

**KINGDOM OF CAMBODIA
NATION RELIGION KING**

Royal Government of Cambodia

Investment Project Financing (IPF)

Contingent Emergency Response Project (CERP)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

[Final version for disclosure]

October 30, 2025

ABBREVIATIONS AND ACRONYMS

AR	Activation Request
AM	Accountability Mechanism
CD	Country Director
CDD	Community-driven Development
CERP	Contingent Emergency Response Project
CPRT	Crisis Preparedness and Response Toolkit
CTP	Cash Transfer Program
CRC	Cambodian Red Cross
DA	Designated Account
DFIL	Disbursement and Financial Information Letter
DRM	Disaster Risk Management
ERG	Emergency Response Group
E&S	Environmental and Social
ESF	Environmental and Social Framework
ESCP	Environmental and Social Commitment Plan
ESMP	Environmental and Social Management Plan
FAO	Food and Agriculture Organization
FM	Financial Management
GS-NSPC	General Secretariat of the National Social Protection Council
GRM	Grievance Redress Mechanism
HEIS	Hands-on Expanded Implementation Support
IBRD	International Bank for Reconstruction and Development
IDA	International Development Association
IDPoor	Identification of Poor Households Programme
IPF	Investment Project Financing
JIT	Just in Time
MAFF	Ministry of Agriculture, Forestry and Fisheries
MEF	Ministry of Economy and Finance
MRD	Ministry of Rural Development
MOH	Ministry of Health
M&E	Monitoring and Evaluation
NCDM	National Committee for Disaster Management
NGO	Non-Government Organization
PDO	Project Development Objective
PforR	Project for Results
PIU	Project Implementation Unit
PP	Procurement Plan
PPE	Personal Protective Equipment
PPSD	Project Procurement Strategy for Development
PSC	Project Steering Committee
RFQ	Request for Quotation
RGC	Royal Government of Cambodia
RNA	Rapid Needs Assessment
RRO	Rapid Response Option

SBD	Standard Bidding Documents
SCT	Social Cash Transfer
SEP	Stakeholder Engagement Plan
STEP	Systematic tracking of exchanges in procurement
TA	Technical assistance
TWG	Technical Working Group
TOR	Terms of Reference
UN	United Nations
UNEP	United Nations Environment Program
WB	World Bank
WFP	World Food Program
WHO	World Health Organization
WOAH	World Organization for Animal Health

TABLE OF CONTENTS

1.	CONTEXT AND INTRODUCTION	5
1.1	Context	5
1.2	Project Description	5
1.2.1	Project objective and eligible activities	5
1.2.2	Project Beneficiaries	6
1.2.3	Implementing institutions	6
1.3.	Objective of the Stakeholder Engagement Plan	7
2.	IDENTIFICATION AND ANALYSIS OF INTERESTED PARTIES	7
2.1.	Methodology	7
2.1.1.	Project Affected Parties	7
2.1.2.	Other Interested Parties	7
2.1.3.	Stakeholder analysis	9
2.1.4.	Disadvantaged and Vulnerable Individuals or Groups	11
3.	STAKEHOLDER ENGAGEMENT PROGRAM	12
3.1.	Summary of Stakeholder Engagement during project preparation	12
3.2.	Purpose and Timing of Stakeholder Engagement Program	13
3.3.	Proposed Strategy for Information Disclosure	14
3.4.	Proposed strategy to incorporate the views of vulnerable groups	14
4.	RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING THE SEP	16
5.	GRIEVANCE REDRESS MECHANISM	16
6.	SEA/SH COMPLAINTS	17
7.	WORLD BANK GRIEVANCE REDRESSAL SERVICE	18
8.	MONITORING AND REPORTING	18
8.1.	Summary of monitoring of stakeholder engagement activities	18
8.2.	Presentation of reports to vulnerable groups	19

1. CONTEXT AND INTRODUCTION

1.1 Context

The Contingent Emergency Response Project (CERP) will allow the Royal Government of Cambodia (RGC) to access financing through its portfolio of World Bank-financed Investment Project Financing (IPF) operations (for the CERP, called host operations), for which the Rapid Response Option (RRO) has been included in their legal agreements (either through the Omnibus Agreement signed between the World Bank and the RGC on November 13, 2024, or included in the operation's legal agreement of newer operations).

1.2 Project Description

1.2.1 *Project objective and eligible activities*

The Project Development Objective (PDO) is to respond promptly and effectively to an eligible crisis or emergency in Cambodia.

In the event of an eligible crisis, the CERP can be activated to finance immediate response needs, as applicable, given the nature of the crisis. This is intended to mitigate the immediate impacts on affected populations by aiding access to critical supplies and the resources needed for immediate response. The main categories of activities supported by the CERP include fast-disbursing expenditures under activities without any new physical footprint including, inter alia: a) emergency livelihood support to households; b) provision of essential emergency supplies and services; and c) emergency response coordination and management.

