



# Consultant's Report

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## Vanuatu: Cyclone Pam Road Reconstruction Project Financed by the Asian Development Fund, Disaster Response Facility, and Global Environment Facility

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For: Ministry of Infrastructure and Public Utilities  
Implementing agency

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**Asian Development Bank**

# FINAL Community Consultation Plan

## Cyclone Pam Road Reconstruction Project

PWD Project No. TCP:16G678  
ADB Project No. 49319  
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Prepared for  
Ministry of Infrastructure and Public Utilities

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## Executive Summary

The Cyclone Pam Road Reconstruction Project (CPRRP, the Project) aims to accelerate economic and social recovery in Vanuatu’s Cyclone Pam-affected provinces as defined by the Project. The development objective is to restore socioeconomic activities of people around the Efate Ring Road to pre-cyclone levels by repairing about 20 damaged sites. All works will be designed and implemented using the “build back better” (BBB) concept, and will strengthen the climate and disaster resilience of roads and bridges.

The Community Consultation Plan (CCP) describes the purpose, method and outputs of the Project being implemented by the Public Works Department (PWD) of the Ministry of Public Infrastructure and Utilities (MIPU) and the stages and processes for communication. This plan covers the requirements of relevant country laws, current PWD practice of communication and consultation and also complies with the Safeguard Policy Statement 2009 (SPS) and Public Communication Policy 2011 (PCP) of the Asian Development Bank (ADB).

The purpose of the CCP is to guide what types of information need to be provided to and obtained from stakeholders, when and how such information is communicated, and how the information is to feed into the different project stages and aspects including feasibility study, detailed design, construction, and operations. It provides an approach to guide overall communications about the project for PWD, other relevant government agency staff, implementation and supervisory consultants, and the primary beneficiaries and other stakeholders (such as civil society organisations). Importantly, the CCP is based on local custom and tradition to ensure it facilitates meaningful consultation.

The foremost CCP principle is meaningful participation of the key stakeholders. Identified internal and external key stakeholders include:

Internal stakeholders	External stakeholders
<ul style="list-style-type: none"> <li>• Senior management (Director General, Director, Deputy Director) of MIPU Infrastructure Working Group</li> <li>• Corporate Services- Administration, Finance, and Procurement</li> <li>• All MIPU/PWD staff</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant government ministries (Ministry of Finance and Economic Management, Office of the Prime Minister, Vanuatu Program Management Unit, Departments of Lands; Environmental Protection and Conservation; Agriculture, Forestry, Fisheries; Water, Geology and Mines; and Women’s Affairs).</li> <li>• Cabinet and Parliament</li> <li>• Program Recovery Committee Development partners</li> <li>• Chiefs, landowners and communities along the road</li> <li>• Private sector including tour operators, resort and cattle farm owners</li> <li>• Civil society including community based organizations</li> <li>• Media (domestic and international)</li> <li>• Contractors</li> <li>• General public (Port Vila and residents/users of the Efate ring road)</li> </ul>

Not all of the stakeholders need to receive or provide information at all times, therefore a hierarchy of communication can be used, ranging from the most intense and frequent communications with the directly affected and beneficiary communities through to releases of more general information to the wider public at specific times within the project.

Communication processes with different project stakeholders can range from meetings (including focus group discussions) and interviews, through to releases via radio, electronic or print media. Specific communications are required during the social and environmental safeguards due diligence.

A communication matrix has been developed that includes: (i) communication objectives for the project; (ii) risks to the project due to poor communication; (iii) target audience/stakeholders; (iv) key messages; (v)

information channels; and, (vi) timeframe and resource/budget requirement. Expected outcomes from effective communication are also identified.

Key messages to be delivered include highlighting the following components of the project:

- > “Building back better”
- > Strengthening Ni-Vanuatu community and infrastructure resilience
- > Coordination with, and support from, government agencies
- > Partnerships with communities
- > Local ownership through maintenance

Partnering with communities will be through negotiating agreements with landowners to ensure long-term access to the project sites for maintenance work as well as working with community groups in maintaining the infrastructure.

The main channels of communications will depend on the stakeholders, the information to be provided or received, and the purpose and timing of the communication. Methods include face to face meetings with stakeholders, focus group discussions, community meetings, establishing community liaison committees, preparation and dissemination of posters, information sheets or booklets, and use of media including electronic, radio, newspaper and social media when/where appropriate. Visual materials such as a project poster will also be developed to be posted in community halls, shops, and church halls to inform communities about the project and timing of key activities such as site investigations, meetings, and surveys etc. Information communication technology such as mobile phones, internet and website will also be considered by the Project to inform stakeholders about the objective and progress of the project.

The CCP includes the Project grievance redress mechanism (GRM) that will also be reflected in the safeguards due diligence documents and the contractor’s site-specific environmental management plans. The GRM sets out the process for resolving concerns or complaints and shows how communities and other stakeholders can lodge any complaints or concerns about the project at different stages/levels.

