# THE REPUBLIC OF SOUTH AFRICA

## South Africa: Catalyzing Financing and Capacity for the Biodiversity Economy around Protected Areas (P170213)

# Draft

# Stakeholder Engagement Procedures (SEP)

**Updated: May 11, 2020**

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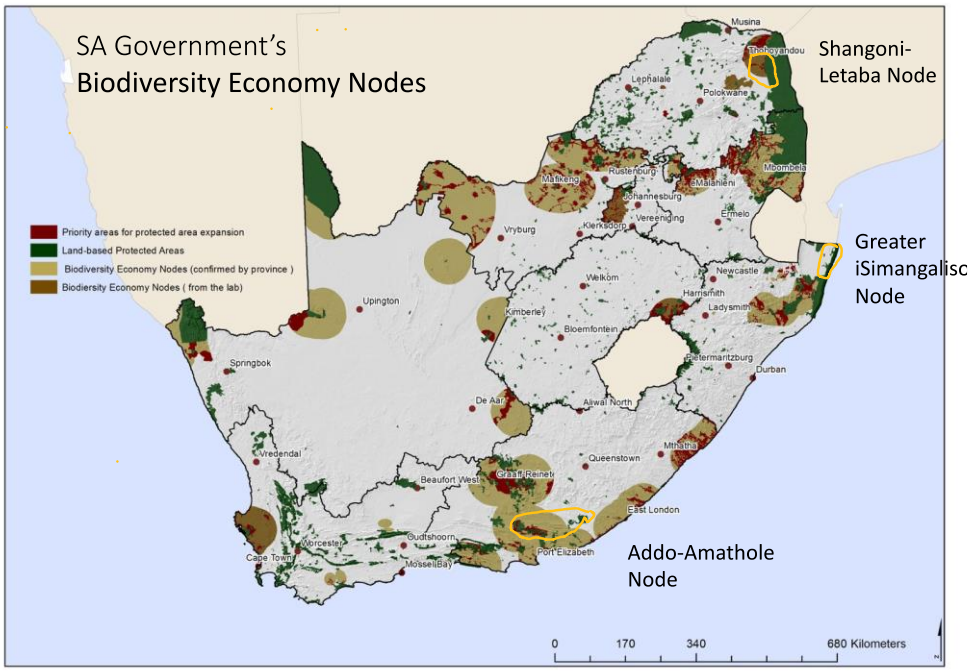
## 1. Introduction

The Government of the Republic of South Africa (GRSA) is preparing the "South Africa: Catalyzing Financing and Capacity for the Biodiversity Economy Project" (the Project). The project is a US$ 9 million operation financed through the grant of the Global Environmental Facility (GEF) administered by the World Bank to leverage financial resources and improve capacity to implement the Biodiversity Economy and increase benefits from selected protected areas landscapes to local communities. The Project will be implemented by Department of Environment, Forestry and Fisheries (DEFF), South Africa National Parks (SANParks), iSimangaliso Wetland Park Authority (IWPA) and South African National Biodiversity Institute (SANBI) with the assistance of Eastern Cape Parks and Tourism Agency (ECPTA) and Limpopo Department of Economic Development, Environment and Tourism (LEDET).

The Project will involve investments in: (i) building biodiversity economy nodes for community stewardship and livelihoods; (ii) growing the wildlife economy nationally to enhance communities' stake in wildlife conservation; (iii) project management. The project is currently at the preparatory/design stage and will be participatory and consultative.

The Project will be implemented at landscape level in the three biodiversity economy nodes, by the three sub-executing agencies, SANParks, SANBI and iSimangaliso Wetland Park Authority, responsible for delivering on the desired intermediate results (see Results Framework) for Component 1. In the Greater Addo-Amathole Node in the Eastern Cape Province, activities will be varied out both by the Addo Elephant National Park (through SANParks Head Office) in the buffer area of the park and by the Eastern Cape Parks and Tourism Authority (through SANBI) in the buffer area of the Great Fish River Nature Reserve, connected through landscape level coordination and investment planning across the entire node. In the Greater Kruger-Limpopo Node, activities will be carried out by the Kruger National Park (through SANParks Head Office) in the node area, guided by the wider Greater Kruger Strategic Development Framework. In the Greater iSimangaliso Node, activities will be carried out by the iSimangaliso Wetland Park Authority in the buffer of the park and the node area in the northern half of the Park.