- a) **Emergency Livelihood Support to Households:** The CERP will provide direct emergency income support to people / households affected by disasters by providing cash transfers tailored to the crisis context. Should conditions allow, provision of cash-for-work programs may also be considered. This will aid in stabilizing their livelihoods, smoothen consumption and enhance their ability to source food and items for basic needs. These payments will be activated in affected provinces and disbursed using existing Cash Transfer Programs (CTP) managed by the General Secretariat of the National Social Protection Council (GS-NSPC). The CTP under the CERP will adhere to the Shock Responsive Social Protection Framework (SRSPF) formally approved for Cambodia, which establishes eligibility criteria (such as elderly, people with disabilities, single women-headed households, orphans, and vulnerable children selected from national database/registry) in disaster-affected areas. Following the experience of cash transfer implemented in the aftermath of the 2023 floodings, the CERP-CTP will be disbursed to vulnerable families in affected provinces as detailed in the CERP Manual.
- b) **Provision of Essential Emergency Supplies and Services:** Support will be provided to sustain delivery of critical services and ensure the accessibility of essential supplies during and after emergencies. This will include financing the procurement and distribution of necessary supplies and services to meet immediate needs of affected persons, such as water supply (bottled water) and sanitation (excluding works), light equipment and supplies, food staples, essential emergency supplies, pharmaceutical, medicines, and medical equipment, agricultural inputs and veterinary medicines (when needed), green stoves, and rental of light equipment for restoration of access and implementation of CERP activities. All supplies will be tailored to the nature of the crisis and

sourced from both local and international suppliers to ensure rapid delivery to the most affected areas.

- c) **Emergency Response Coordination and Management:** Support will be provided for incremental operational expenditures incurred by the RGC for response and early recovery efforts including, inter alia, evacuation process, shelter administration, additional transportation costs (use of other transportation), increased electricity bills for the public sector, staff overtime and rental of light and critical machinery (i.e., generators for emergency and shelter operation, equipment for removal of debris, etc.). It will also support the mobilization of necessary technical expertise (consultancy) to support emergency response activities, provide just-in-time technical assistance, audit costs, and/or support preparation of technical documents for procurement etc.

1.2.2 Project Beneficiaries

The CERP has a national scope. The exact beneficiaries will be defined in the Crisis Response Action Plan based on the eligible emergency or crisis for each CERP activation and the geographical spread of the impacts. The beneficiaries will include the affected citizens of Cambodia, encompassing a broad range of vulnerable groups, including children, elderly, persons with disabilities, women and girls, who will receive support to ensure their safety and resilience during and after the crises.

1.2.3 Implementing institutions

The Ministry of Economy and Finance (MEF) is responsible for CERP activation and overall project oversight with the support of the National Committee for Disaster Management (NCDM), which will coordinate with provincial and local authorities in the affected areas, and relevant ministries / technical agencies before, during and after the emergency. In addition, the Ministry of Rural Development (MRD) has been designated as the CERP Project Implementation Unit (CERP-PIU); its experience and performance with World Bank financing are well recognized. It will, through the implementation capacity established under the existing Cambodia Southeast Asia Disaster Risk Management Project 2 (P177185), be responsible for fiduciary management, monitoring, reporting, and environmental and social compliance, while relevant government departments, including the National Social Protection Council (NSPC), the Ministry of Agriculture, Forestry and Fisheries (MAFF), the Ministry of Health (MOH), among others, will be responsible for implementation of CERP activities in their respective sectors, actively participating in the distribution of the goods and services to be procured by the CERP, as described in the CERP Manual. All World Bank funded PIUs working in such sectors will provide technical support to the CERP-PIU when needed.

A Project Steering Committee (PSC), chaired by the MEF and co-chaired by NCDM, will be established to provide strategic oversight and to enhance coordination among all relevant ministries and key stakeholders involved in CERP implementation. MRD, as the CERP-PIU, will be supported by the Technical Working Group (TWG), chaired by NCDM and composed of technical staff from the different ministries and agencies responsible for the distribution of CERP goods and services as per the positive list.

The TWG will include national directors and senior technical officers, procurement experts, environmental and social specialists from various sectoral agencies and PIUs. Working closely with the MRD the TWG will provide hands-on, practical support, ensuring that all technical, procurement, and operational processes, including E&S risk management are in place and functional to address the specific eligible CERP emergency. TWG will bring together relevant technical and procurement expertise to support the CERP-PIU in conducting the activities needed for each emergency or crisis response for which the CERP is

activated. MRD will serve as the secretariat for both the PSC and the TWG, facilitating coordination and communication between relevant stakeholders. Both committees should be in place before CERP activation.