## Abbreviations

ADB	Asian Development Bank
BBB	'build back better'
CLC	community liaison committee
CPRRP	Cyclone Pam Road Reconstruction Project
CCP	community consultation plan
DFAT	Department of Foreign Affairs and Trade (of Australia)
DEPC	Department of Environmental Protection and Conservation
DMF	design and monitoring framework
DSC	design and supervision consultants
DDR	due diligence report
FGD	focus group discussion
GoV	Government of Vanuatu
GEF	Global Environment Facility
IEE	initial environmental examination
MFAT	Ministry of Foreign Affairs and Trade (of New Zealand)
MFEM	Ministry of Finance and Economic Management
MIPU	Ministry of Infrastructure and Public Utilities
MOU	Memorandum of Understanding
NGOs	non-government organizations
PAM	project administration manual
PCP	Public Communications Policy 2011 (of ADB)
PMU	project management unit
PRC	program recovery committee
PWD	Public Works Department
SPS	Safeguard Policy Statement 2009 (of ADB)
TOR	terms of reference

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# 1 Introduction

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The Cyclone Pam Road Reconstruction Project (CPRRP, the Project) aims to accelerate economic and social recovery in Vanuatu's Cyclone Pam-affected provinces as defined by the Project. The development objective is to restore socioeconomic activities of people around the Efate Ring Road to pre-cyclone levels by repairing about 20 damaged sites. The Asian Development Bank (ADB), the Global Environment Facility (GEF), and the Government of the Republic of Vanuatu (the government) are funding the Project.

The executing agency is the Ministry of Finance and Economic Management (MFEM), while the implementing agency is the Ministry of Infrastructure and Public Utilities (MIPU). A Project Management Unit (PMU) within the Public Works Department (PWD) of MIPU is tasked with the day-to-day management of the Project. Cardno Emerging Markets (Australia) Pty Ltd., the design and supervision consultant (DSC), will assist in delivering the Project from design through to implementation by supporting the PMU.

The Project is made up of repair and rehabilitation works at approximately 20 sites (subprojects) around the Efate Ring Road. While daily communications for the Project are ongoing, relevant government agencies and communities around Efate will be specifically consulted during the feasibility and design stages. Information will be gathered from those with local knowledge in the Project area and information on the planned scope of work will be provided by the PMU. Particular efforts will be made to understand the impact and opportunity of the Project on communities. Community awareness will be ongoing throughout the Project and participation in specific project activities can be encouraged at particular times.

All works will be designed and implemented using the "build back better" (BBB) concept, and will strengthen the climate and disaster resilience of both the infrastructure (roads and bridges) and communities. The works will incorporate gender sensitive designs and safety features wherever possible including construction of walkways and provision of laundry facilities in streams alongside the road.

Effective and efficient communication and meaningful consultation are key components of the overall process for how the PMU will deliver the project outputs.

## 2 Community Consultation Plan

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This Community Consultation Plan (CCP) guides the planning and processes for communications for and about the Project. It describes the purpose, method and outputs of the Project and the stages and processes for communication. This CCP covers the requirements of relevant country laws, current PWD practice in respect of communications and consultations and also complies with the *Safeguard Policy Statement 2009* (SPS) and *Public Communication Policy 2011* (PCP) of the ADB.

The objectives of the CCP are:

- > To foster partnerships with the beneficiary and stakeholder communities to strengthen Ni-Vanuatu resilience through project activities
- > To share information fully on the proposed project, its components, and its activities with all relevant internal and external stakeholders
- > To increase awareness of MIPU and PWD staff on the objectives of the project, its stages and aspects including regulatory requirements, and role of each department/staff to support the project implementation
- > To provide a process for communication with stakeholders including their participation in project activities such as surveys, site investigations, planning, feasibility and design, construction, monitoring, and maintenance
- > To obtain inputs to and opinions about the needs and priorities of stakeholders in respect of proposed impact mitigation measures as well as gender sensitive and safety features to be incorporated into the project
- > To obtain the cooperation of beneficiary communities and stakeholders in activities required to be undertaken for project planning and implementation
- > To establish a clear, easily accessible and effective complaints and grievance resolution procedure
- > To inform contractors about government's civil works standards, regulatory requirements and best practice during pre-construction; construction and operations
- > To ensure transparency in all project activities

### 2.1 Purpose

The purpose of the CCP is to identify what types of information need to be provided to and obtained from stakeholders, when and how such information is communicated, and how the information is to feed into the different project stages and aspects including feasibility study, detailed design, construction, and operations. It provides an outline to guide communications about the Project for PWD, other relevant government agency staff, implementation and supervisory consultants, and the primary beneficiaries and other stakeholders (such as civil society organisations). Importantly, the CCP is based on local custom and tradition to ensure it facilitates meaningful consultation.

Although MIPU is still to complete and disclose a ministry-level communication and consultation strategy, this CCP is specifically aimed at the design and implementation of the CPRRP. Previous experiences in Vanuatu have demonstrated that a fully inclusive communications process can encourage wider community support for a project. Broadly based stakeholder engagement and community consultation helps the community and the public to better understand the role of PWD, the responsibility of the PMU to deliver the project, and helps to foster ownership and therefore contribute to the sustainability of the project.

