



**The Republic of Zambia**  
**Ministry of Green Economy and Environment**

**Eastern Province Jurisdictional Sustainable  
Landscape Program  
(EP-JSLP) (P155827)**

**Draft Stakeholder Engagement Plan (SEP)**

**December 2022**

---

## Acronyms

BioCF	BioCarbon Fund
COVID-19	Coronavirus
DNPW	Department of National Parks and Wildlife
ERPA	Emissions Reduction Purchase Agreement
ESCP	Environmental and Social Commitment Plan
ESRS	Environmental and Social Review Summary
ESS	Environmental and Social Standard
GEF	Global Environmental Facility
GBV	Gender Based Violence
GC	Grievance Committee
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
GRZ	Government of Republic of Zambia
IDA	International Development Association
M&E	Monitoring and Evaluation
MGEE	Ministry of Green Economy and Environment
MLNR	Ministry of Lands and Natural Resources
MNDP	Ministry of National Development and Planning
NGO	Non-Governmental Organization
OPI	Other Interested Parties
PAI	Project Area Influence
PIE	Project Implementing Entity
PIU	Project Implementation Unit
PMU	Program Management Unit
REDD+	Reducing Emissions from Deforestation and forest Degradation, sustainable management of forest, conservation of forest carbon stocks and enhancement of forest carbon stocks
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
VMG	Vulnerable and Marginalized Groups
WB	World Bank
ZIFLP	Zambia Integrated Forest Landscape Project

---

## GLOSSARY OF KEY TERMS

**Consultation** - The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

**Engagement** - A process in which a company builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader “stakeholder engagement” strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the Project.

**Grievance Mechanism** - a process for receiving, evaluating, and addressing project-related complaints from citizens, stakeholders, and other affected communities.

**Stakeholders** - Persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively; workers, local communities directly affected by the project and other stakeholders not directly affected by the project but that have an interest in it, e.g., local authorities, neighboring projects, and/or nongovernmental organizations, etc.

**Stakeholder Engagement Plan** - A plan which assists investors with effectively engaging with stakeholders throughout the life of the project and specifying activities that will be implemented to manage or enhance engagement.

**Complainant**- An individual, group, or organization that submits a verbal or written complaint

**Grievance/Complaint** -an expression of dissatisfaction that stems from real or perceived issues, typically referring to a specific source of concern and/or seeking a specific solution. For the purpose of this GRM, real and perceived impacts are treated equally and given the same due process. The term grievance and complaint are used interchangeably in this document.

**Sexual exploitation:** any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. In World Bank financed operations, sexual exploitation occurs when access to or benefit from Bank-financed goods, works, non-consulting services or consulting services is used to extract sexual gain.

**Sexual abuse** -actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions

**Sexual harassment**- Any unwelcome sexual advances, request for sexual favors, verbal or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might be reasonably expected or perceived to cause offense or humiliation to another when such conduct interferes with work; is made a condition of employment; or creates an intimidating, hostile, or offensive work environment.

**Sexual exploitation and abuse (SEA) versus sexual harassment (SH):** SEA occurs against a beneficiary or member of the community. SH occurs between personnel/staff and involves any unwelcome sexual advance or unwanted verbal or physical conduct of a sexual nature.

The distinction between the two is important so that agency policies and staff trainings can include specific instruction on the procedures to report each

**Survivor** - A survivor is a person who has experienced the SEA/SH incident in the context of this GM.

---

## Contents

Executive Summary .....	4
1. Introduction/Project Description.....	6
1.1 Introduction.....	6
1.2 Project Description.....	7
1.3 Project Components .....	10
2.0 Summary of Previous Stakeholder Engagement Activities .....	10
3.0 Stakeholder Identification and Analysis .....	14
3.1 Project stakeholders .....	14
3.2 Approaches to Stakeholder Engagement .....	15
3.3 Summary of project stakeholder needs .....	16
4 Implementation Arrangement .....	17
4.0 Stakeholder Engagement Program.....	19
4.1 Purpose and timing of stakeholder engagement .....	19
4.2 Proposed Strategy for information disclosure.....	19
4.3 Proposed strategy for consultation.....	21
4.4 Proposed strategy to incorporate the view of vulnerable groups .....	22
<b>4.5 Protection against COVID-19</b> .....	22
5.0 Resources and Responsibilities for implementing stakeholder engagement activities	23
5.1 Resources .....	23
5.2 Management functions and responsibilities.....	23
5.3 Name and Contact Details of Person Responsible.....	24
6.0 Grievance Mechanism .....	25
6.4 Description of GM .....	26
7 Monitoring and Reporting.....	27
7.1 Involvement of Stakeholders in monitoring activities .....	27
7.2 Reporting back to stakeholder groups.....	29

## Figures

Figure 1: The 14 districts in Eastern Province, Zambia.....	10
Figure 2 EP- JSLP Coordination structure .....	18

## Tables

Table 1 Summary of Previous multiple key Stakeholder Engagement .....	10
Table 2 Stakeholder role in emission reduction Program .....	12
Table 3 Principles for stakeholder engagement.....	15
Table 4: Summary of Stakeholder Needs.....	16
Table 5 EP- JSLP Coordination structure .....	18
Table 6 Indicative strategy and phased approach for disclosure of information of the project. ....	20
Table 7: Strategy for Consultation .....	21
Table 8: Estimated Budget .....	23
Table 9: Roles and Responsibilities .....	23
Table 10 ZIFLP MONITORING FRAMEWORK ( <i>adaptable</i> ).....	28

---

## Executive Summary

The current Stakeholder Engagement Plan (SEP) is designed to establish an effective platform for inclusive interactions with potentially affected persons and other persons with interest in the design, implementation and outcomes of Eastern Province Jurisdictional Sustainable Landscape Program (EP-JSLP) in Eastern Province, Zambia. The Program is being developed as the long-term results-based payment programme over the past three years under Zambia Integrated Forest Landscape Project (ZIFLP), initiated in 2018. The EP-JSLP aspires to promote efforts that prevent deforestation and forest degradation as: improved land-use planning, scaling-up of climate smart agriculture (CSA), renewable energy access, and policies, laws and regulations that protect forests and wildlife. The EP-JSLP is jurisdictional in approach and performance-based in nature covering all the 14 districts of Eastern Province. It aims to promote reduced greenhouse gas (GHG) emissions from the land sector, alongside improving rural livelihoods including wildlife conservation and habitat management. Thus, the Program will make payments to identified stakeholders once GHG emission reductions have been verified as real and additional. This will fall under Results-based Finance (RBF) for Emission Reductions from the World Bank's BioCarbon Fund Initiative for Sustainable Forest Landscapes (BioCF ISFL) through an Emission Reductions Purchase Agreement (ERPA). BioCF ISFL requires countries selling ERs to the ISFL elaborate a beneficiary sharing plan (BSP) with a detailed Benefit Sharing Mechanism designed in a *consultative, transparent, and participatory manner appropriate to the country context and that reflects inputs and broad community support by relevant* to receive RBF from the BioCF ISFL for ERs.

Stakeholder engagement establishes the basis for accomplishing and sustaining support from communities, handling stakeholders' expectations, preventing risks and imminent differences, preventing program delays and drawing off community knowledge. The SEP will help gather feedback about EP-JSLP design and implementation while managing expectations of beneficiaries, affected person and other interested persons. The SEP will promote and solicit views of stakeholders with both informal and formal knowledge and experience of forest protect and management, development, utilization as well as forest enterprise development. The SEP will consult vulnerable stakeholders to expand understanding of their agriculture and livelihood needs in relations agriculture and sustainable forest management. Given that the EP-JSLP has a considerable focus in strengthening and expanding community forestry areas led by the forestry department.