In line with the Disaster Management Law, Sub-National Authorities in the affected provinces and districts will actively participate in crisis response. Through established Sub-National Committees for Disaster Management, including City and Provincial, Town and District, and Commune Level, first-hand information about impacts and damages within their jurisdictions is expected to be provided to the NCDM for the preparation of the Crisis Response Action Plan. As first responders, sub-national committees will escalate requests for assistance to the National level government if needed, their participation involves also the implementation of emergency plans, maintaining public safety, and collaborating with other government levels and non-governmental organizations involved in the distribution channels of assistance.

1.3. Objective of the Stakeholder Engagement Plan

The overall objective of this SEP is to define a program for stakeholder engagement, including the dissemination of public information and inclusive consultation throughout the entire project cycle. The SEP describes the ways in which institutions will communicate with stakeholders and includes a mechanism through which people can raise concerns, give feedback or make complaints about the project and any project-related activities. The SEP specifically emphasizes methods for engaging groups considered most vulnerable and at risk of being left out of project benefits.

2. IDENTIFICATION AND ANALYSIS OF INTERESTED PARTIES

2.1. Methodology

Within the scope of the CERP, stakeholders were identified and analyzed by project component. These stakeholders include affected parties (as defined in section 2.2.1), other interested parties (as defined in section 2.2.2) and disadvantaged/vulnerable individuals or groups (as defined in section 2.2.3).

2.1.1. *Project Affected Parties*

In this Project, the beneficiaries and the communities who are expected to be targeted by the interventions during eligible crisis or emergency will constitute the Project Affected Parties (PAPs). The CERP may target downstream a broad variety of people, including members of the extreme-poor and vulnerable households in disaster-affected communities. CERP activities at this point focus on cash transfers, as well as procurement of humanitarian / emergency items. Cash transfer will use existing beneficiaries in the government Cash Transfer Programs (CTP) managed by the General Secretariat of the National Social Protection Council (GS-NSPC) through the National Social Assistance Fund (NSAF) and related engagement and communication protocols. Depending on the type of disaster or crisis response, crisis or emergency response activities will include stakeholders from different sectors, such as human or veterinarian medicine, or humanitarian actors.

2.1.2. *Other Interested Parties*

Other interested parties include various individuals, institutions and organizations that will be directly involved in the cash transfers or the procurement activities. At the national level there will be the selected

Ministries, Departments and Agencies (MDAs), and implementing partners. At the provincial level, government representatives are considered as other interested parties, as well as members of the sub-national Emergency Committees, and nongovernmental organizations working in such locations. The traditional/commune leaders, area and village development committees and their subcommittees and community volunteers constitute some of the interested parties at the community level.

Finally, development partners at national level, representatives of NGOs at district and commune level, religious groups and their leaders and communities in areas where the project will be implemented are other interested parties. Table 1 highlights the various stakeholders for by project component at National, Provincial and Commune Level. Table 2 provides a description of each of the key national, district and community level stakeholders including their roles and interests.

Table 1: Stakeholders identification by relevance

Category 1: Project Sponsors/ Supporters	
Stakeholder Name	Relevance
Royal Government of Cambodia	Sourcing funding, and disbursement of funds
World Bank	Financier
Other Development Partners	Co-financiers of the Multi-Donor Trust Fund (MDTF)
Category 2: Project Beneficiaries	
Stakeholder Name	Relevance
Royal Government of Cambodia	Socio-economic development, and delivery of social support and resilience building services
Rural and Urban Local Authorities	Fulfilment of their service delivery mandates
Targeted communities	Employment opportunities, improved livelihoods, and improved amenities.
Participating individuals	Source of income, improved livelihoods, food security/ improved nutrition and health
Local businesses	Opportunity for increased trade through supply of project required materials, food stuff and other items
Category 3: The Affected	
Stakeholder Name	Relevance
Affected villages/ communities	Direct impacts of project activities
Farm & landowners	Direct impacts e.g. potential encroachment on private property
Vulnerable groups	Could be side-lined in consultations and other activities
General public/ traffic	Disruption of traffic, or other public utilities
Category 4: Influencers	
Stakeholder Name	Relevance
Legislature	Makes laws and oversight role
Affected communities	Cooperation with implementer(s)/ involvement/ ownership
Farm & landowners	Cooperation with implementers
Media	Information dissemination/ news reporting