## Map 1: Project Area Map




The project's primary activities can be expected to yield multiple categories of benefits. Quantifiable benefits include: - restoration and conservation of terrestrial and aquatic ecological process and management of the Addo Elephant National Park, Greater Fish Reserve, the iSimangaliso Wetlands Park and the Kruger National Park as well as support for a number of local development initiatives, including employment and livelihood generating activities. Improved land cover due to rehabilitation efforts, reduced forest loss and encroachment, improved livelihoods/earnings/job opportunities for local people, increases in eco-tourism arrivals / earnings, and multiplier economic benefits from the jobs and tourism increases. Though it is not a primary purpose of the project, some carbon sequestration or reduced emissions could be expected (and quantified) based on improved agricultural and natural resource management practices and reduced encroachment on conservation areas. Less tangible benefits include strengthened institutions, habitat connectivity, greater economic opportunity, and improved environmental service delivery, such as water quality.

The project design builds on South Africa's National Biodiversity Economy Strategy (NBSEP), which seeks to balance biodiversity and natural resource protection with sustainable use for economic development and equitable distribution of benefits. The NBES sets out measures to develop the wildlife, biotrade, bioprospecting, and ecotourism sectors, aiming to create 162,000 jobs and generate USD3.19 billion in revenue by 2030. The proposed project will comprise the following components:

**Component 1. Build biodiversity economy nodes for community stewardship and livelihoods-**This component is designed to demonstrate DEFF's biodiversity economy nodes concept in the three project sites through (i) improving stakeholder coordination, more efficient use of existing resources, and alignment of investment; (ii) channeling funding and technical assistance to SMME development to improve economic activity and create jobs; (iii) improving benefit sharing by local communities through strengthened governance models; and (iv) expanding the PA estate through South Africa's stewardship

program. Subcomponent 1.1 aims to support multi-stakeholder coordination platforms to develop and/or strengthen a shared vision for biodiversity economy nodes on land use and economic development, Subcomponent 1.2 includes financial and technical support to be provided to selected SMMEs. The support will be divided as follows: approximately 70 percent will go to strengthen existing, viable businesses to help them grow through facilitating increased market linkages, training and mentorship; and 30 percent will be invested in the identification and incubation of new start-ups. Sub-component 1.3 aims to improve the benefit sharing of the Biodiversity Economy within each of the project nodes, in particular with the communities that live in and around the PAs, by (i) supporting equity ownership by communities in anchor investments; (ii) improving the governance capacity of communities; and (iii) providing capacity building to strengthen leadership capacity of communities, and (iv) including a targeted effort to build women's leadership roles. Subcomponent 1.4 aims to support communities to participate in biodiversity stewardship agreements and expand land under conservation in the nodes. Support will be provided to: (i) facilitate the biodiversity stewardship process, including consultation, negotiation, and declaration of a new conservation area or PA; and (ii) facilitate discussions on potential economic activities post- declaration for income generation and ecosystem management, and development of a sustainability plan.

**Component 2. Grow the biodiversity economy nationally to enhance communities' stake in wildlife conservation.** Subcomponent 2.1 focuses on knowledge and learning and involves four areas of work, which collectively aim to develop capacity for undertaking community stewardship, capture and disseminate learning and best practice emerging from the three project nodes. The activities to be financed include learning exchange visits between nodes, production and dissemination of knowledge products and institutional capacity building. Component 3 is for Project management and monitoring.

### SEP Objective

The Project is being prepared under the Investment Project Financing (IPF) and the World Bank's Environment and Social Framework (ESF). As per the Environmental and Social Standard ESS 10 on "Stakeholder Engagement and Information Disclosure", the implementing agency should provide stakeholders with timely, relevant, understandable and accessible information and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. This SEP will be implemented in coordination with the subcomponent 1.1 aims to support multi-stakeholder coordination platforms to develop and/or strengthen a shared vision for biodiversity economy nodes on land use and economic development . The involvement of the local population is essential to the success of the project. It will ensure smooth collaboration between project's staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities.

## 2. Stakeholder Identification and Analysis

This section identifies project stakeholder that will be informed and consulted about Project activities. The project stakeholders will include Project Affected Parties and Other Interested Parties – those individuals, communities, groups, and public-sector agencies that will be affected by or have interest in the Project activities. Project stakeholders are defined as individuals, groups or other entities who:

(i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the project (also known as 'affected parties'); and

(ii) may have an interest in the project ('interested parties'). They include individuals or groups whose interests may be affected by the project and who have the potential to influence the project outcomes in any way.

