,2		
3,3		
	S/Total activity 3.	**4000**
	TOTAL	*15000*

8.2 Management Functions and Responsibilities

For the Project activities, the management and implementation of the Stakeholder Engagement Plan will be carried out by ZamStats. All activities related to stakeholder engagement will be approved by the Project Coordinator. The latter guides the stakeholder engagement strategy and oversees the implementation of planned activities.

Below is a summary about roles and responsibilities for implementation of this SEP.

Table 13. Roles and Responsibilities

Institution /Lead Person	RESPONSIBILITY
Project Coordinator, PIU (ZamStats)	• Oversight responsibility for entire project implementation
Environmental and Social Safeguards (ESS) Officer, PIU XXXX (ZamStats)	• Provide technical support for the preparation implementation of this SEP and resolution of grievances

ZamStats	• Overall coordination of project activities and implementation of this SEP.
	• Ensure effective implementation of GRM
	• Document the performance of SEP implementation
	• Initiate and coordinate stakeholder engagement activities
	• Assign staff to keep written records on stakeholder engagement activities and on grievances.
	• Ensure the involvement of other implementing partners in the monitoring of SEP activities.

8.3 Name and contact details of officer(s) responsible

For any comment, question of feedback on the stakeholder engagement process, the following persons can be contacted.

- **Emails to: patrick.Chuni@zamstats.gov.zm [Assistant Director] +260977801584 Phone** and WhatsApp and
- **Emails to: ckaliki@gmail.com[Assistant Director] +260977772155** Phone and WhatsApp

9 GRIEVANCE MECHANISM

The government complaint and grievance management mechanism will be used to manage grievances and complaints related to Project activities.

The GM is intended to:

- Provide avenues for stakeholders to seek information and ask questions on the SADC Regional Project being implemented by ZamStats.
- Provide project affected and interested people with avenues for lodging concerns, complaints and resolution (see Annex 2).
- Ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants.
- Provide avenue for vulnerable groups and survivors of sensitive grievances such as sexual exploitation and abuse or sexual harassment (SEA/SH) to have equal access to grievance redress process and support.
- Avoid project-community conflicts and improve community support for the project activities.

Although project affected parties have the right to seek redress in court, the project recognizes that court cases are known to be cumbersome and time consuming. Therefore, the project, through this GRM intends to propose an alternative simple but functional first point procedure for aggrieved project affected persons to amicably seek redress to their complaints. Nonetheless, aggrieved persons would remain free to access the court system without any hindrance or retribution from the project as provided by the laws of Zambia

9.1 Principles of the GM

The operationalization of this GM shall be guided by the following principles.
- An accessible, inclusive, and free grievance mechanism (GM), broadly disclosed, which facilitates the resolution of concerns and grievances in a safe, confidential, and timely manner.
- A grievance mechanism that allows stakeholders to file complaints by various means (face-to-face, mail, email, phone, text, website, and in person) and when necessary, in an anonymous manner.
- A grievance mechanism that provides a clear, impartial, and objective procedures for handling and responding to complaints, including timelines for acknowledgement, decisions, and appeals.
- A grievance process free of retaliation, abuse, or discrimination.

- A grievance mechanism that provides an avenue for lodging SEA/SH cases in a safe, confidential, and non-stigmatizing manner and with a referral pathway for such cases

9.2   Internal Management of the GM

The overall management of the GM will reside with the designated Focal Person. The ESS Officer, as the designated Focal Person, will specifically be responsible for:

- The disclosure of the GM to project stakeholders.
- Sensitization of implementing partners and staff on the GM.
- Keeping records of all complaints received, updating, and closing complaints.
- Pre-empting and facilitating activities of Grievance Committees (GC).
- Checking if all grievances have been addressed and follow-up actions have been taken.
- Escalating cases to PMU
- Referring survivors of SEA/SH cases to Gender Based Violence (GBV) service providers
- Monitoring and producing biannual performance report on the GM.

9.3   Institutional arrangements for handling grievances and their establishment

During the project preparation phase and during the start of project implementation, any complaints or grievances related to the project will be taken care of and further handled by the ESS Officer. The establishment of the Grievance Mechanism consisting of the 7 officers will be established as soon as possible during project preparation and prior to effectiveness of project.

In addition to the Grievance Mechanism established at the Project level, specific protocols for handling sensitive grievances such as SEA/SH cases will be established in the GBV Action Plan. With respect to GBV related complaints, special procedures will be adopted to ensure anonymity and referral procedures to associated NGOs or service providers who are experienced in handling GBV cases will be set up.