The CCP includes description of the Project grievance redress mechanism (GRM) that will also be reflected in the safeguards due diligence documents and the contractor's site-specific environmental management plans. The GRM sets out the process for resolving concerns or complaints and shows how communities and other stakeholders can lodge any complaints or concerns about the project at different stages/levels.

## 2.2 Meaningful Consultation Principles

In order for meaningful consultation to occur, the communication strategy needs to be defined and agreed for the Project. The following principles have been adopted as recognised means for conducting meaningful consultations. That is, consultation that yields understanding, engagement, agreement and acceptance. Meaningful consultation, as one element of communications, is an integral part of various phases of the project including scoping, negotiating agreements and memorandum of understanding (MOU) signing, feasibility study, detailed design and procurement, construction, monitoring, and maintenance.

### 2.2.1 Timely Communications

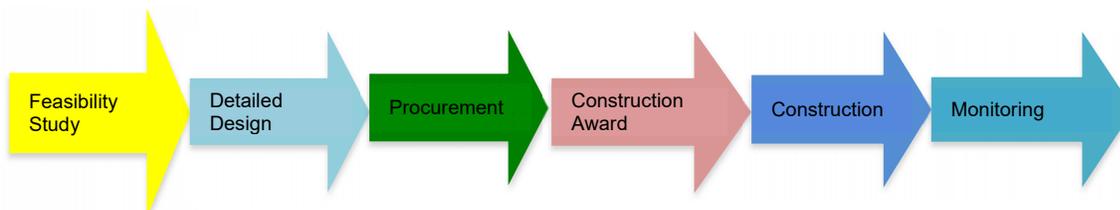
Proactive and timely communications are an important practice to help achieve Project outputs, and more broadly, Project outcomes. The timing of consultation can affect the quality of communications. It is important to engage key stakeholders as early as practicable.

### 2.2.2 Inclusion

It is well documented that the crucial ingredient in facilitating sustainable development is ensuring participation of all relevant stakeholders in meaningful consultations. Similar to other Pacific countries, the majority of land areas in Vanuatu are under customary ownership. Thus it is vital to include landowners as soon as possible in dialogue at the project level, and in the planning of specific project activities. Including government agencies and provincial authorities in consultation, even those without a specific approval or decision-making role on the Project, can assist accomplishment.

### 2.2.3 Link to the Project Stages

The Plan is linked to the Project's stages, such that the different communication requirements for each stage have been identified (refer **Table 2-4**, "Timeframe" column). Different strategies and levels of engagement are required at different times, depending on the stage, from feasibility study to detail design, procurement, construction award, implementation, and monitoring. Recognising this ensures that communication and consultation is sensitive to the needs of different stakeholders as the Project progresses.



**Figure 2-1 Project Stages**

### 2.2.4 Link to Social and Environmental Safeguards

Vanuatu's environmental and land legislation and the ADB's SPS and PCP require consultation with communities and potentially affected people during the assessment process and the preparation of Project safeguards documents (environmental assessment, land/social due diligence report or resettlement plan). There are several consultation requirements during the safeguards processes that need to be coordinated, and this plan provides structure and meaning for these consultations.

### 2.2.5 Disclosure

The CCP will be reviewed and approved by MIPU during the feasibility study stage, for subsequent submission to ADB. The CCP will be disclosed on the ADB's website and will be made available locally through posting on the Project website link (on the Vanuatu Project Management Unit's website). A summary will also be available as brochure to communities, and copy available to community meeting halls. If required by PWD, the CCP will be translated into Bislama. As required, the CCP will be updated, this will be the responsibility of the PMU's safeguards team.

This disclosure will advise the community of planned consultations and opens the way for open and meaningful consultation.

## 2.3 Overall Communication Approach

This CCP is focused on promoting awareness of government's disaster response and efforts to improve Ni-Vanuatu resilience as well as Project-specific communications. The CCP will also broadly disseminate information about the role of MIPU and PWD and how they prioritise developments/ projects within the process of achieving their overall mission statement.

Not all of the stakeholders need to receive or provide information at all times, therefore a hierarchy of communication can be used ranging from the most intense and frequent communications with the directly affected and beneficiary communities through to releases of more general information to the wider public at specific times within the project.

The processes for communication with different project stakeholders can range from meetings (including focus group discussions) and interviews through to releases via radio, electronic or print media. Specific communications are required during the social and environmental safeguards due diligence.

A communications plan matrix (**Table 2-3**) has been developed that includes: (i) communication objectives for the project; (ii) risks to the project due to poor communication; (iii) target audience/stakeholders; (iv) key messages; (v) information channels; and, (vi) timeframe and resource/budget requirement. Expected outcomes from effective communication are also identified.