Cooperation and negotiation with the stakeholders throughout the project development often also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the groups' interests in the process of engagement with the project. Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the project-related information and as a primary communication/liaison link between the project and targeted communities and their established networks. Verification of stakeholder representatives (i.e., the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders. Depending on the different needs of the identified stakeholders, the legitimacy of the community representatives can be verified by checking with a random sample of community members using techniques that would be appropriate and effective considering the need to also prevent coronavirus transmission

### 2.1 Methodology

In order to meet best practice approaches, the projects will apply the following principles for stakeholder engagement in an appropriate manner considering social distancing requirements:

- *Openness and life-cycle approach*: public consultations for the project will be arranged 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 an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns. This will also be influenced by the communication and risk management strategy and the studies undertaken to understand community attitudes and modes of communication will inform this process ,
- *Inclusiveness and sensitivity*: stakeholder identification will be undertaken to support better communications and build effective relationships. The participation process for the project is inclusive. All stakeholders are encouraged to be involved in the consultation process, to the extent the current circumstances permit. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention should be given to vulnerable groups, in particular disabled, women,

youth, elderly, mobile populations like migrant laborers, refugees or internally displaced groups, and the cultural needs of diverse ethnic groups.

For the purposes of effective and tailored engagement, stakeholders of the proposed project can be divided into the following core categories:

- **Affected Parties** – persons, groups and other entities within the three targeted nodes the project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their vulnerable status[1], and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

### 2.3 Affected parties

Affected Parties include local communities, community members and other parties that may be subject to direct impacts from the project. Specifically, the following individuals and groups fall within this category:

- **Eastern Cape:**
    - Local Communities – Addo Elephant National Park:
        - Enon-Bersheba Community Trust
        - Mayibuye Ndlovu Development Trust
    - Local Communities – Greater Fish Nature Reserve:
        - Brakfontein Community Trust
        - Likhaya Lethu CPA
    - People and Parks Programme: Eastern Cape Province
    - SANParks / Addo Addo Elephant National Park
    - ECPTA / Greater Fish Nature Reserve
    - Amathole District Municipality & Ngqushwa Local Municipality
    - Sarah Baartman District Municipality & Sunday's River Valley Local Municipality
- **KwaZulu Natal:**
    - Local Communities – iSimangaliso Wetland Park:

[1] Vulnerable status may stem from an individual's or group's race, national, ethnic or social origin, color, gender, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.

        - Mabasa Community Development Trust
        - Makhasa Community Development Trust
    - People and Parks Programme: iSimangaliso Wetland Park
    - iSimangaliso Wetland Park Authority
    - uMkhanyakude District Municipality & uMhlabuyalingana and Big Five Hlabisa Local Municipalities

- **Limpopo:**
    - Local Communities – Kruger National Park:
        - Gidjana Community Development Trust
        - Bevhula Community Development Trust
        - Shangoni Community Development Trust
    - People and Parks Programme: Limpopo Province
    - SANParks / Kruger National Park
    - LEDET / Letaba Ranch Nature Reserve
    - Mopani District Municipality and Greater Giyani and Ba-Phalaborwa Local Municipalities

**2.4 Other Interested Parties**

Other key interested parties and broader stakeholder groups who may interested in the project include the following:

- **National:**
    - National Government:
        - Department of Environment, Forestry and Fisheries
        - Department of Agriculture, Land Reform and Rural Development
        - Department of Tourism
        - Department of Small Business Development
        - Department of Employment and Labour
    - People and Parks Programme
- **Eastern Cape Province:**
    - Eastern Cape Provincial Government:
        - Department of Finance, Economic Development, Environmental Affairs and Tourism
        - Department of Social Development
        - Department of Rural Development and Agrarian Reform
        - Department of Health
    - NGOs
        - Eastern Cape Non-Governmental Coalition (ECNGOC)

        - Wilderness Foundation Africa
        - Mvula Trust
    - International Development Partners
        - UNEP

- **KwaZulu-Natal Province:**
    - KwaZulu-Natal Provincial Government
        - Department of Economic Development, Tourism and Environmental Affairs
        - Department of Social Development
        - Department of Agricultural and Rural Development
        - Department of Health
    - NGOs
        - Wildlife and Environment Society of South Africa (WESSA)
        - Coastwatch KZN
        - Conservation Outcomes
        - WWF-SA
        - Mvula Trust
    - International Development Partners
        - UNEP
    - Lubombo Transfrontier Conservation Area
- **Limpopo Province:**
    - Limpopo Provincial Government
        - Department of Economic Development, Environment and Tourism
        - Department of Social Development
        - Department of Agriculture and Rural Development
        - Department of Health
    - NGOs
        - Conservation Outcomes
        - Mvula Trust
        - Peace Parks Foundation
    - International Development Partners
        - UNEP
        - USAID funded WWF KETHA Programme
        - USAID funded Resilient Waters Programme

- Great Limpopo Transfrontier Conservation Area

### 2.5 Disadvantaged / vulnerable individuals or groups

Vulnerable or disadvantaged groups are a segment of the PA population that has some specific characteristics placing them at higher risk of falling into poverty than others living in the three nodes targeted by the project. Vulnerable groups include the elderly, the mentally and physically disabled, at-risk children and youth, HIV/AIDS-affected individuals and households, religious and ethnic minorities, and in some communities' women.