9.4   Different stages of grievance handling

The different stages of grievance processing proposed for the Project as a whole are listed as follows:

- Grievance handling: This resolution is based on listening, consultation, mediation and amicable handling of grievances affecting the community. If the grievance cannot be resolved at Project level, it will be referred to the project management/Governance structure and dealt with by its Project Steering Committee (PSC), a National Statistics Coordinating Committee of 15 Directors from institutions servicing the ZamStats Board of Directors and comprised of 15 members representing 15 key sectors for purposes of national statistics in Zambia. However, grievances handled at the PSC level will go back to the Assistant Directors for Agriculture and Environment Statistics for consolidation.
- Grievance handling (at the level of the communities): If the grievance has been filed at this level, the Regional Statistician will deal with it, especially if it concerns actions involving the community. If the grievance cannot be resolved at this level (by its nature for example), it will be directed to /Governance structure. However, grievances handled at the local level will go back to Assistant Directors for Agriculture and Environment Statistics of the Project for consolidation.
- Handling of grievances filed at the level of stakeholders other than local: The stakeholder will direct the grievances received to ZamStats for processing through its ESS officer and for consolidation by its Assistant Directors for Agriculture and Environment Statistics.
- Recourse to the court: The judicial process is the last resort of the plaintiff in case of failure of the different levels of amicable resolution. As much as possible, the project will try to settle disputes without going to court.

The Project encourages the handling of grievances within Project level and amicably. The mobilization of the judicial mechanism is considered a last resort when all mediations at different levels have failed. However, the complainant is free to seek legal recourse

9.5 Awareness raising and information on the Grievance Mechanism

The Project will inform all stakeholders of the existence of a Grievances Mechanism that takes into account all possible cases of complaints and grievances related to the project.

The information must be communicated in a clear way, understandable to the targeted parties, and using different accessible media/methods. In particular, the methods of recording grievances should be very precise and highlighted during the communications and awareness-raising activities.

In addition, all communication materials produced concerning the grievances mechanism (leaflets, posters, articles and press releases) should include all available contact details (postal address, telephone number and e-mail address, titles of officers).

9.6 Complaints and grievances mechanism

Grievances will be raised in either of the following:

-
- The project will set up visible and accessible complaints and grievance boxes for all project audiences. The ESS Officer is responsible for checking them on weekly basis;
- Telephone call: complainants may also telephone the project's provided contact and lodge a complaint.
- Letter: Grievances can also be addressed by an official letter to the provided contacts of the Project.

9.7 Principles for handling grievances

Any grievance received must be treated fairly (recorded, verified and analysed, investigated if necessary, adjudicated and responses will be communicated to the complainants concerned). The handling of a grievance is considered completed after resolution, decision and feedback to the complainant concerned.

However, all grievances received will have to be collected by the stakeholders mentioned above. They will analyse the facts and decide accordingly.

9.8 Level of handling of complaints and grievances

- **Sorting and filing of grievances**

The two steps involved in triaging and classifying grievances are, first, determining the nature of the grievances received, and second, categorizing the information received to determine how long it will take to be processed and the entity that will review and investigate it. Sorting and grading will be carried out directly by the project's social and environmental specialist.

The time limit for sorting and closing grievances is a maximum of five (30) days.

- **Grievance handling**

Generally, the Grievances Committee:

- Examines the eligibility of the grievance to the mechanism;
- Produces, if necessary, any file deemed useful for the processing of this grievance;
- Analyzes the relevance of the grievance;
- Conducts an investigation if necessary;
- Offers answers;
- Makes a decision and forwards the recommendations and resolutions taken to the complainant;
- Records decisions and recommendations in the register of grievances.

In the case of grievance handling, the amicable process must be completed within 30 days. This period includes the period from receipt of a grievance to the closure of the file in the databases.

9.9   Closure of the grievance

The proceedings will be closed if the mediation is satisfactory to the parties and leads to an agreement. The satisfactory resolution must then be documented.

9.10 Record-Keeping

The archiving of the GM database will be done at the ZamStats head office. However, the project will set up a physical and electronic archiving system for the classification of grievances received and processed.
The project will establish a database that will capitalize on all grievances and grievances received and dealt with as part of the preparation of the project. The Project will provide general capitalization and management of the central database. The overall monitoring of the handling of grievances under the project will also be ensured by the Project ESS Officer and M&E Officer. Therefore, the Project designated officer will draw up periodic reports on the status of grievances related to the project (number of grievances received, categories of grievances, cases resolved, feedback to complainants...).

Once a complaint has been received, by any channel, it should be recorded in the complaints logbook or grievance set grievance database. Once all possible redress has been proposed and if the complainant is still not satisfied then they should be advised of their right to legal recourse.

10 MONITORING AND REPORTING

Monitoring and reporting will include involving the stakeholders affected by the project in monitoring the mitigation measures that will be agreed on the project's environmental and social (E&S) instruments as defined in the Environmental and Social Commitment Plan (ESCP). The Project also sets out, on the basis of close consultations with all stakeholders, how stakeholders will be involved in monitoring and evaluation.