There are environmental and social safeguards measures developed for the implementation of ZIFLP in line with the World Bank policies and in country legislation. To this effect, safeguards instruments<sup>1</sup> include the Environmental and Social Management framework (ESMF), the Resettlement Policy Framework (RPF), the Process Framework (PF) and the feedback grievance redress mechanism (FGRM) will support development of additional required

---

<sup>1</sup> <https://ziflp.org.zm/safeguards/>

---

safeguard instruments including the SEP for an all-inclusive implementation of safeguards of the EP-JSLP. There have been key stakeholder consultations with the government agencies, traditional leadership, local communities, NGO, private sector in clusters throughout all 14 districts Eastern Province. Outcomes of these meetings are captured in updated documents including the Social and Environmental Strategic Assessment (SESA) process and National Environment and Social Management Framework (ESMF). The SEP outlines an all-inclusive engagement process of purpose, time, methods, strategy for disclosure resulting from previous, current and likely arising consultations to be undertaken by EP-JSLP. It will embrace all stakeholders including those disadvantaged or vulnerable within the process. In addition, a grievance mechanism is set to detail the procedures that EP-JSLP will establish for managing complaints and grievances arising from Program activities. Through the ZIFLP a feedback and grievance redress mechanism (FGRM) is in effect to ensure that the potential grievances arising from the implementation project activities are adequately addressed. Therefore, EP-JSLP will take over management of the FGRM while simultaneously ensuring it meet thenceforth World Bank GRM requirements including a GBV Action Plan which will enhance managing GBV related complaints and grievances arising from Program activities and impacts.

The SEP is a ‘live document’ thus will be updated and enhanced by the Program throughout the life cycle of the Program. An estimated amount of US\$ will be facilitate for SEP implementation and GRM operating costs.

---

# 1. Introduction/Project Description

## 1.1 Introduction

This Stakeholder Engagement Plan (SEP) has been prepared to identify the key stakeholders of the Eastern Province Jurisdictional Sustainable Landscape Program, define information disclosure and establish stakeholder engagement measures, and provide a grievance mechanism (GM). The SEP outlines how, when, and ways in which the project team will inform, communicate and consult with stakeholders including vulnerable groups and a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. The SEP has been prepared in compliance with World Bank Environmental and Social Standard (ESF). Particularly ESS 1 on identified risks associated with the Program and ESS-10 Stakeholder Engagement and Information Disclosure, on necessity for transparency in all engagement with Program Stakeholders to achieve far-reaching participation. The SEP further guides the process of identification and analysis of stakeholders and how to accomplish effective and meaningful stakeholder engagement activities. It will cover the entire life cycle of the Project.

The SEP is a living document that will be disclosed prior to project appraisal, be updated during project implementation to capture changes during Program implementation. The anticipated effectiveness of the SEP will be monitored and reported upon during implementation and evaluated at the end of Program life cycle.

The overall objectives of SEP as stated in the ESS-10 are to:

- Identify all stakeholders and ensure their participation in all stages of the project cycle.
- Establish a systematic approach to stakeholder and citizen engagements that will help to identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project cycle on issues that could potentially affect them.
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders, especially to the vulnerable individual and groups, in a timely, understandable, accessible, and appropriate manner and format taking special consideration for the disadvantaged or vulnerable groups and address their concerns and feedback during subproject activities implementation.
- Provide project-affected parties, including the vulnerable persons, with

---

accessible and inclusive means to raise issues and grievances and allow the Project Implementing Entity (PIE) and its Project Implementation Unit (PIU) to respond to and manage such grievances, especially those coming from vulnerable persons and groups.

## 1.2 Project Description

The Government of the Republic of Zambia with the support of the World Bank's Initiative for Sustainable Forest Landscape (ISFL) is preparing the Eastern Province Jurisdictional Sustainable Landscape Program (EP-JSLP) that will make payments to government and communities once greenhouse gas (GHG) emission reductions have been verified as real and additional.

The EP-JSLP builds on the Zambia Integrated Forest Landscape Project (ZIFLP) that promotes interventions that prevent deforestation and forest degradation, such as: improved land-use planning, scaling-up of climate smart agriculture, renewable energy access, and policies, laws and regulations that protect forests and wildlife. The intervention thus serves as a scalable pilot program that can be rolled out on a provincial basis in accordance with the 7NDP, and with sector growth targets aligned with Zambia's Vision 2030. ZIFLP covers the entire Eastern Province with a development object of improving landscape management and increasing environmental and economic benefits for targeted rural communities in the Eastern Province. ZIFLP activities are designed with the intention of obtaining Results-based Finance (RBF) for Emission Reductions from the World Bank's BioCarbon Fund Initiative for ISFL (BioCF ISFL) through an Emission Reductions Purchase Agreement (ERPA).

The World Bank BioCF ISFL requires that countries selling ERs to the ISFL elaborate a beneficiary sharing plan (BSP) in alignment with the BioCF ISFL ER Program Requirements.<sup>2</sup> These requirements detail the program elements countries need to have in place to receive RBF from the BioCF ISFL for ERs. The ISFL ER Program additionally requires that a Benefit Sharing Mechanism be described in detail in a BSP that is designed in a *consultative, transparent, and participatory manner appropriate to the country context and that reflects inputs and broad community support by relevant stakeholders*.

The EP-JSLP is being developed as the long-term results-based payment program that takes over where the implementation phase of the ZIFLP leaves off. The Program is Jurisdictional in approach and performance-based in nature. The EP-JSLP's aim is to promote GHG emissions from the land sector in the Eastern Province, while simultaneously improving rural livelihoods including wildlife conservation and habitat

---

<sup>2</sup> BioCarbon Fund Initiative for Sustainable Forest Landscapes. September 2017. *ISFL Emission Reductions (ER) Program Requirements. Version 1.*



---

management. The EP-JSLP will achieve emissions reductions by promoting interventions that prevent deforestation and forest degradation as well as reducing agriculture emissions. This includes improved land-use planning, Climate Smart Agriculture (CSA) development, sustainable forest management, rural energy generation, and laws and policies that protect forests and wildlife.

The EP-JSLP area is Eastern Province of Zambia covering 5,097,587 hectares. The Province has fourteen (14) Districts namely: Chipata, as the provincial capital, Nyimba, Petauke, Sinda, Katete, Lundazi; Mambwe, Chadiza, Vubwi, Kasenengwa, Chipangali, Lumezi, Chasefu and Lusangazi. The Province has a total of 50 Chiefdoms. The total population of the province in 2020 is estimated at 2,065,590 of which 1,022,467 (49.5%) are males and 1,043,123 (50.5%) are females. The rural population is estimated at 1,652,472.

EP-JSLP's key beneficiaries are poor rural communities, and those communities which directly depend on agriculture and forest resources for their livelihoods and therefore most vulnerable to climate change. The EP-JSLP will engage communities throughout the Province, in particular those near forests including Game Management Areas and Forest Reserves. The targeted communities are expected to engage in activities that reduce deforestation through community forestry and collaborative management, adopt technologies to reduce wood-use that causes degradation, and improve agricultural practices. This will include communities that are adjacent to wildlife protected areas, especially around the globally important biodiversity area of Lukusuzi National Park. The benefits of reduced carbon emissions, under this EP-JSLP, will have a global impact and help Zambia meet its Nationally Determined Contribution (NDC) obligations under the United Nations Framework Convention on Climate Change (UNFCCC). It will further support the Declaration on Forests and Land Use at COP26 Glasgow which commits to working collectively to halt and reverse forest loss and land degradation by 2030 while delivering sustainable development and promoting an inclusive rural transformation.