Table 2: List of stakeholders by component

Project Activity	Stakeholders at National, Provincial, District and Commune Levels			
Activity	National level	Provincial / Urban level	District level	Commune level
Cash-transfers Program (CTP)	Project Steering Committee (PSC). Development Partners (World Bank and others with interest in social protection projects)	Provincial Authorities	local governments, NGOs	Targeted beneficiary households and communities, Traditional and religious leaders
Procurement activities (goods and services)	Relevant Ministries Relevant MDAs Sector-specific actors: National- MOH, and other relevant government Ministries, Departments and Agencies; National and international health organizations; National & International NGOs. Districts-Local Councils; Health Facilities MAFF, Department of Animal Health and Livestock Development Department of Disaster Management Affairs Humanitarian actors, including UN agencies, international and national NGOs			

2.1.3. Stakeholder analysis

Stakeholders in the program also include parties other than directly affected communities, including:

Table 3: Stakeholders identification by roles

	Description of Stakeholder	Expected Role	Information needs and interests
	<i>Commune Level</i>		
1	Targeted Project Beneficiaries These will be extreme-poor and vulnerable households identified	Contribute to the design of the project in order to maximize the benefits from the project interventions	Information on project adjustments, Payment schedules, Contact details of project focal persons, program enrolment figures
2	Members of Project target communities These will be members of the communities from which beneficiaries of the -project will be identified	Support the development and implementation of the project	Information on project adjustments, Payment schedules, Contact details of project focal persons, program enrolment figures
3	Local leaders These may be traditional, religious or political leaders (including ward councillors and Members of the National Assembly) who have influence in the communities where the project will be implemented	Support implementation of project	Involvement in project implementation

	Description of Stakeholder	Expected Role	Information needs and interests
4	Development committee members These are members of Area Development Committees (ADCS) or Village Development Committees (VDCs) which are operational at Group Village Head level. This also includes members of the various relevant sub-committees of the VDC which are operational at this level.	Support the development and implementation of the project	Project implementation work plans and progress reports
5	Community Extension Workers These are staff of government departments and agencies who work directly with communities and act as a link with district officials involved in the project. These include community development Assistants (CDAs), Community Health Officers, Agricultural Extension Development Officers (AEDOs), Forestry Assistants (FAs)	Facilitate delivery of project interventions to communities	Project implementation work plans and progress reports
B.	<i>District Level</i>		
1	District Council and Its subcommittees This is a political arm of government at district level and is constituted by elected councillors and members of the National Assembly from the district.	It's a decision-making body on all development matters taking place in the districts	Project implementation work plans and progress reports
2	The District Executive Committee and its Sub-committees This may be technical arm of the government at district level and is comprised of heads government departments, Representatives of NGOs and service providers working in the district, and representatives of interest groups. It is chaired by the district governors. The committee has several thematic sub-committees focusing on areas such as agriculture, health, environmental and natural resources, monitoring and evaluation, education, training and capacity building and social support.	Provide technical guidance on all development matters taking place in the district	Project implementation work plans and progress reports
C.	<i>City Level</i>		
1	City Council Members/Municipalities Elected members of the council responsible for making policies and decisions on issues affecting their cities	Making policies and decisions on issues affecting their cities	Project implementation work plans and progress reports
2	City Council Secretariat Technical team of the council responsible for developing and implementing development programs	Actual delivery of the project activities	Project implementation work plans and progress reports
D.	<i>National Level</i>		
D1	<i>National Level Committees</i>		
1	Project Steering Committee (PSC) - Chaired by MEF and co-chaired by NCDM	Policy oversight	Project updates and challenges requiring attention
2	Technical Working Group (TWG)		Project updates and challenges requiring attention
D2	<i>Government Ministries, Departments and Agencies</i>		
1	Ministry of Economy and Finance	Coordinator	Financial information from the project
2	General Secretariat of the National Social Protection Council (GS-NSPC). This is the implementation coordination agency for the CTP	Coordinate implementation of the CTP, and Oversee implementation	Implementation reports
3	Ministry of Health (MHO) Responsible for overseeing the country's health sector	Support planning, implementation and monitoring of health items / supplies	Implementation reports

	Description of Stakeholder	Expected Role	Information needs and interests
4	Ministry of Agriculture, Forestry and Fisheries Ministry responsible for agriculture and livestock production	Provide policy and technical guidance on seeds, agriculture items and livestock related activities	Project implementation updates
5	National Committee for Disaster Management (NCDM) Responsible for coordinating disaster risk management activities, and humanitarian support to beneficiaries	Supports planning and coordinates disaster risk management	Project implementation updates
6	Ministry of Rural Development	Designated CERP PIU with overall project implementation responsibility	Project implementation, fiduciary management and ESS oversight
D3	<i>Development Partners</i>		
1	World Bank	Provide technical support on project design and implementation Provide project funding	Project implementation updates
2	PMA (UN agency)	Technical support to social protection and food distribution	Project implementation updates
3	Cambodian Red Cross (CRC)	Technical support to humanitarian assistance	Project implementation updates
D4	<i>Non-Governmental Organisations and other Community Based Organisations</i>		
1	Save the Children	Share experiences on implementation of e-payment systems	Project implementation updates
2	Citizen Engagement, Human rights advocacy and Social Accountability CSOs on social protection	Support citizen engagement and social accountability initiatives	Collaboration and project information updates
3	Community and Faith Based Organisations	Support citizen engagement and social accountability initiatives	Collaboration and project information updates