## 2.4 Stakeholders and Target Audiences

To achieve the communication objectives, the CCP identifies the consultation principles, key stakeholders, messages, communication method/means, timing, and resource requirements. This is to ensure a targeted plan that can reach stakeholders, particularly communities and their leaders (chiefs) and local government officials. Following are the identified key project stakeholders:

**Table 2-1 Project Stakeholders**

Internal stakeholders	External stakeholders
<ul style="list-style-type: none"> <li>▪ Senior management (Director General, Director, Deputy Director) engaged in the MIPU Infrastructure Working Group</li> <li>▪ Corporate Services - Administration, Finance and Procurement</li> <li>▪ All MIPU/PWD staff</li> <li>▪ ADB</li> </ul>	<ul style="list-style-type: none"> <li>▪ Relevant government ministries (Ministry of Finance and Economic Management; Office of the Prime Minister; Vanuatu Program Management Unit; Departments of Lands, Environmental Protection and Conservation; Agriculture, Forestry, Fisheries; Water, Geology and Mines; and Women's Affairs)</li> <li>▪ Cabinet and Parliament</li> <li>▪ Program Recovery Committee</li> <li>▪ Development partners</li> <li>▪ Chiefs, landowners and communities along the ring road</li> <li>▪ Private sector including tour operators, resort and cattle farm owners</li> <li>▪ Civil society including community based organisations</li> <li>▪ Media (domestic and international)</li> <li>▪ Contractors</li> <li>▪ General public (Port Vila and residents/users of the Efate ring road)</li> </ul>

## 2.5 Key Communication Outcomes

Key outcomes for the project's stakeholders are shown in the following table.

**Table 2-2 Summary of Outcomes**

Stakeholders	Communication Medium	Outcomes
<b>Internal</b>		
PWD management	<ul style="list-style-type: none"> <li>• Weekly email update</li> <li>• Program meetings (fortnightly)</li> <li>• Monthly IWG meetings</li> </ul>	PWD management understand the current status of the project and are able to act to make decisions as required

Stakeholders	Communication Medium	Outcomes
		ADB are included in the weekly email
PWD staff, including corporate staff	<ul style="list-style-type: none"> <li>• Staff meetings (monthly)</li> <li>• Regular reports (monthly/quarterly)</li> </ul>	Staff are familiar with project objectives and understand the role of the Infrastructure Working Group. ADB receive the monthly reports
<b>External</b>		
Relevant government ministries	<ul style="list-style-type: none"> <li>• Regular report (monthly/quarterly) to be forwarded by MIPU</li> </ul>	Staff are familiar with project objectives and understand the role of the Infrastructure Working Group.
Cabinet, Parliament and the Program Recovery Committee	<ul style="list-style-type: none"> <li>• Regular report (monthly/quarterly) to be forwarded by MIPU</li> </ul>	Staff are familiar with project objectives and understand the role of the Infrastructure Working Group.
MFAT, DFAT, JICA, and other development partners	<ul style="list-style-type: none"> <li>• Regular report (monthly/quarterly)</li> <li>• Emails</li> </ul>	Development partners are kept informed about the progress of adjacent and interacting projects
Efate ring road chiefs, Area Council members, project communities, women's organisations, business operators, and the public	<ul style="list-style-type: none"> <li>• Community meetings</li> <li>• Distribution of project poster</li> </ul>	Project communities, their traditional and elected leaders and public are aware of the project, structure and MIPU's leadership role in its implementation
Communities, Chiefs, and Area Council	<ul style="list-style-type: none"> <li>• Community meetings</li> <li>• Meetings and briefings of Vaturisu Executive Council, Shefa Province, Area Council and members</li> </ul>	Communities are aware of their role in planning (feasibility and detailed design), construction, operation and maintenance of the roads and river crossings in the project site.
Communities, Chiefs, and Area Council	<ul style="list-style-type: none"> <li>• Face to face meetings with landowners and chiefs</li> </ul>	Communities are aware of their role as partners in the project and mechanism to participate in project activities through MOU and participation of the project (community liaison projects) to improve their access to transport infrastructure.  Customary land is not seen as an impediment to development
Communities, women's organisations, business operators, and the public	<ul style="list-style-type: none"> <li>• Community meetings</li> <li>• Brochure of GRM to communities</li> <li>• Copy available to community meeting halls</li> <li>• Presentation to Vaturisu Efate Council members</li> </ul>	Communities and the rest of civil society are informed about a Project wide grievance redress mechanism.
Media	<ul style="list-style-type: none"> <li>• Provided with media releases ahead of key Project milestones or a change in the physical presence of the project on site</li> </ul>	Ensure that media are aware of what is happening to both inform the public and to prevent speculation
Contractors	<ul style="list-style-type: none"> <li>• Notices to tenderers</li> </ul>	Contractors selected for the limited international bidding process will be advised as

Stakeholders	Communication Medium	Outcomes
		required by notices to tenderers, following PWD and ADB procurement processes

## 2.6 Communications with External Stakeholders

Participatory methods including face-to-face meetings, focus group discussion, and community consultations are the primary mode of communications proposed for critical, personal communication. The use of tri-media including project poster (see attached), radio, newspaper, and television broadcasts are also proposed to more generally inform the public, project communities, landowners, and other key stakeholders about the project scope and progress. Moreover, posting of progress and disclosure of social and environmental documents on community notice boards, government and ADB websites will be undertaken.

The Project communication policy consists of the following, as described.