In order to tackle this, the long-term EP-JSLP development objective is to improve landscape (forest and agriculture) management and increase environmental and economic benefits for rural communities in the Eastern Province. This is in line with the vision of the National Strategy to Reduce Deforestation and Forest Degradation in Zambia, *to attain a prosperous climate resilient economy by 2030 achieved upon sustainable management of Zambia's natural resources towards improved livelihoods.*

The Program design is based work conducted over the past three years under ZIFLP, initiated in 2018 to support rural communities in the Province to better manage the resources of their landscapes in order to reduce deforestation and unsustainable agricultural expansion; enhance benefits they receive from forestry, agriculture, and

---

wildlife; and reduce their vulnerability to climate change. The project also invested in creating the enabling conditions for these changes to happen—including tenure security, planning at different spatial scales and capacity building. Importantly, the project created the enabling environment for ER purchases through the JSLP.

The EP-JSLP interventions will directly address emissions reductions through promotion of Sustainable Forest Management which centres around expansion of community forestry and strengthening collaboration in the management of protected areas; Climate Smart Agriculture approaches that will increase productivity thus reducing pressures on forests and building better soil carbon; as well as provision of fuel efficient cookstoves and promotion of sustainable charcoal production reducing wood energy needs across the Province.

Core to the program is the involvement of stakeholders and communities in the sustainable management of natural resources such as community forestry management groups (CFMGs), Community Resource Board (CRBs), farmers groups and cooperatives as well as key focus on the traditional leadership structures where local land use management decision making, land allocation and control occurs. The Chiefdom will therefore, be the key unit of land management focus to identify the key ER issues and drivers of deforestation and forest degradation and other unsustainable land management and cultivation practices which contribute to GHG emissions in the Chiefdom and across the Province. This level will form the basis of negotiation of performance criteria and responsibilities which will be core to the benefit sharing mechanism and commitment of the JSLP to deliver capacity building and ER services with related livelihoods support measures. Therefore, the expected outcomes of the EP-JSLP program will be to reduce emissions in the Eastern Province, while strengthening sustainable land and forest management practices, creating increased incomes and resilience of local communities.

Conforming to national strategies to reduce the effects of climate change through mitigation and adaptation as well as aligning with international concerns and conventions, the EP-JSLP is expected to attract interest, investment and access to climate financing and voluntary markets including the private sector to ensure the sustained support to indicated emission reduction interventions and results based performance payments through the benefit sharing mechanism beyond the current planning horizon.

The program implementation is in all 14 districts in Eastern Province, namely, Nyimba, Petauke, Sinda, Katete, Vubwi, Chadiza, Chipata, Kasenengwa, Chipangali, Lumuzi, Lundazi, Chasafu, Mambwe and Lusangazi. The Province has a total of 56 Chiefdoms with one Paramount Chief. The beneficiaries include:

- i. The people of the Eastern Province who are directly dependent on agriculture and forest resources for their livelihoods. They are also most vulnerable to climatic changes. It is intended that at least 30 per cent of the beneficiaries will be female.
- ii. Communities that live adjacent to the protected areas, especially around the Lukusuzi National Park (LNP) and Luambe National Park. These are, particularly the targeted beneficiaries.
- iii. The government departments at the national, provincial, district and local levels which will directly benefit from a variety of capacity-strengthening activities basically aim to emphasize on the multisector coordination and planning.

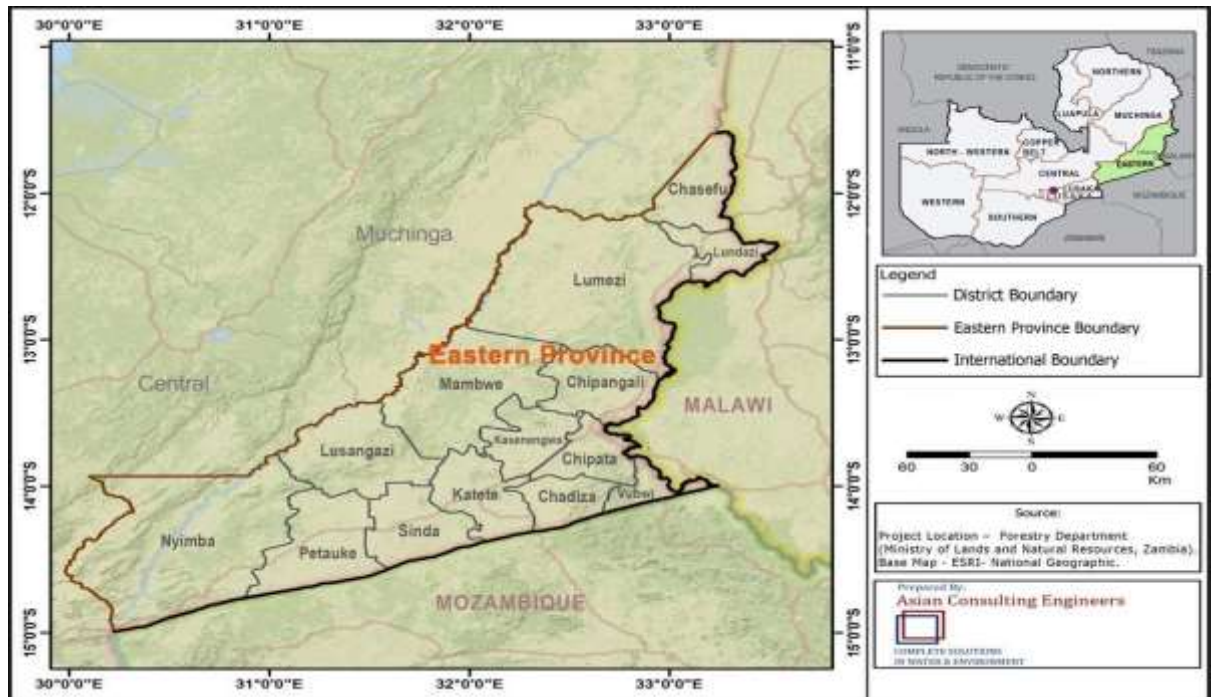


Figure 1: The 14 districts in Eastern Province, Zambia

### 1.3 Project Components

## 2.0 Summary of Previous Stakeholder Engagement Activities

In preparation for ZIFLP implementation thereafter EP-JSLP implementation, the Ministry of Green Economy and Environment (MGEE) and other key implementing partners undertook a series of activities that included engagements with stakeholders in Zambia. The MGEE is responsible for climate change policy, environmental policy, environmental protection and control, forest policy, extension and development, carbon credit policy and green economy. The Ministry includes the Forestry Department and is responsible for the following statutory bodies and Institutions: Environmental Protection Fund, the National Biosafety Authority, Zambia Environmental Management Agency (ZEMA) and the Zambia Forestry College. The table below summarizes the key engagements held up to date including ER Program.

Table 1 Summary of Previous multiple key Stakeholder Engagement

Stakeholder Category	Stakeholder Entity	Method	Frequency
National	<p>MGEE, MNDP</p> <p>Other relevant Ministries departments: Forestry (plus REDD+ Secretariat, Forest Inventory &amp; GHS Units, GHG CT, Data Enumerators &amp; Compilers) Agriculture, Livestock, National Parks &amp; Wildlife (DNPW) Council Ministries on Climate Change Steering Committee on Climate Change National Technical Committee on Climate Change REDD+ Coordination Unit</p> <p>ZEMA other Environmental sector</p> <p>Private Sector</p> <p>World Bank BioCf GEF</p>		
Provincial	<p>MGEE, MNDP</p> <p>Other relevant Ministries departments: Town Councils, Planning Forest Department, the Agricultural Department, the DMT and the Chamber Councils, DNPW</p> <p>ZEMA other Environmental sector, Provincial DCC, Cheifdoms reps NGOs/CSOs Management authorities of Lukusuzi National Park and Luambe National Park Private Sector (COMACO, BCP)</p>		
District	<p>MGEE</p> <p>Authorities/departments: Agriculture (DACO), Energy, Fisheries, Forestry (DFO), Lands, Livestocks, (DLO) ZARI, ZEMA District Development Coordinating Committee (DDCC), Management of National parks and Wildlife (Lukusuzi and Luambe) Community Resource Boards (CRBs) Traditional Leadership Farmers (lead and cooerpatives) Village Action Groups, Community Forest Management groups (CFMGs), NGOs/CSOs , Private Sector (COMACO, BCP, Media</p>		