2.1.4. Disadvantaged and Vulnerable Individuals or Groups

CERP is expected to have a largely positive impact among beneficiary members of the target communities. Nevertheless, there is still a possibility of individuals, families and communities being negatively affected by the activities of the Project. These may come from among the beneficiaries or non-beneficiary members of the target communities. Women and children, the youth, elderly, person with disabilities and chronically ill and indigenous people are often the most vulnerable because of their limited access to information due to physical, social, cultural and structural barriers within the communities. These categories of people will be particularly targeted with adequate information to understand the nature of project activities and anticipated positive and potential negative impacts of the project. They will also be provided with information on how to access the grievance redress mechanism of the project whenever the need arises.

Members of the community that are old might have mobility challenges to access venues for humanitarian assistance distribution points. There will be consideration to organize distribution within manageable distances and accessible venues for such people. Another envisaged challenge is high illiteracy levels in some of the target communities that will make it difficult for beneficiaries to read and understand written information pertaining to the project. When needed, appropriate methods such as public meetings using the local language, visual media (posters, billboards, community videos), will be employed to reach out to such groups of people. Other channels for engagement e.g. use of mobile/telephone outreach, radio, TV, social media, and community networks when face-to-face is not feasible and as needed. Hearing challenges (due to age or birth) by some beneficiaries might require the use of sign language aides in outreach and visibility tools as well as Public Address systems or megaphones, especially where the meetings attract large crowds of people. Extra effort will be undertaken to reach out to the visually impaired through the provision of information in accessible formats (e.g. braille, large print, audio recordings, or tactile materials) as well as non-beneficiating members of the target communities to make them understand the project targeting processes and capacity limits so that they do not feel disadvantaged.

3. STAKEHOLDER ENGAGEMENT PROGRAM

3.1. Summary of Stakeholder Engagement during project preparation

Due to the short preparation time and the exceptional circumstances surrounding the preparation of the project, consultations during preparation focused on national level and targeted institutional stakeholders. Stakeholder consultations focused on the project design and implementation arrangement, agreement on positive and exclusion list of activities, and environmental and social risks management aspects. Stakeholders engaged at preparation stage include officials of the Ministry of Economy and Finance (MEF); the National Committee for Disaster Management (NCDM); the General Secretariat of National Social Protection Council (GS-NSPC), Ministry of Education, Youth and Sport (MoEYS), and the implementing ministries: Ministry of Rural Development (MRD), Ministry of Health (MoH), and Ministry of Agriculture, Forestry and Fisheries (MAFF). In the event of eligible emergency or crisis and as part of the CERP activation process, MRD will coordinate with the relevant Implementing Agencies on stakeholder consultations ensuring the engagement activities are tailored to crisis constraints including rapid changes throughout implementation. The summary of consultations undertaken during preparation is presented in the Table below:

Table 4: Engagement activities carried out so far

Date of consultation	Issues discussed and outcomes
11.03.2025	Quick-off meeting with relevant sectors for presentation of the CERP to government officers from MRD, MoEYS, NCDM, MEF, MOH, MAFF and NSPC. All sectors welcomed the adoption of the RRO (Rapid Response Option) by the Government and welcomed the beginning of CERP preparation and committed to support it.
21.04.2025	Consultations with all government agencies for selection of the PIU to lead the implementation of CERP. A summary of the Cambodia DRM context was prepared, and the essence of the Crisis Preparedness and Response Toolkit was presented. A first indication of the CERP Manual was also discussed, including the definition of eligible crisis or emergency and arrangements for environmental and social risks management coordination and implementation.

Date of consultation	Issues discussed and outcomes
09.06.2025	Consultation with all relevant sectors (MRD, NCDM, MEF, MOH, MAFF and NSPC) on the list of eligible expenditures- led by MEF with support from the Bank. All sectors have agreed with the proposed list of eligible items/expenditures as this is consistent with the items by each sector in the Contingency Plan for Floods, recently updated for 2024-2025.
09.09.2025	Meeting for sector representatives to review the CERP package, including the operations Manual and the ESS instruments.

3.2. Purpose and Timing of Stakeholder Engagement Program

The purpose of the engagement program for this project is to: Consult stakeholders on the proposed project design, anticipated environmental and social risks and impacts, mitigation measures, the draft engagement plan and the draft environmental and social risk management instruments. Provide regular information and feedback to stakeholders related to project implementation progress and any other emerging issues throughout the project cycle.