### 2.6.1 Media

As per MIPU communication policy, all external communications by the CPRRP team, including request for meetings with other government agencies, are to be forwarded to PWD (through PWD Safeguards Unit). All formal communications to government, non-government, and communities are to be directed through the PWD Director's office.

To facilitate clear and correct communication lines, the Project team are required to inform/refer external communications to the Team Leader or Project Manager who can then discuss with PWD and MIPU senior staff for approval about type of activity or event or response to project inquiries or requests.

### 2.6.2 Government Agencies, Civil Society, and Communities

Similar to the communications with media, the Project team are required to inform/refer external communications to the Team Leader or Project Manager who will then decide on the level of MIPU authority/office to respond to the incoming or outgoing communications from the Project. Protocols for contacting and interacting with communities, chiefs and area councils must be followed to ensure that the appropriate people are being consulted/informed.

Communications media such as project posters are to be used to inform community, private sector and other stakeholders about the project, key activities, and timeframe.

## 2.7 Key Messages

To achieve the communication objectives for the project, there are a number of important points, expressed as desired outcomes, to be delivered by key messages. These are summarised in the table below.

**Table 2-3 Outcomes and Messages**

Desired outcome	Key messages
The government, through MIPU/PWD, delivers the CPRRP to continue providing reliable transport infrastructure to Efate ring road communities, transport operators, and businesses operating in the area by ' <b>building back better</b> '	Strengthening community and infrastructure resilience  "Building back better"
MIPU/PWD is <b>supported by other government agencies</b> to ensure laws and regulations are followed, to deliver improved transport infrastructure	Coordination with, and support from, government agencies
MIPU/PWD is <b>supported by provincial and local governments</b> in reaching target communities, and communicating with chiefs and landowners in securing short term and long term access to project sites	Coordination with, and support from, government agencies  Partnerships with communities

Desired outcome	Key messages
MIPU/PWD works in <b>partnership with national and Efate council of chiefs</b> (Vaturisu Council) in carrying out key project activities and requirements	Partnerships with communities Local ownership
MIPU/PWD works in <b>partnership with communities</b> in monitoring project construction and operations to ensure community grievances during construction are addressed in a timely and appropriate manner	Partnerships with communities
MIPU/PWD is establishing <b>partnership with landowners</b> to 'build back better' transport infrastructure in the project site to sustain access of villagers to regular public transport, Port Vila and village markets, and basic social services to Port Vila	Partnerships with communities Strengthening community and infrastructure resilience "Building back better"

The communications plan matrix is provided in **Table 2-4**.

**Table 2-4 Project Communication Plan**

Plan Elements					Work Plan			Evaluation
Objectives	Risks	Audiences/ Stakeholders	Messages/ Information	Communication Method	Timeframe	Responsibility	Resource Requirement	Expected Outcomes
1. To foster partnerships with the beneficiary and <b>stakeholder communities</b> to strengthen Ni-Vanuatu resilience through Project activities	The community does not recognise value of their support to government investment in the affected structures  Landowners and Chiefs unwilling to formalise long term lease agreement (MOU) to maintain structures due to uncertainties about the nature of MOU	Efate Council and ring road chiefs  Village Council members  Program communities  Mama's group leaders and members  Public	Partnership with communities  'building back better'  Local ownership through maintenance  Strengthening Ni-Vanuatu community and infrastructure resilience	Community meetings  Focus group discussions  Regular briefings of Efate Council of Chiefs	Feasibility, design, construction and operations  On going; July 2016 to Q3 2018	PWD Safeguards Officers  DSC consultants (Social Safeguards Specialists and Social Development, Community Consultation and Gender Specialist)	Assigned PWD officer's time  DSC Safeguards Consultants' time and budget to meet with chiefs and landowners  Social safeguards input time (national and international) and budget  Budget, personnel for project posters  Budget for radio and newspaper announcements	Formation and operationalisation of community liaison committees per site before and during construction, and during operations  Signing of long term access MOUs between government and landowners.  Formation of maintenance committees  Communities consulted about the project scope (with at least 30% female participation)
2. To increase awareness of <b>MIPU and PWD staff</b> on the objectives of the project, its stages and aspects incl. regulatory requirements, and role of each department/staff to support the project preparation	Staff consider project participation as an additional unwelcome task rather than an opportunity for improving PWD services to communities	MIPU, PWD and PMU	'Building back better'  Partnership with communities  Coordination with, and support from, government agencies  'Team work' in delivering this project	Staff orientation including engineering, laboratory, and corporate service officers and staff <sup>1</sup> .  Circulars, Monthly staff meetings  Notice board	Feasibility study, design, construction and operations.  July 2016 – Q3 2018	PWD Safeguards Officers  Cardno consultants (Technical and safeguards specialists and Social Development, Community Consultation and Gender Specialist)	Assigned PWD officer  Time to meet staff and form IWG	Staff and team understand the process of integrating project cycle elements including the purpose of feasibility study, detailed design, regulatory requirements, construction and operation  PWD/MIPU assigned staff actively and timely implement tasks in support of the project  IWG formed and operational
3. To share Project information, its components and activities with relevant internal and external stakeholders	Project stakeholders do not fully understand the project scope and activities thus do not support project activities.	Relevant government agencies, civil society groups including private sector groups e.g. businesses, and communities  Development partners MFAT, DFAT, JICA, and other development partners	Strengthening Ni-Vanuatu community and infrastructure resilience  Partnership with communities  'building back better'	Face to face meetings with government and civil society groups  Community meetings  Focus group discussions	Feasibility study, design, construction and operations.  July 2016 – Q3 2018	PWD Safeguards Officers  DSC consultants (Technical and safeguards specialists and Social Development, Community Consultation and Gender Specialist)	Assigned PWD officer's time  DSC Safeguards Consultants' time and budget to meet with communities, chiefs and landowners  Budget for information materials e.g. posters, radio and newspaper announcements.	Project communities, their traditional and elected leaders, and the public are aware of the project, structure, and MIPU's leadership in project implementation.  Positive public opinion about the project  Project requests prioritised by responsible agencies/officers.  Relevant agencies/national government provided timely required support.  Development partners are kept informed about the progress of their development investment.