Community	Traditional leadership Farmers (lead and cooperatives) Village action groups CRBs, CFMGs NGOs/CSOs Media		Nov-Dec 2020
-----------	---	--	--------------

Table 2 Stakeholder role in emission reduction Program

Stakeholders	Role in ER Program
<b>Government Stakeholders</b>	
Ministry of Finance & National Planning	<ul style="list-style-type: none"> <li>Oversees resource mobilization under the Climate Change Policy,</li> </ul>
Ministry of Green Economy and Environment (MGEE), Climate Change & ZEMA	<ul style="list-style-type: none"> <li>Oversees implementation of all climate change projects</li> <li>Secretariat to the Steering Committee of Permanent Secretary on Climate Change</li> <li>UNFCCC focal point and DNA for the CDM</li> <li>Zambia Environmental Management Agency (ZEMA) role in the MRV</li> <li>Will sign the Emission Reduction Purchase Agreement (ERPA) with the World Bank</li> </ul>
Forestry Department, MGEE	<ul style="list-style-type: none"> <li>Provides Extension Services and Forest Research</li> <li>Provincial Forestry Officers in every province, representatives in each district</li> <li>Provides extension services for creation and implementation of Community Forest Management Areas (CFMAs)</li> <li>Issues licenses and permits for forestry concessions</li> <li>Houses the REDD+ Coordination Unit</li> </ul>
Chiefs & Traditional Affairs, Ministry of Local Government and Rural Development	<ul style="list-style-type: none"> <li>Officers in most districts that serve as the link between the government and traditional leaders</li> <li>Plays an important role in conflict resolution between Chiefs, including how benefits have been received</li> </ul>
Ministry of Tourism, Department of National Parks & Wildlife (DNPW)	<ul style="list-style-type: none"> <li>Manages Zambia's wildlife estates, including Game Management Areas (GMAs) around National Parks where they work with local Community Resource Boards (CRBs)</li> </ul>
Ministry of Agriculture	<ul style="list-style-type: none"> <li>Officers at different levels: Provincial, District, Agricultural Blocks and Agricultural Camps</li> <li>Camp Agricultural Officers provide training and extension services for Climate Smart Agriculture (CSA) for ZIFL-P, serve as conduit for provision of inputs, linkages to markets</li> <li>Block Extension Officers supervise Camp Extension Officers</li> <li>District Officers are specialized (agronomy, irrigation, land management, etc.) and work with blocks</li> </ul>
Ministry of Fisheries & Livestock	<ul style="list-style-type: none"> <li>Similar structure to Agriculture (above)</li> <li>Will be important stakeholder if ZIFL-P promotes small livestock (e.g. goats)</li> </ul>
Ministry of Community Development & Social Welfare	<ul style="list-style-type: none"> <li>Promote alternative livelihoods, targeting most vulnerable groups</li> <li>Within ZIFL-P, identify and mitigate social issues</li> </ul>
District Council	<ul style="list-style-type: none"> <li>Local Government at the District Level</li> </ul>

	<ul style="list-style-type: none"> <li>• Create binding acts (by-laws) at the local level</li> <li>• Serves as Secretariat to the District Development Coordinating Committee (DDCC)</li> </ul>
<b>Coordinating Committees</b>	
Provincial Development Coordinating Committee (PDCC)	<ul style="list-style-type: none"> <li>• Platform that brings together authorities from different sectors (agriculture, wildlife, forestry, livestock &amp; fisheries, and others) to meet in committee and make decisions for the province</li> </ul>
District Development Coordinating Committee (DDCC)	<ul style="list-style-type: none"> <li>• Platform that brings together authorities from different sectors (agriculture, wildlife, forestry, livestock &amp; fisheries, and others) as well as Ward Councilors and Chiefs to meet in committee and make decisions for the district</li> </ul>
<b>Civil Society Organizations</b>	
Land Alliance	<ul style="list-style-type: none"> <li>• Lobby and advocacy group for land rights</li> <li>• Mainly working in Chipata and Petauke Districts</li> </ul>
District Farmers Associations (DFAs)	<ul style="list-style-type: none"> <li>• Designated under the Zambian National Farmers Union, present in every district</li> <li>• Houses Information Centers, which are led by Lead Farmers</li> <li>• Lead Farmers provide information, Information Center collects and distributes</li> </ul>
<b>Traditional Authorities</b>	
Traditional Authority (TA)	<ul style="list-style-type: none"> <li>• Authority under customary land tenure, the majority of land in Eastern Province</li> <li>• Comprised of Senior Chief, Chiefs, Subchiefs, Indunas, and Headmen</li> <li>• Must approve all projects on customary lands</li> <li>• Patrons of CRBs</li> </ul>
Chiefs	<ul style="list-style-type: none"> <li>• The ultimate authority on land use in customary areas, majority of land in Eastern Province</li> <li>• Provides consent for creation of Community Forest Management Areas (CFMAs) and Community Resource Boards (CRBs)</li> </ul>
<b>Community Governance Structures</b>	
Lead Farmers	<ul style="list-style-type: none"> <li>• Chosen by ZIFL-P as demonstration farms for Climate Smart Agriculture (CSA)</li> <li>• Lead by example; have roughly 10 follower farms</li> <li>• Provide information to Information Centers for distribution to other farmers</li> <li>• Currently receive benefits in the form of farm inputs</li> </ul>
Community Forest Management Groups (CFMGs)	<ul style="list-style-type: none"> <li>• Designated by the Director of Forestry, with consent of the Chief in accordance with the Forests Act, 2015.</li> <li>• Currently 26 in Eastern Province cover 720,000 ha</li> <li>• ZIFP is targeting additional 66,000 hectares by end of GEF project (2022)</li> <li>• Transfers certain rights/responsibilities to the community, including carbon roles and rights restricted to defined areas i.e. CFMG to the declared CFM Area</li> <li>• Authority and obligations provided for in the Forests (Community Forest Management) Regulations, no 11 of 2018, Form IV Community Forest Management Agreement</li> </ul>
Community Resource Boards (CRBs)	<ul style="list-style-type: none"> <li>• Structured entity, recognized under the Wildlife Act, 2015, with local Chief as patron</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with the DNPW to manage GMAs surrounding National Parks</li> <li>• Role restricted to the relevant Chiefdom portion of the declared game management area.</li> <li>• Only present in selected Districts of the Province (bordering the Luangwa River to the west).</li> </ul>
Village Action Groups (VAGs)	<ul style="list-style-type: none"> <li>• Village entities that form a CRB</li> <li>• Support livelihood program implementation</li> </ul>
<b>Private Sector</b>	
COMACO	<ul style="list-style-type: none"> <li>• Private sector social enterprise (non-profit)</li> <li>• Implementing Climate Smart Agriculture (CSA), forest regeneration, improved cook stoves, marketing links with communities throughout Eastern Province</li> <li>• ER carbon trading (first trade with ISFL)</li> </ul>
BioCarbon Partners (BCP)	<ul style="list-style-type: none"> <li>• Developed the Luangwa Community Forests Project (LCFP), through USAID support, validated and verified by the Verified Carbon Standard (VCS) and Climate, Communities &amp; Biodiversity Alliance (CCBA)</li> <li>• LCFP -partnership between Government, 12 Chiefdoms (x173,000 population) to protect the biodiversity corridor between the Lower Zambezi and Luangwa National Parks</li> <li>• Funding forest protection and community development through the sale of carbon offsets</li> </ul>

### 3.0 Stakeholder Identification and Analysis

#### 3.1 Project stakeholders

This stakeholder analysis identifies and determines the likely relationship between the program and its various stakeholders. Project stakeholders are defined as individuals, groups or other entities who are interested in the project at different levels. Being as the EP-JSLP is being developed as the long-term RBP program that takes over where the implementation phase of the ZIFLP concludes, the identified stakeholders under the ZIFLP and their description remains relevant for this SEP. Program stakeholders are categorized into two groups as affected parties and other interested parties. Within these categories, individuals or groups can be classified as disadvantaged or vulnerable.