## 3. Stakeholder Engagement Program

### 3.1. Purpose and timing of stakeholder engagement program

During the project implementation phase, DEFF, SANParks and iSimangaliso Wetland Park (with the assistance of ECPTA and LEDET) will engage stakeholders through existing structures as early as possible and will continue the engagement throughout the implementation of the project, particularly during surveys, baseline data collection, planning, mobilization, implementation stages and until the Project is eventually closed out. At this stage the decisions on public meetings, locations, and timing of meetings have not yet been made. The stakeholders will be notified once the Project is approved and prior to and during implementation of the Project activities. However, the nature and frequency of follow up consultations will differ depending on the project components and activities.

Key principles underpinning the stakeholder engagement program will include the following:

- Engage stakeholders through existing structures as early as possible;
- Take cognisance of the social, economic and environmental needs of key stakeholders concerned;
- Support biodiversity conservation and sound environmental management integrating CBNRM and threat mitigation strategies;
- Address issues related to current resource constraints and utilisation impacts;
- Be integrated and supportive to current appropriate and workable initiatives;
- Focus on integrated, people-centred natural resource management and planning;
- Be based on the principles of sustainable utilisation; and
- Support general principles of sustainability, efficiency and effectiveness.

### 3.2 Summary of Stakeholders' Engagement Activities

Stakeholder engagement is one of the central concepts of the Project. There has been a number of meetings and consultations between DEFF and the World Bank, and DEFF and key stakeholder institutions and communities to discuss project design and locations of key infrastructures. Summary of the stakeholders' engagement outcomes are highlighted below:

| Place | Date | Participants | Key Points Raised |
|---|---|---|---|
| Johannesburg | 24 March 2019 | DEA (now DEFF)<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>World Bank | GEF 7 Partners meeting – key issues raised included:<br>○ What is the larger vision for the project?<br>○ Will the current GEF 7 project deliver on the expectation that it's a catalyst for a much bigger biodiversity economy project?<br>○ Biodiversity impact of the project<br>○ Project approach and impact<br>○ How do you measure community perceptions?<br>○ Beneficiaries of the project should include land claimants, as well as outside actors.<br>○ Definition of Protected Area Landscapes<br>○ Importance to include Marine Protected Areas as part of the scope of the project |
| Centurion | 15 July 2019 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>World Bank | ○ GEF 7 Project Steering Committee meeting |
| Centurion | 15 July 2019 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>World Bank | ○ GEF 7 Pillar 2 Working Group meeting |
| Pretoria | 30 October 2019 | GEF<br>DEFF<br>SANParks<br>SANBI<br>World Bank<br>UNEP | Planning and integration meeting. Key issues raised included:<br>○ Important to keep project focused and not too complicated<br>○ Need to support GWP objectives, results framework and theory of change |
| Pretoria | 11 December 2019 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>World Bank | ○ GEF 7 Project Steering Committee meeting |
| Pretoria | 11 December 2019 | DEFF<br>SANParks | ○ GEF 7 Project Finance Task Team meeting |

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| | | iSimangaliso Wetland Park Authority<br>SANBI<br>World Bank<br>IFC | |
| Pretoria, Addo Elephant National Park, Greater Fish Game Reserve, iSimangaliso Wetland Park, and Kruger National Park | 27 January 2020 to 7 February 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>World Bank | ○ GEF 7 Mission |
| Pretoria | 27 January 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>Eastern Cape Parks and Tourism Agency<br>Limpopo Department of Economic Development, Environment and Tourism<br>World Bank | ○ Discussion of GEF 7 Mission Objectives<br>○ Project overall vision, design, and activities (PDO, components structure, results framework, activities, partners envisaged)<br>○ WBG Processing Guidelines: Budget, Safeguards, Fiduciary and Procurement, other Implementation Agreements |
| Pretoria | 28 January 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>Eastern Cape Parks and Tourism Agency<br>Limpopo Department of Economic Development, Environment and Tourism<br>World Bank | Technical Workshop with Pillar 2 Working Group and Project Team<br>○ Background to the GEF 7 project<br>○ Theory of Change<br>○ Presentation on Pilot Nodes<br>○ Discussion of key project themes<br>○ Biodiversity Economy<br>○ Small Enterprise Incubation<br>○ Biodiversity Finance<br>○ Spatial Planning and GIS<br>○ Gender and Social Inclusion<br>○ Stakeholder Consultation<br>○ Community Facilitation<br>○ Institutionalizing practices/enabling arrangements |