<sup>1</sup> Regarding the project including its objectives, implementation stages, time frame, personnel and other resource requirement.

Plan Elements					Work Plan			Evaluation
Objectives	Risks	Audiences/ Stakeholders	Messages/ Information	Communication Method	Timeframe	Responsibility	Resource Requirement	Expected Outcomes
4. To inform the community of the risks of HIV transmission	Community does not receive the message from the Project team	Communities, particularly those near construction sites/camps	Strengthening Ni-Vanuatu community and infrastructure resilience	Awareness and training activities (including HIV/AIDS awareness and climate change adaptation)	Pre-construction (Q1 2017) and during construction (Q3 and Q4 2017)	PWD Safeguards Officers  DSC consultants (SDCCGS)	Budget service provider to conduct awareness/training on HIV/AIDS and climate change	Increase community resilience through community awareness workshops
5. To provide access for communication with stakeholders including their participation in project activities such as surveys, and maintenance e.g., vegetation and river training at bridge sites.	Stakeholders unable to participate in activities thus unwilling to support key project activities.	Communities  Chiefs  Landowners	Partnership with communities  'building back better'  Strengthening Ni-Vanuatu community and infrastructure resilience	Community meetings  Meetings and briefings of Vaturisu Executive Council, Shefa Province, Area Council and members  Area Council officials	Feasibility, design, construction and operations  On going; July 2016 to Q3 2018	PWD Safeguards Officers  DSC consultants (Social Safeguards Specialists and SDCCGS)	Assigned PWD officer's time  DSC Safeguards Consultants' time and budget to meet with communities, chiefs and landowners  Social safeguards' time (national and international) and budget	Communities are aware of their role as partners in the project and mechanism to participate in project activities through MOU and participation of the project (community liaison committees) to improve their access to transport infrastructure.
6. To obtain inputs to and opinions about the needs and priorities of stakeholders in respect of proposed impact mitigation measures as well as gender sensitive and safety features to be incorporated into the project	Mismatch of provided mitigation measures by the project to community expectations  No gender and safety features included in the project design due to lack of consultations	Vaturisu Council of Chiefs  Village Council of Chiefs  Communities  Women's and youth groups	Partnership with communities  'building back better'  Strengthening Ni-Vanuatu community and infrastructure resilience	Face to face meetings  Focus group discussions  Meeting with Vaturisu Executive Council and relevant community chiefs  Area Council officials	Feasibility study, design, construction and operations.  July 2016 – Q3 2018	PWD Safeguards Officers  Cardno consultants (Social Safeguards Specialists and SDCCGS)	Assigned PWD officer's time  DSC Safeguards Consultants' time and budget to meet with communities, chiefs and landowners  Social safeguards' time (national and international) and budget	Relevant community groups provided inputs to mitigation measures, if required  Gender and safety measures were incorporated into project design
7. To obtain the cooperation of beneficiary communities and other stakeholders in activities required for project planning and implementation.	Communities including their chiefs unwilling to participate in activities resulting to delays in project implementation.	Chiefs  Landowners  Communities  Government agencies	Partnership with communities  'building back better'  Strengthening Ni-Vanuatu community and infrastructure resilience	Letters  Posters  Face to face meeting with Vaturisu Executive Council and village chiefs  Focus group meetings with women and youth groups	Feasibility study, design, construction and operations.  July 2016 – Q3 2018	PWD Safeguards Officers  Cardno consultants (Social Safeguards Specialists and SDCCGS)	Assigned PWD officer's time  DSC Safeguards Consultants' time and budget to meet with communities, chiefs and landowners  Social safeguards' time (national and international) and budget	Project communities, their traditional and elected leaders, and the public are aware of the project, structure, and MIPU's leadership in project implementation.
8. To establish a clear, easily accessible and effective complaints and grievance resolution procedure	Grievance from communities, businesses, other civil society groups and the public resulting to delays in project implementation.	Communities  Women's organisations  Business operators, and the  Public	Strengthening Ni-Vanuatu community and infrastructure resilience  Partnership with communities  'building back better'	Community meetings  Brochure of GRM to communities  Copy available to community meeting halls  Presentation/ meetings with Vaturisu Efate	Feasibility, detailed design, and pre-construction  On-going: September 2016 - Q3 2018	PWD Safeguards Officers  DSC consultants (Social Safeguards Specialists and SDCCGS)	Assigned PWD officer's time  DSC Safeguards Consultants' time and budget to meet with communities, chiefs and landowners  Social safeguards' time (national and international) and budget	Provincial government, council of chiefs, communities, and the rest of civil society are informed about a Project wide grievance redress mechanism