**Affected Parties:** These are persons, groups, and other entities within the Program Area of Influence (PAI) that may be adversely affected by the program directly (actually or potentially) or indirectly, positively or negatively, and who need to be closely engaged in understanding impacts and their significance. This category includes payment beneficiaries (community, government entities), general community members of the program areas. Including non payment beneficiaries of the program that live in the target communities, parties assigned focal point roles to facilitate delivery of the Program. These government and other organisations (e.g. Development Coordinating Committees including Heads of Departments at national, provincial and district levels), community group representative(e.g. CRB, CFMG, Village Action Group), civic leaders,.

**Other Interested Parties (OIP):** constitute individuals/groups/entities that may be interested in the program because of its location, its proximity to natural or other resources or parties involved in the project. OIP may be affected by the program and have the potential to influence project outcomes. They may not experience direct impacts from the Program but they may consider or perceive their interests as being affected by the program and/or who could affect the program and the process of its implementation in some way. These stakeholders can help play a role in identifying risks, potential impacts and opportunities for the borrower to consider and address. For the purposes of this Program, such stakeholders at national, provincial, district and local level include government representatives, CSO, the private sector, religion, traditional, ward councilors, MPs, and community groups (e.g. Lead Farmers, CRBs, CFMGs).

The Program will predominantly involve working at sub-national level, disadvantaged or vulnerable groups will be directly affected with some environmental and social adverse impacts. Disadvantaged or vulnerable groups are persons who may be extremely impacted or further marginalized by the program as compared with any other groups due to their vulnerable status, and distinct engagement interventions may be required to ensure their comparable participation and representation in the consultation and decision-making process associated with the projects. These can be found among beneficiary or non-beneficiary stakeholders of the target communities. Most at risk of further disregard can include women, young people, children, the elderly, the disabled and chronically unwell owing to limited access to program related information due to social, cultural, structural and physical hinderances within their communities. The SEP will guide engagement process to specifically target these individuals or groups with appropriate information, presented in suitable manners to understand the nature of the Program activities and the potential positive and negative impacts expected form the Program. Additional efforts will be employed to ensure all-inclusiveness pertaining to channels of medium and meeting proximities. These individuals or groups will be informed about the Program GRM and on how to access it if needed.

### 3.2 Approaches to Stakeholder Engagement

*Main principles:* In order to implement best practice approaches that are in line with the provisions of ESS10, the program will apply the following principles for stakeholder engagement:

**Table 3 Principles for stakeholder engagement**

Openness and lifecycle approach	consultations and other stakeholder engagement for the project will be undertaken during the whole lifecycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
Informed participation and feedback	information will be provided to and widely distributed among all stakeholders in a meaningful, sensitive and appropriate format, and ongoing and regular opportunities will be provided to respond to stakeholders' feedback;



Inclusivity and sensitivity	stakeholder identification will be undertaken to support robust, sensitive and meaningful communication and build effective relationships. The participation process for the project and sub-projects will be inclusive. All stakeholders at all times will be encouraged to get involved in the consultation process; and
Sensitivity to stakeholders' needs	this will be necessary to ensure that the consultation processes adopt acceptable and accessible norms of engagement. In addition, measures will be put in place to protect all people engaged in the project from COVID-19 by making use of technology such as holding meetings on Webex, Zoom and Teams and meeting small groups of people while observing protocols such as wearing masks, no handshaking and sanitizing (further explained in section 4.5).

### 3.3 Summary of project stakeholder needs

As there are no new established stakeholders to be included under EP-JSLP, the identified stakeholders under ZIFLP remains relevant, further this SEP will guide specifying needs to be addressed during the process and will be monitored to measure implementation.

The list will be periodically reviewed and updated during EP-JSLP implementation with the stakeholders. Annex B presents a list of stakeholders for the project.

**Table 4: Summary of Stakeholder Needs**

Stakeholder group	Key characteristics	Language needs	How to engage	Specific needs
Direct Partners: MNDP MGEE LAs	Institutions that will receive funds directly from the project	English/	Emails, Meetings, phone calls	None
Collaborators: Ministries: (Labor, Agriculture, Energy, Land) Local Authorities (Town Councils, Planning Department, Forest Department, the Agricultural Department, DMT and Chamber Councils) NGOs	Institutions receiving technical support, training opportunities, and workshop invitations	English	Meetings; policy briefs, reports, emails	Sensitization on project (ZIFLP, after that ERPA) key activities and areas of collaboration.

Stakeholder group	Key characteristics	Language needs	How to engage	Specific needs
Management authorities of Lukusuzi National Park and Luambe National Park Zambia Environmental Management Agency,				
Private Sector partners	Institutions that collaborate and coordinate with the government institutions on service provision on deforestation and loss of biodiversity	English	Emails, Workshops, reports	Sensitization on program key activities and areas of collaboration.
Development Partners	Institutions that will be Collaborating with the government institutions on service provision on deforestation and loss of biodiversity	English	Emails, Workshops, reports	Sensitization on program and its output products
Vulnerable and Disadvantaged Group (Lead and smallholder farmers {especially women, youth and PWD}, resource poor communities, village action group, community leaders)	Groups that will be closely engaged with on identifying impacts and assessing implications	Local language	Community radio, face to face meetings, FGDs	Sensitization on project and its output products  Adjusting meeting arrangements to local setting Gender specific meetings

#### 4 Implementation Arrangement

The EP-JSLP will be implemented as a Government programme under the Ministry of Green Economy and Environment of Zambia, which is responsible for the environment, managed by a dedicated Provincial ER Jurisdictional Implementation Unit. The Implementation Unit will be based in the Eastern Province, accountable to the Provincial Permanent Secretary who will chair the Steering Committee for the Programme. The Implementation Unit will also report into the National REDD+ Coordination Unit (which is housed in the Forestry Department, Ministry of Green Economy and Environment). Within the Provincial Development