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| Addo Elephant National Park | 31 January 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>Eastern Cape Parks and Tourism Agency<br>World Bank | ○ Importance of looking at the potential of linking protected area expansion initiatives to land reform programme<br>○ Partnerships key in supporting conservation agencies to achieve their socio-economic development objectives<br>○ Assessment and finalisation of proposed scope of work for Eastern Cape Node |
| Kosi Bay, iSimangaliso Wetland Park | 2 February 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI | ○ Overview of iSimangaliso Wetland Park landscape and summary of key programmes and priorities<br>○ Outline of key interventions and proposed projects |
| Phalaborwa, Kruger National Park | 7 February 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>Limpopo Department of Economic Development, Environment and Tourism<br>World Bank | ○ Discussion of possible GEF 7 components for the Greater Kruger-Limpopo Node<br>○ Proposed projects / interventions need to be aligned to Greater Kruger Strategic Development Plan development process<br>○ Opportunity to develop a landscape level wildlife economy master plan for a greater community-owned area adjacent to Kruger National Park |
| Pretoria | 4 March 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>World Bank | ○ GEF 7 Project Steering Committee meeting |
| Pretoria | 4 March 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>World Bank<br>IFC | ○ GEF 7 Project Finance Task Team meeting |

### Broader Stakeholder and Local Community / Project Beneficiaries meetings

Details about the meetings and consultations held with the key stakeholders and local communities / project beneficiaries are presented below.

| Place | Date | Participants | Key Points Raised |
|---|---|---|---|
| St Lucia, iSimangaliso Wetland Park | 10 February 2019 | iSimangaliso Wetland Park Authority<br>Local tourism operators<br>World Bank | ○ Need for the Park to function as catalyst for poverty reduction, community development within the broader landscape<br>○ Need for conservation strategies that generate benefits for communities and equity |
| Mbazwana, iSimangaliso Wetland Park | 11 February 2019 | iSimangaliso Wetland Park Authority<br>Local SMMEs / small businesses rural enterprises supported by iSimangaliso's Rural Enterprise Accelerator Program<br>World Bank | ○ Innovative models and approaches to conservation management & rural development currently being implemented<br>○ Need for access to finance, business development support and skills development<br>○ Market access to support tourism enterprises key to sustainability |
| Johannesburg | 25 June 2019 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>National Department of Tourism<br>WWF-SA<br>Tourism Conservation Fund<br>Vumelana Advisory Fund<br>Raizcorp<br>Investec<br>Endangered Wildlife Trust (EWT)<br>Conservation South Africa (CSA)<br>Meat Naturally<br>Tourvest<br>Airbnb<br>Anglo American<br>World Bank | ○ Round Table to discuss Biodiversity Economy and Inclusive Business around Protected Areas in South Africa. Key issues raised included:<br>○ Partnerships - Socio-economic mandate is enormous and cannot be done by Protected Area Agencies alone. A common vision is needed, as well as Forums for coordination.<br>○ Local government's role should be stressed.<br>○ Policies – there is a need for Government to take actions to create an enabling business environment (facilitating licensing), and to ensure businesses are sustainable (respect natural resources, carrying capacity) and inclusive, particularly of local communities. We saw examples from DEFF and DoT.<br>○ Market-based solutions can play a role in generating incentives for biodiversity conservation.<br>○ Premium price or market access for goods from sustainable management, such as sustainable meat, fisheries and tourism.<br>○ Partnerships between private sector and local communities as a possibility to attract private financing and technical knowledge.<br>○ Resource ownership by local communities is a pre-condition for engagement in businesses.<br>○ Land access and land reform within and around protected areas should be a key focus area.<br>○ Biodiversity / conservation increases value of land which can benefit local and traditional landowners. |