Table 5: Stakeholder Engagement Program

No.	Project Phase	Engagement Activity	Objective	Targeted Stakeholders	Time Frame
1	Project Preparation Phase	National stakeholder consultations	Collect views on the design of the project, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Representatives of Government MDAS, Development Partners, and NGOs	Initial consultations have taken place
2	Project Implementation Phase	Project inception meetings with Provincial and Commune Councils as applicable where CERP has been activated.	Provide feedback on approved project design and orient commune level stakeholders on their roles	Members of the commune and Development Committees	As part of the CERP activation process, and throughout implementation
		Community mobilization and information dissemination	Mobilize and prepare target communities for project implementation	Members local committees, Traditional and religious Leaders, Ordinary members of the community including vulnerable groups (e.g. women and children, youth, the aged, persons with disabilities and indigenous people)	Once CERP has been activated, and throughout implementation
		Project implementation monitoring and supervision missions	Provide and obtain ongoing information and support on project performance	National, district, and community level stakeholders	Throughout implementation and during supervision missions

No.	Project Phase	Engagement Activity	Objective	Targeted Stakeholders	Time Frame
		Project review meetings with selected stakeholders from National, District and Community level	Provide and get periodic feedback on project implementation progress and any emerging issues	Selected National, District and Community level stakeholders	Twice a year from
3	Project Close Out Phase	Project close out meetings	Engage stakeholders on project exit strategy	Beneficiary communities and groups, national and district stakeholders	TbD

3.3. Proposed Strategy for Information Disclosure

Appropriate information will be provided to stakeholders depending on the stage of the project and the identified stakeholder information needs. This will include information on the nature of the project design, the anticipated environmental and social risks and impacts, the proposed mitigation measures, the stakeholder engagement plan, grievance redress mechanisms and how stakeholder views were incorporated in the project design and management of environmental and social risks.

The Project will use a combination of methods to disclose information pertaining to the project in a manner that is commensurate with the nature of the identified stakeholders and environmental and social sensitivity of the project. For community level stakeholders, information will mostly be disclosed through public meetings organized within the communities. Dissemination of public information will also include use of letters and electronic mail, community radio stations where available, mobile/telephone outreach methods, radio, TV, social media, and community networks when face-to-face is not feasible and as relevant.

Deliberate efforts will be made to ensure that vulnerable groups of people (e.g. women and children, the aged, persons with disabilities and indigenous people) are targeted to receive information about the nature of project activities, potential positive and negative impacts and grievance mechanism as they may have limitation to accessing information due to physical, social, cultural and structural barriers. At national and district level, disclosure of information will be done through meetings with the representatives and members of relevant Ministries, Department and Agencies, committees and sub-committees. Printed and electronic copies of relevant project documents will be made available to stakeholders through appropriately designated places within reach of stakeholders. Communication with stakeholders on information disclosure programs will be conveyed through relevant means depending on target audiences.

3.4. Proposed strategy to incorporate the views of vulnerable groups

The project will seek the views of identified vulnerable or disadvantaged groups through inter alia: (i) Community meetings in accessible location defined by community leaders: Community rooms, outdoor space; (ii) Broadcasting the project on local radio and TV stations; (iii) mobile/telephone outreach methods, and (iv) Publicizing the project on social media platforms and broadcasting educational videos. The following measures will be taken to remove obstacles to full participation and facilitate access to information:

Table 6: Mapping vulnerable groups

Vulnerable/Disadvantaged Parties	Measures
Stakeholder engagement	• Project preparation should begin as early as possible so that their views and concerns are considered in the design, implementation and operation of the project
People with limited access to information in general	• Community meetings – The implementing agencies will, through the local point of contact, inform about the CERP, and guarantee awareness and clarification meetings for the community and through this the community will contact the agencies. - Providing transportation to facilitate access to meetings - Use of simplified language and local interpreters • - Accessible visual and informational materials
Groups considered to be disadvantaged and vulnerable (Women heads of households; Widowed women; Elderly people; LGBTQ people etc.)	• Involvement of local structures, rulers and effluent people within the localities. • Focus groups and specific meetings • Adoption of flexible schedules to accommodate domestic routines. • Inclusive and simplified materials • Meetings with representatives of disadvantaged and vulnerable groups to better understand the local, national and sectoral context and potential barriers that may influence the ability of disadvantaged or vulnerable groups to articulate their concerns and priorities about CERP impacts.
Elderly, chronically ill and physically disabled	• Involvement of people who care for these through local structures. • They will also be able to access information through television, radio, digital platforms and other means of engagement to be made available • Use of meeting rooms with physical accessibility (ramps) or outdoor rooms;
Audio and visually impaired	• The communication strategy to be adopted will consider the special conditions of these vulnerable people, such as the existence of interpreters for the deaf on television • Sign language translators in sessions • Provision of information in accessible formats (e.g. braille, large print, audio recordings, or tactile materials)
Low literacy levels	• Additional formats such as location sketches, physical models, and film presentations can be useful for communicating relevant information of simplified summaries, non-technical background explanations or access to local experts.
Women and girls	• Involvement of women through specific engagement groups, continuously throughout the project life cycle, in order to ensure that they contribute to the decision-making process. • It is convenient to bring them together in very small discussion groups at each phase of the project, to freely debate aspects of gender-based violence and issues that are specific to them. • Ensure community engagement teams are gender-balanced and promote women's leadership within them, design online and in-person surveys and other engagement activities so that women providing unpaid care can participate. • Separate meetings should also be scheduled for girls and women at different levels in addition to the regular meetings
GBV Survivor	• The consultation must be carried out individually and the interview must be conducted in a confidential manner by a specialist.
Vulnerable groups residing in remote areas including Indigenous Peoples	• Appropriate transport conditions will be created, with the ability to access remote areas. Based on these means of transport, the Social and Environmental Safeguards Focal Points will be able to carry out regular consultation visits. On other occasions and based on these means of

Vulnerable/Disadvantaged Parties	Measures
	transport, the vulnerable groups in question may be invited to participate in public events and public consultation seminars, organized at District and Provincial level. In IP communities, consultations will be conducted using culturally appropriate, inclusive processes whilst respecting their rights, traditions, and decision-making processes.

4. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING THE SEP

The project will be implemented through the implementation capacity established under the Cambodia Southeast Asia Disaster Risk Management Project (KH-SEADRM1, P160929) under the Ministry of Rural Development (MRD), which will be responsible for fiduciary management, monitoring, reporting, and environmental and social compliance, while government departments and agencies (Social protection, disaster risk management, agriculture, health) will be responsible for final distribution of emergency inputs in their respective sectors. MOH and MEFF have World Bank-funded projects under implementation. These projects will anchor CERP activities, particularly the E&S aspects including the implementation of this SEP.

5. GRIEVANCE REDRESS MECHANISM (GRM)

As stated, the arrangement for SEP implementation and grievance handling is to use existing resources and procedures. During implementation, communication must be maintained with the local population and community, particularly the People Affected by the Project (PAP), so that they can express their fears, aspirations and complaints, thus ensuring their full inclusion and the right to public participation throughout the process. Contractors involved in project implementation (service providers) will also develop and implement employees' grievance mechanisms, to address their complaints. Thus, the main objective of the Grievance Management Program is to create response and conflict resolution channels to address concerns generated by the project in local communities, and by workers.

Drawing from the existing project, a simple complaints procedure will be adopted that will operate at the local level, from the project proponent up to the courts as a last resort. The structure for the presentation of grievance will work as follows:

- The complaint will be presented at the local level to the leadership of the communities by filling out a standard form, complaint box, green line, or verbal presentation that will analyze and possible response and resolution of the complaint. The same grievance will be recorded in the grievance register.
- If the Complainant wants assistance, he/she may indicate a friend or neighbor to accompany him/her in the registration of the grievance. Following internal agreement on potential resolution options, the proposed remedial action is discussed with the complainant, and details, including timing, are agreed. After an agreement is reached with the complainant, the person responsible for carrying out the corrective action is appointed. These details are recorded in the database.
- If there is no solution at local level, the Complainant will issue a notice of intention to appeal to higher levels, in this case to the Project proponent in coordination with and the leadership of the communities. At this level, the matter is analyzed using all the data presented by the Complainant and the arguments of the local entities. This is always done with transparency and confidentiality. The aim is to resolve the issue presented without harming the complainant. If a solution is reached

at the hearing and accepted by the Complainant, He/she will sign the complaint form as a sign of agreement and the complaint register will also be updated to reflect closure of the matter.

- Verify the outcome with the complainant. Soon after the agreed corrective action has been completed, the proponent, the local leader's or some other principal agent of the Project who was not directly involved in the complaint process will hold a meeting with the complainant to verify the outcome.
- If no agreement is reached, claimants have the possibility to go to court if the dispute involves a conflict of interest. However, claimants will also be informed that this will be done at their own expense, unless the courts award damages for the claimant's benefit within the legally established period.

A GRM for workers shall also be established and developed by Contractors, when applicable, as detailed in the Labor Management Procedures. Throughout the process, the entities responsible for handling complaints shall ensure that the complainant is not subject to pressure or threats of any kind. In the absence of a friendly and consensual solution, after exhausting all available options, and as a last resort, the complainant may use the legal channel for the resolution of his/her complaint.