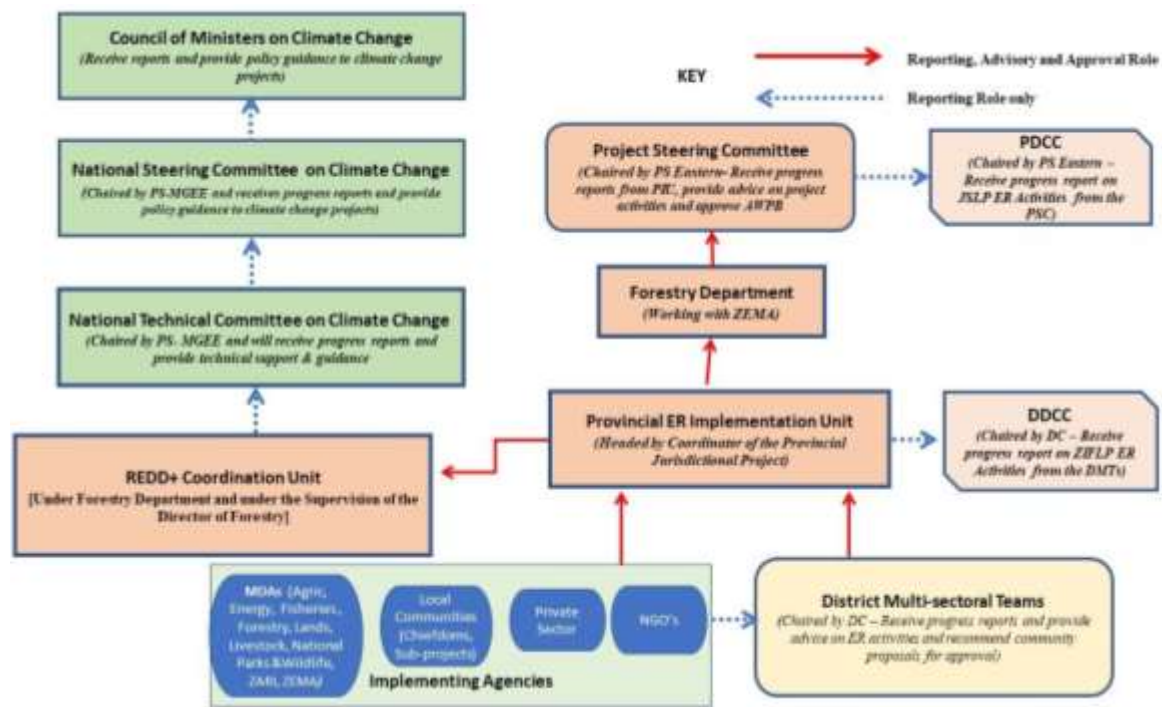
Coordinating Committee (PDCC) comprising representatives of the line ministries there will be a sub-committee formed - ER Benefit Sharing Committee to review and recommend the distribution of benefits from the program. The Jurisdictional Sustainability Landscape (JSL) Program Implementation Unit (PIU) will act as the secretariat to this ER Benefit Sharing Committee, the BSC.

The EP-JSLP PIU will work in close collaboration with the Forestry Department supported by the Zambia Environmental Management Agency (ZEMA) within the context of implementation and reporting responsibilities in line with the National REDD+ Strategy<sup>3</sup>, to be consistent with reporting to the National GHG Inventory System, including onward reporting to UNFCCC.

The implementation, coordination, planning and reporting of sector related interventions within JSLP (of forests, agriculture, wildlife, local government etc.) will take place through structures at district level and provincial levels and through formal reporting lines as above highlighted to national level. Oversight in the Province will be provided by the PDCC chaired by the Provincial Permanent Secretary and comprising Provincial Heads of Departments and invited development organisations. While at the district level through the existing subcommittee of the District Development Coordinating Committee responsible for natural resource.

The major investments of the EP-JSLP project are intended to be decentralised, to the lowest level possible in order to achieve community beneficiation. All structures are formed and functioning.

Figure 2 EP- JSLP Coordination structure



<sup>3</sup> Zambia National Strategy to Reduce Deforestation and Forest Degradation, 2016

---

## **4.0 Stakeholder Engagement Program**

### **4.1 Purpose and timing of stakeholder engagement**

The stakeholder engagement process will build on the existing preparatory work supported by the World Bank. The SEP will specifically complement the ongoing stakeholder engagement that has brought together key national stakeholders. The SEP will be updated as new partners and information emerges. The project will continue to ensure compliance with national law, policies and protocol requirements as well as WHO and World Bank guidance regarding the COVID-19 situation in relation to consultations and related activities as highlighted in section 4.2 below.

### **4.2 Proposed Strategy for information disclosure**

To ensure that the project maintains information disclosure, continuous and effective interaction with stakeholders, a number of methods will be used, including:

- Early notification for consultation sessions and preferably sending out invitations to the stakeholders with a clear agenda for discussion;
- Providing adequate time for preparation prior to consultative sessions;
- Sharing information for public consumption well in advance and providing opportunity for feedback and comments;
- Choosing appropriate methods of communication especially for remotely located stakeholders during roll-out in districts, such as the use of local radio, television, distribution of printed materials, visual presentations, notice boards, internet, or telephone etc.;
- Ensuring concise documentation of all stakeholder engagement sessions with a record of minutes, lists of attendance (signed) and photographs for the consultative process;
- Establishing a well-designed GRM that will enhance the efficiency and effectiveness of the project; and
- In addition to physical meetings, using technology for meetings and consultations such as Webex, Zoom and Teams, and meeting small groups of people while observing COVID-19 protocols including wearing masks, no handshaking and sanitizing.

Below are the key methods/tools to be used to ensure effective stakeholder consultation and participation. The responsibility for execution will lie solely with the MGEE.

**Table 5 Indicative strategy and phased approach for disclosure of information of the project.**

Project stage	Target stakeholders	List of information to be disclosed	Methods	Responsible Institution	Time frame
Project initiation	Development partners, Relevant line ministries and agencies, NGO, CSO & CBOs Media	Project SEP including the GRM, Policy briefs, discussion papers  Draft ESCP	Press releases in the local and community media. Consultation/Awareness meetings. Virtual meetings MGEE website	MGEE	Prior to start project activities
Project Implementation	Development partners Relevant line ministries, departments and agencies, NGO, CSO & CBOs Media Community leaders, village action groups, Farmers Affected person, groups; and Other interested Parties	Bi- annual and Annual Reports, Policy briefs, discussion papers	Information leaflets (both English and applicable local languages), posters and brochures; audio-visual materials, MGEE websites social media; Public notices; Consultation with disadvantaged/vulnerable groups by FDGs, community meeting,	MGEE	Throughout implementation
Project closure	Development partners, Relevant line ministries and agencies, NGO, CSO & CBOs Media Affected persons; and Other interested Parties	Dissemination of final project reports. Project exit strategy;	Website, emails, virtual, in person  Face to face community meetings, focus group discussions	MGEE	Within 30 days after project closure

### 4.3 Proposed strategy for consultation

The design of ER Program involves considerable number of planned consultations to facilitate implementations. The table below provides a summary of planned consultations with stakeholders.

**Table 6: Strategy for Consultation**

Level	Stakeholder name	Stakeholder type	Method	Date of consultation	Purpose of consultation
National	Ministries		One-on-one		
	Government departments		One-on-one		
Provincial					
District	Chamber Council				
	District Multisectoral Team				
	NGOs				
	CFMG				
	Farmer groups				
	Village Action Groups				
	Traditional authorities				
Community	Ward Councillors		One-one meeting		
	Village Action Groups		FGD		
	Traditional authorities		One-one meeting, FGD		
	Women		FGD		

Level	Stakeholder name	Stakeholder type	Method	Date of consultation	Purpose of consultation
	Elderly		One-one meeting, FGD		
	Young People		FGD		
	CRB		Group Meeting		
	CFMG		Group Meeting		

#### 4.4 Proposed strategy to incorporate the view of vulnerable groups

The project will take special measures to ensure that members of disadvantaged and vulnerable groups have equal opportunity to provide feedback on the mechanism during its preparation and during implementation to incorporate communities' views, voices and needs. Meeting venues will be considered taking into view the access needs of persons with disabilities while information dissemination will also consider communicating with persons with disabilities (e.g. ensuring there is sign language translation during meetings). The documents produced and shared will be translated into local languages if there is a need to do.

#### 4.5 Protection against COVID-19

Protection against possible risks as provided for the national laws in view of COVID-19 infection risk, will be managed through several means. These will include:

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

## 5.0 Resources and Responsibilities for implementing stakeholder engagement activities

### 5.1 Resources

There will be the need to cater for the cost of meetings, transport, logistics, as well as staff costs related to communication and grievance management. The budget for the SEP is included in the project implementation budget. ZIFLP after that ERPA will allocate funds for stakeholder engagement activities.

The table below gives the approximate budget for the SEP activities.