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| | | | ○ Commitment from communities is needed to ensure sustainability – example of conservation agreements.<br>○ PAs – tourism and conservation are not going to generate all needed jobs.<br>○ Skills and technology issues are prevalent: limited human skills and brain drain from rural areas reduce opportunities for enterprise development and employment.<br>○ Skills enhancement requires long-term, sustained efforts on all fronts.<br>○ Technology can open new businesses (mobile abattoirs, apps for sustainable fisheries management, Airbnb) but a*gain requires skills* |
| Namibia | 14-18 October 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>People and Parks Programme<br>People and Parks Youth Programme | South-South-Knowledge-Exchange visit to the Zambezi Region of Namibia was undertaken from 14 to 18 October 2019. The purpose of this visit was for GEF 7 Partners to learn from the Namibia Community Conservancy Programme, and identify areas and components that may be relevant to the design of the Biodiversity Economy component (Pillar 2) of the project |
| Greater Fish Nature Reserve | 5 December 2019 | Eastern Cape Parks and Tourism Agency (ECPTA)<br>Brakfontein Communal Property Association | ○ General discussions about developments and opportunities for Brakfontein game farm<br>○ ECPTA indicated that it is attempting to leverage resource for Brakfontein and Double Drift through the GEF7 process<br>○ The rationale of GEF7 Pillar 2 was explained and it was communicated that there seems to be an opportunity for support via GEF7<br>○ It was resolved that ECPTA can continue to investigate the GEF7 opportunity for Brakfontein as it aligns with the vision that the community has for the region.<br>○ |
| Greater Fish Nature Reserve | 20 January 2020 | Eastern Cape Parks and Tourism Agency (ECPTA)<br>Brakfontein Communal Property Association | ○ Provided feedback on GEF7 developments, including copy of the proposal submitted and to verify that the content is in line with the vision of the community<br>○ The draft presentation to be made at the upcoming GEF 7 meeting in Pretoria was discussed the site visit.<br>○ Attendees worked through the proposal and the draft presentation. The delegated CPA representatives confirmed that the proposal and the presentation reflect the vision of the community accurately.<br>○ Logistics for the site visit / GEF 7 mission was discussed. |

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| Addo Elephant National Park | 29 January 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>Eastern Cape Parks and Tourism Agency<br>Wilderness Foundation Africa<br>Mayibuye Ndlovu Development Trust<br>World Bank | ○ Opportunities for community beneficiation from tourism in Addo Elephant National Park<br>○ Need to create benefits from conservation for land claim communities<br>○ Need for more collaboration and closer working relationship between PA agencies and neigbouring communities<br>○ Need for technical and financial support in setting up community-owned enterprises<br>○ Importance of well-structured and capacitated community governance structures |
| Greater Fish Nature Reserve | 30 January 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>Eastern Cape Parks and Tourism Agency<br>Likhaya Lethu CPA<br>People and Parks Programme (Eastern Cape)<br>Umhlaba Consulting<br>World Bank | ○ Limited livelihood options – very poor rural area with limited access routes<br>○ Effective co-management agreement between community and conservation agency<br>○ Opportunity to development a diverse and resilient wildlife economy model, which provides for tourism development, hunting, game breeding, wildlife meat processing<br>○ Active Provincial People & Parks Programme<br>○ Well-structured Park Forum representing community leaders and traditional leaders in the area<br>○ Need technical and financial support with the development of feasibility studies, private sector investment, and reserve management skills |
| Kosi Bay, iSimangaliso Wetland Park | 3 February 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>Local SMMEs / small businesses rural enterprises supported by iSimangaliso's Rural Enterprise Accelerator Program<br>World Bank | ○ Overview of current outcomes of the iSimangaliso's Rural Enterprise Accelerator Program<br>○ Local SMMEs provided feedback on the impact of support generated by the iSimangaliso's Rural Enterprise Accelerator Program<br>○ Key reasons for success included financial support, training and skills development, and continued business support |
| Lake Sibiya, iSimangaliso Wetland Park | 3 February 2020 | DEFF<br>SANParks | ○ Need to resuscitate the previously constituted Mabasa Community Conservation Area located on the banks of Lake Sibiya |

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| | | iSimangaliso Wetland Park Authority<br>SANBI<br>Mabasa Traditional Leadership / CPA<br>Mabasa Community Conservation Area representatives<br>World Bank | ○ Opportunity for the development and implementation of a diverse wildlife economy through game breeding, hunting and tourism development<br>○ Need technical support to develop a reserve master plan, and feasibility studies on the respective land use / wildlife economy models |
| Makhasa Community Conservation Area | 4 February 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>Makhasa CPA<br>World Bank | ○ Community in the process of investigating options for the development of a viable community-owned tourism business linked to the Makhasa Community Conservation Area<br>○ In the process of upgrading the existing lodge with existing community funds<br>○ Need additional financial support as well as suitable partner to assist with the development of the tourism business |
| Phalaborwa, Kruger National Park | 5 February 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>Limpopo Department of Economic Development, Environment and Tourism<br>Indalo Inclusive & SEED<br>World Bank | ○ Overview of Greater Kruger Park landscape and summary of key programmes and priorities<br>○ Outline of key interventions and proposed projects<br>○ Outline of current small business development programmes, including skills development and outreach initiatives |
| Phalaborwa, Kruger National Park | 6 February 2020 | DEFF<br>SANParks<br>iSimangaliso Wetland Park Authority<br>SANBI<br>Limpopo Department of Economic Development, Environment and Tourism<br>Chief Mahumane, Mahumane | ○ Need for support to the Mahumane community with the development of wildlife economy master plan for a proposed conservation area on communal land<br>○ Opportunities to investigate possible linkages with Kruger National Park for land bordering the park<br>○ Further support needed for intensive agricultural production, including financial and technical support and market access |