To deal with these situations, each agency involved in the distribution of CERP-financed items, will rely on their respective GRM with support from the CERP-PIU (MRD). Existing structures at the national, provincial and commune levels would facilitate the channeling and submission of complaints and claims. To facilitate the complaints process, it is suggested that Complaint Books are deposited at the headquarters of the most affected neighborhoods.

The nature of existing grievance mechanisms must be clearly explained (through public meetings or other means to be defined) to affected communities. Under the complaint mechanisms, it is recommended that complainants be able to appeal against decisions that seem unfair to them. A hierarchy of conflict resolution instances should therefore be created, and it is suggested that this hierarchy should be as follows:

- 1st Instance - Leadership of the community's;
- 2nd Instance - Project institutions - The proponent (MRD);
- 3rd Instance - District Court - instance of appeal (last instance).

6. GBV/ SEA/SH COMPLAINTS

Regarding complaints related to Gender-Based Violence (GBV), Sexual Exploitation or Abuse (SEA) and Sexual Harassment (SHS), due to the risk of stigma, reprisals and rejection that may be associated and the sensitive nature of the complaints, it is very important that the PIU leverages on existing SEA/SH protocols on their project or establishes procedures that can ensure that complaints are recorded, recorded and handled securely, anonymously and confidentially by a qualified persons. These procedures must balance the need to focus on the survivor while ensuring a fair process, considering the rights of alleged perpetrators to privacy and the presumption of innocence. Global good practice recognizes that it is essential to respond appropriately to a survivor's complaint, respecting their choices. This means that the rights, needs and desires of the survivor take priority in all decisions related to the incident. Every effort must be made to protect the safety and well-being of the survivor, and any action must always be taken with the survivor's consent.

As part of the CERP, Environmental and Social Management Plan (ESMP) prepared proposes measures to prevent and respond to GBV/SEA/SH risks, including a Responsibility and Response Framework, a cartography of service providers, service and a Reference Path. The Accountability and Response Framework and Escalation Path will detail how allegations of SEA/SH will be handled (investigation procedures) and disciplinary action for violations of codes of conduct (CoC) by workers, as well as how the referral of survivors to mapped service providers.

In the case of SEA/SH, the GRM must: (i) refer complainants to the GBV service provider; and (ii) register the complaint and screen it to see if it is related to a project activity.

7. WORLD BANK GRIEVANCE REDRESSAL SERVICE

Communities and individuals considered negatively affected by a World Bank-supported project may lodge complaints with existing project-level grievance redressal mechanisms or the World Bank's Grievance Management Mechanism (GRM). GRM ensures that complaints received are promptly reviewed to resolve project-related concerns. Communities and individuals affected by the project can present their complaint to the WB's independent Inspection Panel, which determines whether harm has occurred, or may occur, because of the WB's failure to comply with its policies and procedures. Complaints may be filed at any time after concerns have been brought directly to the attention of the World Bank and Bank Management has been given the opportunity to respond. For information on how to file complaints with the World Bank corporate MGR, visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to make complaints to the World Bank Inspection Panel, visit www.inspectionpanel.org.

8. MONITORING AND REPORTING

8.1. Summary of monitoring of stakeholder engagement activities

SEP will be monitored based on qualitative reports (based on progress reports) and quantitative reports linked to outcome indicators on stakeholder engagement and complaints performance.

SEP reports will include the following:

- i. Progress reports on ESS10 commitments - Stakeholder engagement under the Environmental and Social Commitment Plan (ESCP)
- ii. Cumulative qualitative reports on feedback received during SEP activities, in particular (a) issues raised that can be addressed through changes to the project scope and design and reflected in core documentation, if necessary; (b) issues that have been raised and that can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project for technical, jurisdictional or cost overrun reasons. Meeting minutes that summarize participants' views can also be attached to monitoring reports.
- iii. Quantitative reports based on performance indicators

Information Disclosure

Information about the Project would be disclosed to the public in a timely, accessible, and culturally appropriate manner throughout project life. Project information, including environmental and social instruments such as the Stakeholder Engagement Plan (SEP),

Environmental and Social Commitment Plan (ESCP), Environmental and Social Management PI (ESMP) and other relevant management plans will be made publicly available in formats and languages accessible to affected parties throughout implementation.

8.2. Presentation of reports to vulnerable groups

SEP will be reviewed and updated as necessary during project implementation. Any important changes to project-related activities and the respective schedule will be duly reflected in the SEP. Quarterly summaries and internal reports on public complaints, surveys and related incidents, along with the implementation status of associated corrective/preventive actions, will be collected by ESS team and sent to project managers.