**Table 7: Estimated Budget**

Stakeholder Engagement Plan – Estimated Budget	
Activities	Total Cost (USD)
Sensitization and Dissemination	
Design of flyers	
Translation of communication materials into local language(s)	
Disclosure of SEP (e.g. Online, media, local community channels)	
GM’s channels mainstreaming cost, including cost of printing materials	
Contingency (10%)	
<b>Total</b>	

### 5.2 Management functions and responsibilities

The summary of key institutions concerned about the implementation of this SEP and responsibilities cast are as follows:

**Table 8: Roles and Responsibilities**

Institution /Lead Person	RESPONSIBILITY
Project Steering Committee	<ul style="list-style-type: none"> <li>Oversight responsibility for entire project implementation</li> </ul>
Project Technical Committee	<ul style="list-style-type: none"> <li>Technical support of the preparation implementation of this SEP and resolution of grievances</li> </ul>



MGEE	<ul style="list-style-type: none"> <li>• Overall coordination of project activities and implementation of this SEP.</li> <li>• Ensure effective implementation of GRM</li> <li>• Document the performance of SEP implementation</li> <li>• Initiate and coordinate stakeholder engagement activities</li> <li>• Assign staff to keep written records on stakeholder engagement activities and on grievances.</li> <li>• Ensure the involvement of other implementing partners in the monitoring of SEP activities.</li> </ul>
------	---

### 5.3 Name and Contact Details of Person Responsible

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

- **Emails to: [Position Title], Phone/WhatsApp: and**
- **Emails to: [Position Title], Phone/WhatsApp:**

---

## **6.0 Grievance Mechanism**

The Grievance redress Mechanism (GRM) will guide the receipt, and mediation of complaints and response to questions from project stakeholders and project affected persons including cases linked to sexual exploitation and abuse (SEA) and sexual harassment (SH).

The project grievance mechanism is currently in draft form but will be finalized before project approval.

### **6.1 Objectives**

The GM is intended to:

- Provide avenues for stakeholders to seek information and ask questions on the Zambia Integrated Forest Landscape Project.
- Provide project affected people with avenues for lodging concerns, complaints and resolving a dispute arising from project activities (see Annex E).
- Ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants.
- Provide avenue for vulnerable groups and victims of SEA/SH to have equal access to grievance redress process and support.
- Avoid project-community conflicts and improve community support for the project activities.

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

### **6.2 Principles of the GM**

The operationalization of this GM shall be guided by the following principles.

- An accessible, inclusive, and free grievance mechanism (GM), broadly disclosed, which facilitates the resolution of concerns and grievances in a safe, confidential, and timely manner.
- A grievance mechanism that allows stakeholders to file complaints by various means (face-to-face, mail, email, phone, text, website, and in person) and when necessary, in an anonymous manner.
- A grievance mechanism that provides a clear, impartial, and objective procedures for handling and responding to complaints, including timelines for acknowledgement, decisions, and appeals.
- A grievance process free of retaliation, abuse, or discrimination.
- A grievance mechanism that provides an avenue for lodging SEA/SH cases in a safe, confidential, and non-stigmatizing manner and with a referral pathway for such cases

---

### 6.3 Internal Management of the GM

The overall management of the GM will reside with the designated Environmental and Safeguard Focal Person/personnel. The Safeguard Focal Person/personnel will specifically be responsible for:

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

### 6.4 Description of GM

Grievances will be handled at each project site designated for the delivery of core project and set sub-project activities and addressed by the MGEE through designated channels and the national hotline. The project specific GRM will be established and become operational 30 days after project effectiveness. The GRM will include the following steps:

- I. **Step 1: Submission of grievances either orally or in writing:** Submission of grievances will either be orally or in writing to a GRM officer in the PIU, a toll-free phone line and email will be established. Walk-ins may register a complaint on a grievance logbook at healthcare facility or suggestion box at clinic/hospitals. To ensure the GRM is accessible to all stakeholders, particularly in rural areas and those that are vulnerable, specific measures will be explored during consultations and reflected in the updated SEP. The GRM will also allow anonymous grievances to be raised and addressed.
- II. **Step 2: Recording of grievances within 24 hours:** Grievances will be recorded and classified based on the typology of complaints and the complainants to provide more efficient response and providing the initial response within 24 hours by the GRM officer. The typology will be based on the characteristics of the complainant (e.g. vulnerable groups, persons with disabilities, people with language barriers, etc.) and the nature of the complaint (e.g. disruptions near quarantine facilities and isolation units, inability to access the information provided on COVID-19 transmission; inability to receive adequate medical care/attention, etc.).
- III. **Step 3: Investigating the grievance and Communication of the Response** within 7 days.

- 
- IV. **Step 4: Complainant Response:** either grievance closure or taking further steps if the grievance remains open. If grievance remains open, complainant will be given opportunity to appeal to Grievance committee that will be set up.
- V. **Step 5: Monitoring and evaluation:** Grievances will be monitored based on whether the resolution was efficient and if there were any lessons learnt. At the end of each month an analysis of complaints will be provided and will include a breakdown of cases received, resolved, pending, actions taken, data by gender and types of complaints. This will be part of the quarterly and annual reporting.

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

The PMU will use the existing institutional Grievance Redress Mechanism (GRM) to address all citizen complaints and requests. The system and requirements (including staffing) for the grievance redress chain of action – from registration, sorting and processing, and acknowledgement and follow-up, to verification and action, and finally feedback – are incorporated embodied in this GRM. In emergency, to encourage proactive beneficiary engagement, the outreach messages and information will be communicated through mass media, social media and city/district information boards to reach people at large.

Other measures to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse (SEA)/ Sexual Harassment (SH) (SEA/SH), will be identified in the GBV Action Plan. With respect to GBV related complaints, special procedures will be adopted to ensure anonymity and referral procedures to associated non-governmental organizations (NGOs) who are experienced in handling GBV cases will be set up. Once all possible redress has been proposed and if the complainant is still not satisfied then they should be advised of their right to legal recourse.

## **7 Monitoring and Reporting**

### **7.1 Involvement of Stakeholders in monitoring activities**

The Programme Management Coordination Unit will monitor the SEP in accordance with the requirements of the Legal Agreement and the Environmental and Social Commitment Plan (ESCP) including changes resulting from changes in the design of the project or project circumstances. The extent and mode of Stakeholder monitoring with respect to environmental and social performance would be proportionate to the potential environmental and social performance risks and impacts of the project and their effect on the various stakeholder interests.

The following Monitoring actions will be undertaken regarding stakeholder interests in line with the environmental and social performance of the EP-JSLP, which will include:

- Conducting stakeholder engagement in an ongoing manner, in accordance with the SEP and build upon the channels of communication and engagement as established with stakeholders.
- Collection of feedback from stakeholders on environment and social performance of the project, and on the implementation of the mitigation measures will be outlined in the ESCP on a bi-annual basis.
- Periodic reviews of compliance with requirements of the legal agreement, including the ESCP.
- Where appropriate, and as will be set out in the SEP, engaging stakeholders and third parties<sup>4</sup> such as independent experts, local communities or (CSOs), to complement or verify program stakeholder monitoring information;
- Where other agencies or third parties would be responsible for managing specific risks and impacts and implementing mitigation measures, the Government would collaborate with such agencies and third parties to establish and monitor such mitigation measures.

The Program will monitor and report on the process in combination with the ZIFLP monitoring framework.