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| | | Traditional Authority<br>World Bank | |

The following section provides a summary of the key issues raised by stakeholders.

| | Issue / theme | Description |
|---|---|---|
| 1. | Scalability | Project should develop a model that's scalable and act as catalyst for a much bigger biodiversity economy project |
| 2. | Biodiversity impact | The biodiversity impact of the project should be clear and distinct |
| 3. | Change in perceptions towards Protected Areas | Project should have a positive impact of how local communities perceive the value of Protected Areas |
| 4. | Project beneficiaries | Project beneficiaries should be local communities living adjacent to Protected Areas |
| 5. | Integrated landscape approach | An integrated landscape approach should underpin the development and implementation of the project in project nodes |
| 6. | Ability to deliver / impact | Project should be to deliver and have concise, clear and achievable objectives |
| 7. | Link to land reform programme | Project deliverables and beneficiaries should be linked to the land reform programme |
| 8. | Partnerships and collaboration | Project should promote collaboration and set up effective partnerships for implementation |
| 9. | Integration and alignment with current programmes and initiatives | Project should be designed to be aligned to and integrated with existing programmes, initiatives and stakeholder structures |
| 10. | Catalyst for poverty reduction | Project should act as a catalyst to poverty reduction |
| 11. | Improved linkages between conservation and development | Project deliverables should promote a clear link between conservation and development, and benefits from Protected Areas to local communities |
| 12. | Small business development and support | Key component of project should be small business development and support, including outreach and mentorship |
| 13. | Multi-stakeholder structures to facilitate productive landscapes | Project should establish multi-stakeholder structures that will promote a common vision, and facilitate alignment and collaboration to support the creation of productive landscapes |
| 14. | Link with different tiers of government, especially local and district government | Project should ensure alignment and coordination between the different tiers of government, especially local and district municipalities |
| 15. | Policies that create an enabling environment | Policy reform process and development new policy should provide for an enabling environment for the growth of the biodiversity economy |
| 16. | Market-based approaches | Market-based approaches should underpin development of key projects and initiatives |

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| 17. | Resource ownership | Resources ownership should be vested on local communities through enabling policies and legislation |
| 18. | Use of technology and technological based solutions | Use of technology and technology-based interventions and solutions should be investigated and applied on a landscape and project level |
| 19. | Access to finance and ongoing technical support | Important to ensure access to finance and ongoing technical support through mentorship and outreach programmes |
| 20. | Good governance | Ensuring good governance of local institutions should be a key component of the project |
| 21. | Diverse and resilient wildlife economies | Project should aim to build a diverse and resilient wildlife economy in project nodes |
| 22. | Role of the private sector | Role of private sector and private sector investment and expertise should be an important in implementing the project |

### 3.3 Summary of all project stakeholder needs and methods, tools, and techniques for stakeholders' engagement

Stakeholder needs vary depending on principle occupation and locality and include but not limited to language needs and capacity building training. These needs are shown in Table 1 attached as Annex B. However, through further consultations and engagements with the communities more stakeholders are expected to be identified, and the table will be updated to include them.

Strong citizen and community engagement is a precondition for the effectiveness of the project. Stakeholders' engagement under the project will be carried out on two fronts: (i) consultations with stakeholders throughout the entire project cycle to inform them about the project, including their concerns, feedback and complaints about the project and any activities related to the project; and to improve the design and implementation of the project. This will also be influenced by the process Framework and the participation to be undertaken. The SEP will clearly lay out:

- Type of Stakeholder to be consulted
- Anticipated Issues and Interests
- Stages of Involvement
- Methods of Involvement
- Proposed Communications Methods
- Information Disclosure
- Responsible authority/institution

### 3.4 Stakeholder Engagement Plan

Stakeholder engagement will be carried out for: (i) consultations with stakeholders throughout the entire project cycle to inform them about its plan and activities, including capturing their concerns, feedback and complaints, and (ii) awareness-raising activities to sensitize communities on the project. The generic stakeholder plan below will be used to guide the stakeholder engagement under Subcomponent 1.1 supporting multi-stakeholder coordination platforms to develop and/or strengthen a shared vision for biodiversity economy nodes on land use and economic development.