Plan Elements					Work Plan			Evaluation
Objectives	Risks	Audiences/ Stakeholders	Messages/ Information	Communication Method	Timeframe	Responsibility	Resource Requirement	Expected Outcomes
				Council and Shefa Provincial government				
9. To inform contractors about government's civil works standards, regulatory requirements and best practice during pre-construction, construction, and operations	Contractors produce substandard works resulting to poor structure and complaints from communities and public	Contractors Communities Business operators, and the Public	'building back better'  Strengthening Ni-Vanuatu community and infrastructure resilience	Briefing of contractors during tender and post-tender  Formal notice(s) to tenderers/contractors  Face to face meetings	Tender stage, construction, and operations  Dec 2016 to Q3 2018	DSC Team: Team Leader, Procurement Specialists  Resident Engineer  PWD Safeguards Officers  DSC consultants (Social Safeguards Specialists and SDCCGS)	Time of relevant specialists including: Safeguards specialists, communications specialist  Budget for briefing of contractors  Briefing materials	The government, through MIPU/PWD, continue providing reliable transport infrastructure to Efate ring road. communities, transport operators, and businesses operating in the area by <i>'building back better'</i>
10. To ensure transparency in all project activities	Communities, business operators, contractors, and the public suspicious of key project activities including procurement of civil works for construction and maintenance	Contractors Communities Business operators, Contractors, and the Public	'building back better'  Strengthening Ni-Vanuatu community and infrastructure resilience  Partnership with communities	Project notices to the public  Tender notices to potential contractors  Briefings	Feasibility, Detail Design, Tender stage, construction, and operations  July 2016 to Q3 2018	DSC Team: Team Leader, Procurement Specialists  Resident Engineer  PWD Safeguards Officers  Cardno consultants (Social Safeguards Specialists and SDCCGS)	Time of relevant specialists including: Procurement Specialist Safeguards specialists, Communications specialist  Budget for tender notices, briefing of contractors  Briefing materials	Provincial government, council of chiefs, communities, and the rest of civil society are informed about a Project wide grievance redress mechanism  Public satisfied with process of contractor selection for the project

## 3 Grievance Redress Mechanism and Disclosure

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### 3.1 Grievance Redress Mechanism

One of the key elements of the Project's ongoing interface with the public and stakeholders is the establishment of a project grievance redress mechanism (GRM) and its disclosure to the project communities prior to construction. A grievance redress mechanism will be developed, which:

- > Outlines the Project complaints procedures
- > Identifies responsible individual or entity to receive and
- > Facilitates the submission of any complaints, including timeframes for response.

Once developed, the GRM and incorporated in the project's Social Due Diligence Report (or in the Resettlement Plan, if applicable).

### 3.2 Disclosure Requirement

The GRM will be presented through conduct of a community meeting for each site prior to commencement of any civil works. Also, a copy of a summary brochure outlining the GRM, will be made available to the community through provision of a copy in the village meeting hall and women's meeting venue. Moreover, a copy of the GRM will be available with the contractor, Shefa Provincial government headquarters, Vaturisu Council's office, and at the Public Works Department headquarters.

# Appendix A - Project Notice Poster (English and Bislama)

**REPUBLIC OF VANUATU**  
PUBLIC WORKS DEPARTMENT  
PMB 9044, PORT VILA  
VANUATU



**CYCLONE PAM ROAD  
RECONSTRUCTION PROJECT  
(CPRRP)**

**INFORMATION SHEET**

**THE PROJECT**

The Cyclone Pam Road Reconstruction Project (CPRRP) is currently being undertaken by the Vanuatu Government, with support from the Asian Development Bank (ADB). CPRRP will undertake studies, design and construction of repairs and improvements to the Efate Ring Road, following the damage caused by Tropical Cyclone Pam (TC Pam).

The Government has appointed Cardno (an international infrastructure & environmental services company) as the consultant for the project.

The current design phase is from July to December 2016, and the construction phase will occur soon after that from May 2017 to May 2018.

**PROJECT AREA**

The CPRRP will cover 17 bridges and culverts on the Efate Island ring road. The table across, lists each site.

**SITE INVESTIGATIONS**

To collect the data needed for studies and design, site investigation works are required. These works will involve road surveying and drilling small holes at bridges for geotechnical investigations. The work is scheduled to commence on 18 July 2016 at Klem's Hill.