**Table 9 ZIFLP MONITORING FRAMEWORK (adaptable)**

Output	Indicator	Baseline	Target	Source of information	Frequency of data collection	In-Charge
Participation	No. of complaints registered	N/A	% Decrease	Grievance data base, registers & monitoring forms	Quarterly	M and E Officers
	Number of forest users that have used the GRM	N/A	% Increase	As above	As above	As above
	Number of women forest users that have used the GRM	N/A	% Increase	As above	As above	As above
Effectiveness	Percentage of grievances resolved	N/A	80%	Grievance data base, registers & monitoring forms	As above	As above
	Percentage of grievance addressed in set time frame	N/A	100%	Grievance data base, registers & monitoring forms	As above	As above
	Percentage of grievances handled with simple conflict resolution techniques (apology, explanation)	N/A	50%	Grievance data base, registers & monitoring forms	As above	As above

<sup>4</sup> see the World Bank's ESF Good Practice Note on Third-Party Monitoring

	Percentage of positive feedback	N/A		Grievance data base, registers & monitoring forms	As above	As above
Resolution	Percentage of grievances resolved with satisfactory output	N/A	100%	Grievance data base, registers & monitoring forms	As above	As above
	Percentage of recurring complaints	N/A		Grievance data base, registers & monitoring forms	As above	As above

## 7.2 Reporting back to stakeholder groups

Information on public engagement activities undertaken by the project during the year will be conveyed to the stakeholders during biannual progress updates sessions with stakeholders. Any necessary changes made in this SEP in course of implementation will be communicated to stakeholders. Biannual summaries and internal reports on public grievances, and enquiries together with the status of implementation will be collated included in regular reporting summaries.

Annex

**Draft Stakeholder Disclosure Plan**

Component	Group	Purpose	Officer in-charge	Mode	Time Frame &/or project stage
	MGEE, Relevant Ministries and departments	Disclosure of the SEP, ESRS, ESCPP, and GRM			Prior to project commencement
	MGEE, Relevant Ministries and departments	Ensure staff and community are trained in GRM,			Implementation stage
	MGEE, Relevant Ministries and departments, Relevant community groups and leaders	Engage with stakeholder and community awareness of GRM			Implementation stage
	MGEE, Relevant Ministries and departments, Relevant community groups and leaders				Implementation stage

Annex B: List of key stakeholders of ZIFLP - ERPA

Group	Description of Stakeholder	Description and Key attributes	Impact on Project	Desired State	Engagement Strategy
Ministries	-MGEE - Relevant Ministries and departments  MNDP-Controller of internal audit	Review policies and practices for sustainable forest management across all ministries and set criteria  Oversee staffing /Human resource development  Conduct training for staff  Annual Audits  Financial application	Implementers of the components  Well skilled staff  Capacity Building training	Effective and Efficient service delivery  Efficient service delivery  All Councils should be current  Proofing of financial documents	Workshops Joint assessments and Inspections  Meetings(monthly)  Quarterly meetings  Assign qualified personnel (e.g. E&S safeguard officers)  Onsite and mobile training  Phasing of audits
Local Government	Town Councils Planning Department Forest Department Agricultural Department District Multisectoral Team Chamber Council	<ul style="list-style-type: none"> <li>Each entity has delegated statutory functions with respect to the development, planning at municipal and district levels</li> <li>Technical Support and guidance leadership</li> </ul>	<ul style="list-style-type: none"> <li>Useful in the sustainable forest management and other land use sectors activities</li> <li>Offer support and supervision</li> </ul>		<ul style="list-style-type: none"> <li>Consultative meetings</li> <li>Build partnerships</li> </ul>



Group	Description of Stakeholder	Description and Key attributes	Impact on Project	Desired State	Engagement Strategy
		<ul style="list-style-type: none"> <li>Implementing entity</li> <li></li> </ul>			
Funding Agency	World Bank	<ul style="list-style-type: none"> <li>Provides Funds</li> <li>Sets funding conditions</li> </ul>	Withhold funding if donor requirements are not met	Donor requirements and best practices are met	<ul style="list-style-type: none"> <li>Conduct strategic engagements assessments</li> <li>Share progress reports</li> <li>Constitute working group</li> </ul>
NGOs/CSOs /CBOs	Social and Environment	Interact with the community, outreach to the community, watchdogs -at times critical of the WB	Provide for entry points into the community	Maintain good relationships and support compliance to environmental and social requirements	Build alliances and work with other NGOs, CSOs and CBOs
Local Community	<ul style="list-style-type: none"> <li>Chiefs, Faith-based Religious leaders</li> <li>Population in areas</li> <li>Lead and smallholder farmers</li> <li>Community Groups</li> </ul>	<ul style="list-style-type: none"> <li>Gate keepers of the community</li> <li>Implementors and end users</li> </ul>	<ul style="list-style-type: none"> <li>Influence on acceptance of the project by subjects</li> </ul>	<ul style="list-style-type: none"> <li>Improves service delivery the area</li> <li>Community fully engaged</li> <li>Community ownership</li> </ul>	<ul style="list-style-type: none"> <li>Meetings</li> <li>Training on managing market and waste</li> <li>Focus group discussions when there is need, feedback</li> <li>Active participants in council public meeting terms service deliver arising issues</li> <li>Established points of reach to community</li> </ul>
Districts	DCCNR, Planning	Involved in the planning,			

Group	Description of Stakeholder	Description and Key attributes	Impact on Project	Desired State	Engagement Strategy
	Authorities, Councils, Agriculture and Department of Resettlement (DOR)	implementation and provide coordination input to the process			Meetings
Media	National, Provisional and Community				

**Annex C: List of Mission Participants for– ERPA: Government of Zambia, World Bank, BioCF, GEF (and other funding Partners)**

No.	Name	Designation	Institution
<b>MGEE, MNDP (&amp; Other relevant ministries)</b>			
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			
21.			
22.			
23.			
24.			
<b>Local Government Authorities</b>			
25.			

No.	Name	Designation	Institution
26.			
27.			
28.			
29.			
30.			
31.			
32.			
33.			
34.			
<b>Managements of Lukusuzi National Park (LNP) and Luambe National Park</b>			
35.			
36.			
37.			
38.			
39.			
40.			
41.			
<b>Development / Financing Partners: BioCf, GEF World bank Team</b>			
42.			
43.			
44.			
45.			
<b>Development / Financing Partners: BioCf, GEF World bank Team</b>			
46.			

No.	Name	Designation	Institution
47.			
48.			
49.			
50.			
51.			
52.			
53.			
54.			
55.			
56.			
57.			

Annex D: Sample complaint lodgment form

<b>Zambia Integrated Forest Landscape Project – Emission Reduction Purchase Agreement GRIEVANCE/COMPLAINT FORM</b>	
<b>Section 1: Complaint</b>	
1.	What harm do you believe the Zambia Integrated Forest Landscape Project – Emission Reduction Purchase Agreement caused or is likely to cause to you or your community? Please describe in as much detail as possible.
2.	What location is concerned with your submission? (Please include country/county name)
3.	Do you live in the project area?
4.	Have you previously reported your concerns to Zambia Integrated Forest Landscape Project – Emission Reduction Purchase Agreement management? If yes, please provide the details about those communications and explain why you are not satisfied with the action in response.
5.	If known, please list the operational procedures you believe have been violated by the Zambia Integrated Forest Landscape Project – Emission Reduction Purchase Agreement.
6.	Do you expect any form of retaliation or threats for filing this complaint to the Zambia Integrated Forest Landscape Project – Emission Reduction Purchase Agreement?
<b>Section 2: contact information</b>	
7.	Are you filing an individual submission or representing a community? Individual: <input type="checkbox"/> Representing a community: <input type="checkbox"/>
8.	Would you like your name and contact details to be kept confidential? (Zambia Integrated Forest Landscape Project – <i>Emission Reduction Purchase Agreement</i> ) will not disclose your identities to anyone without your prior consent.) Yes <input type="checkbox"/> No <input type="checkbox"/>
9.	Submitter's Name & contact information: <b>Name:</b>

<b>Address:</b>	
<b>Email:</b>	
<b>Phone:</b>	
Preferred Method of Contact:	
10. I, the undersigned, request the Zambia Integrated Forest Landscape Project – Emission Reduction Purchase Agreement to investigate the issues described above.	
11. Signature/Thumbprint	
Name:	Date
NOTES:	
<ul style="list-style-type: none"> <li>• Please attach supporting documents, if available.</li> </ul>	
<b>Section 3: Office Use Only</b>	
Grievance ID Number	
Recorded by:	Date
Place/Method grievance was received	