The project will establish a participatory monitoring system, which will use indicators sensitive to relevant stakeholders. In addition, the project will involve stakeholders by gathering their observations to triangulate scientific results and involve them in participatory discussions of external and monitoring and evaluation missions.

All stakeholder engagement meetings will include minutes, which will be stored in the project's stakeholder engagement database; This will ensure that (i) there are documents to which reference can be made and that all the opinions expressed are taken into account, and (ii) accountability to the commitments made. In addition, the results of stakeholder engagement activities with feedback that have been considered will be reported in project reports and followed-up in progress reports by all parties. Although this is intended for internal use only, it will result in an annual report on stakeholder engagement of the project.

The ESS Officer in the PIU will be in charge of implementing the SEP and will share the results of stakeholder engagement activities in the form of consolidated reports.

For the project itself, other dissemination models would need to be considered in the project's SEP. Dissemination could take the form of either a workshop or radio broadcasts or other feasible channels.

Table 14. Monitoring indicators

Indicators	Frequency	Documentation
- Rate of representativeness of stakeholders in public consultations; - Percentage of technical services that participated in consultations; - Percentage of local authorities that participated in consultations; - Percentage of associations/NGOs that participated in consultations; - Percentage of community members who participated in consultations; - Representation rate of women at consultations; - Representation rate of vulnerable persons at consultations.	- During the preparation of the Project	- Report with results of the public consultation - Attendance sheet
- Number of comments on environmental and social management framework documents	- During the preparation of the Project	- Consultation Report
- Number of awareness sessions	- Quarterly	- Consultation Report
- % of specific issues resolved during meetings	- Bi-annual	- Meeting minutes

Indicators	Frequency	Documentation
- Total number of grievances received - Number of grievances by women - % of grievances resolved - % of grievances returned - Average duration of treatment by category and area (Fokontany, Municipality, Region ...) - Number of grievances referred to the Tribunal	- Monthly	- Semi-annual report on the management of grievances

10.1 Participation of different stakeholders in follow-up activities

Stakeholders will be mobilized to contribute to follow-up actions through:

- Stakeholder engagement in a consultative manner, in line with the SEP and building on established channels of communication and consultation with stakeholders;

- Gathering feedback from stakeholders on the environmental and social performance of the project and on the implementation of mitigation measures described in the SEP on a semi-annual basis;

- Periodic reviews of compliance with the requirements of the legal agreement, including the ESCP;

- Where appropriate, and as indicated in the SEP, involvement of stakeholders and third parties such as independent experts, local communities, institutional sectors (companies, ministries) to complete or verify the monitoring information of project stakeholders.

The stakeholders will be convened by the project to discuss and review key indicators of various engagements. All stakeholders (*affected parties, other interested parties and disadvantaged or vulnerable groups/individuals*) will have the opportunity to indicate whether or not they are satisfied with the project consultation process and what will change in the implementation process to make the Project more efficient.

The project evaluation (external and internal review) will include aspects of the stakeholder engagement plan and recommend improvements.

11 ANNEXES

Appendix 1. Sample grievance lodgment sheet

SADC Regional Statistics Project - Zambia, GRIEVANCE/COMPLAINT FORM
Section 1: Complaint
1. What harm do you believe the SADC Regional Statistics Project caused or is likely to cause to you or your community? Please describe in as much detail as possible.
2. What location is concerned with your submission? (Please include country/county name)
3. Do you live in the project area?
4. Have you previously reported your concerns to SADC Regional Statistics Project management? If yes, please provide the details about those communications and explain why you are not satisfied with the action in response.
5. If known, please list the operational procedures you believe have been violated by the SADC Regional Statistics Project .
6. Do you expect any form of retaliation or threats for filing this complaint to the SADC Regional Statistics Project?
Section 2: contact information
7. Are you filing an individual submission or representing a community?   Individual: ☐   Representing a community: ☐
8. Would you like your name and contact details to be kept confidential? *(The SADC Regional Statistics Project will not disclose your identities to anyone without your prior consent.)* Yes ☐   No ☐
9. Submitter's Name & contact information: **Name:** **Address:** **Email:** **Phone:**
Preferred Method of Contact: 10. I, the undersigned, request the Project to investigate the issues described above. 11. Signature/Thumbprint Name: Date NOTES: • Please attach supporting documents, if available.
Section 3: Office Use Only Grievance ID Number Recorded by: Date Place/Method grievance was received

Appendix 2. Model Grievance Registration Register

SADC Regional Statistics Project

REGISTER OF GRIEVANCES

CODE	Date of receipt of grievances	Report				Level of treatment	Analysis of causes	Identifying response actions	Action planning		Implementation of actions	Monitoring and measuring the effectiveness of the actions implemented		Processing time	Status
		Data Sources / Information	Statement / Description of the grievance	Relevant entities/stakeholders	Category of Grievance				Responsible	Date	Actions taken	Measuring the effectiveness of actions	Supporting documents		