Surveying requires individuals with handheld equipment walking around the area. Geotechnical investigations will require the drilling of boreholes using a rig similar to the picture below. Impact will be minimal.



There would be no entry onto private land by the workers unless an agreement has been made to allow access. Work would be limited to normal work hours from Monday to Saturday.

The proposed schedule of works:

Site	Survey	Geotech
Klems Hill	18-22 July	1-5 August
Prima	18 July - 5 August	8-12 August
Mele Bridge	18 July - 5 August	15-19 August
Creek Ai	18 July - 5 August	22-26 August
Lamin Bridge	18 July - 5 August	29 August - 2 Sept
Takara Storm Surge repair	1-19 August	N/A
Malaita Bridge	1-19 August	5-9 Sept
Eton Beach Bridge	1-19 August	12-16 Sept
Teouma to Rentapau Pavement works	8-26 August	TBC
Marona Bridge	8-26 August	1 Sept - 16 Oct
Pangpang Bridge	8-26 August	1 Sept - 16 Oct
Rentapau Bridge	8-26 August	1 Sept - 16 Oct
Tanolu	8-26 August	1 Sept - 16 Oct
Sara Bridge	8-26 August	1 Sept - 16 Oct
Epule Bridge	8-26 August	1 Sept - 16 Oct
Epau Bridge	8-26 August	1 Sept - 16 Oct
Neslep	8-26 August	1 Sept - 16 Oct
La Cressonaire	8-26 August	1 Sept - 16 Oct
Eton Dry Creek	8-26 August	1 Sept - 16 Oct

The Government of Vanuatu kindly asks for your cooperation to ensure the project is completed successfully.

This notice is authorised for public disclosure by the Director of Public Works Department (PWD):



**SAMUEL NAMURU**, Director PWD  
(13 July 2016)



REPUBLIC OF VANUATU  
PUBLIC WORKS DEPARTMENT  
PMB 9044, PORT VILA  
VANUATU



**CYCLONE PAM ROD  
REKONSTRAKSEN PROJEK  
(CPRRP)**

**PROJEK NOTIS**

**PROJEK**

Igat wan projek emi stat naoia, mo projek ia emi mainly blong mekem gud ol bridge wetem ol drainage weh Cyclone Pam i bin damejem long 2015.

Nem blong projek ia emi Cyclone Pam Rod Rekonstraksen Projek (CPRRP). Projek emi stap go hed thru long Gavman blong Vanuatu, wetem sapot blong Asian Developmen Bank (ADB).

Gavman blong Vanuatu emi appointem wan intanasonal engineering kampani weh nem blong em Cardno, blong em nao emi kam wok long projek ia.

Projek emi gat 2 pat blong em: fes wan emi blong ol engineer oli stadi gud long ol eria, mekem ol test mo kamap wetem wan gudfala design. Namba tu emi blong wok (konstraksen) emi go hed blong mekem gud ol infrastructure ia. Fes pat emi from July – Dec 2016, afta namba tu pat emi from May 2017 – May 2018.

**PROJEK ERIA**

Projek emi kavaremap 17 bridge wetem ol drainage andanit long rod (culvert) long aelan blong Efate nomo, araon long ring road. Timetable long raet saed blong notis ia emi shoem ol stret eria blong projek ia.

**STADI GUD LONG OL ERIA IA**

Fes pat blong projek emi stat nao, mo ol engineer bae oli nid blong pass long each eria blong collectem information, mo stadi gud long each eria blong oli save mekem design blong olgeta. Wok ia bae emi minim se bae oli mekem survey, (wokbout wetem hand-GPS), mo bae oli drillim ol smolsmol holes long ol bridge olsem pat blong geotechnical investigation blong olgeta. Foto andanit emi shoem wan drill rig we bae oli usum blong mekem investigation ia. Ino shud gat eni environmental impact.



Oli wantem stat long 18 July 2016 long Klem's Hill, follem schedule we emi stap.

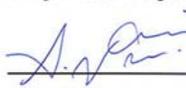
Bae oli wok long ol day mo taem blong wok nomo stat long Mandei kasem Satedei.

Timetable blong wok:

Eria	Survey wok	Geotech wok
Klems Hill	18-22 July	1-5 August
Prima	18 July - 5 August	8-12 August
Mele Bridge	18 July - 5 August	15-19 August
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Rentapau Bridge	8-26 August	1 Sept - 16 Oct
Tanoliu	8-26 August	1 Sept - 16 Oct
Sara Bridge	8-26 August	1 Sept - 16 Oct
Epule Bridge	8-26 August	1 Sept - 16 Oct
Epau Bridge	8-26 August	1 Sept - 16 Oct
Neslep	8-26 August	1 Sept - 16 Oct
La Cressonaire	8-26 August	1 Sept - 16 Oct
Eton Dry Creek	8-26 August	1 Sept - 16 Oct

Gavman emi stap kindly askem gudfala cooperation blong yumi everiwan.

Notis ia emi kamaot long pablik wetem authorisation blong Director blong Pablik Wok Diptamen (PWD):

  
  
**SAMUEL NAMURI, Director PWD** (13 July 2016)