As stated in the Process Framework (PF), the stakeholder engagement plan will target communities interested in the biodiversity stewardship. Awareness-raising through information sessions will take place

before starting formal consultations and negotiations. Awareness sessions will be undertaken and will take the form of community meetings, informational presentations and dissemination of informational materials, among others. The awareness-building process will entail the following:

i. An ongoing process, with subprojects developed to support alternative livelihoods within the communities where dialogues and learning events among the participating communities will be undertaken. The Project will support the local leaderships when developing training mentoring of community leaders. Community leaders will also play a key role in supporting the implementation activities; and
ii. Consultations will entail meetings and focus groups discussions to address potential adverse impacts of biodiversity stewardship and to observe the traditional practices that could be supported by the project. The communities will be informed about the potential access restrictions in workshops, community meetings and focus groups, ensuring that vulnerable groups can participate, including equal access and voice for women. The result of the information collected will be considered in the design of activities and in the planning materials prepared for the project.

All individual PAPs must be consulted to identify project adverse impacts and to establish the eligibility criteria for compensation measures. The Project will work with PAPs and representative of local community organizations, local leaders to define the eligibility criteria for project assistance and to define a cut-off date in a participatory manner, once they are identified (as per the process outlined above).

The project participatory process will involve consultation with community representatives in areas where people might be affected by project activities. Local community organizations will identify the numbers of PAPs, the type of impact and their eligibility to participate in alternative livelihoods activities or be compensated. Concerns of communities and suggestions to address them will be discussed at public meetings with the PAPs, so that informed decisions can be made about the options available to them. Mitigating strategies will be based on the promotion of alternative livelihood initiatives, capacity building of self-help organizations and community based defined productive activities.

3.4. (i) Stakeholder consultations related to the project

| **Project stage** | **Topic of consultation / message** | **Method used** | **Target stakeholders** | **Responsibilities** |
|---|---|---|---|---|
| *Preparation* | · Need for the project<br>· Planned activities<br>· E&S principles, Environment and social risk and impact management<br>. Grievance Redress mechanisms (GRM)<br>. Benefit sharing | · Phone, email, letters<br>· One-on-one meetings<br>· FGDs<br>· Outreach activities<br>· Appropriate adjustments to be made to take into account the need for social | · Projected affected individuals and groups<br>. Other interested parties<br>. Local CSOs, NGOs and social intermediaries<br>· Vulnerable groups<br>. Government officials from relevant line agencies at local level | Environment and Social Specialist<br><br>PIU |

| | | | | |
|---|---|---|---|---|
| | | distancing (use of audio-visual materials, technologies such as telephone calls, SMS, emails, etc.) | . Local businesses | |
| | · Need of the project<br>· planned activities<br>· Environment and social risk and impact management<br>· Grievance Redress mechanisms (GRM)<br>Benefit sharing | · Outreach activities that are culturally appropriate<br>· Appropriate adjustments to be made to take into account the need for social distancing (use of audio-visual materials, technologies such as telephone calls, SMS, emails, etc.) | · Affected individuals and their families<br>· Local communities<br>· Vulnerable groups | Environment and Social Specialist<br><br>PIU |
| *Implementation* | · Project scope and ongoing activities<br>· ESMF and other instruments<br>· SEP<br>· GRM<br>Benefit sharing<br>·<br>· Environmental concerns | · Training and workshops<br>· Disclosure of information through brochures, flyers, website, etc.<br>· Information desks at agencies offices and PAs<br>· | · Government officials from relevant line agencies at local level<br>· Health institutions<br>· Health workers and experts | Environment and Social Specialist<br><br>PIU |

### 3.4 (ii) Strategy for information disclosure

The SEP will be disclosed on the World Bank's and DEFF, SANParks and iSimangaliso Wetland Park's websites, and through existing lines of formal communication between SANParks and iSimangaliso Wetland Park and key stakeholders. Information prior and during project implementation will be made available through short reports and meetings with translations in the local languages in the rural communities where project activities will be implemented. Information will be provided through existing

Park Forums, People and Parks Programme structures / forums as well as current structures linked to the further implementation of the land reform programme and related initiatives, and these mechanisms will be used to ensure feedback, suggestions and complaints are well captured and articulated.

DEFF, SANParks and iSimangaliso Wetland Park will be responsible for the project launch and disclosure of the SEP and GRM through the aforementioned structures so that the community is made aware of channels to bring out their complaints.

### 3.5 Proposed strategy for consultation

Various methods will be used for consultations depending on the nature of the activities and stakeholder group to be consulted. Stakeholders could include all three levels of government, international and national agencies (including conservation and development NGOs and research institutes), business partners, local communities, employees, tourists and the media. Stakeholder engagement and co-operative partnerships are facilitated through a range of informal and formal structures on a National, Provincial and local level, including Traditional Authorities and CPAs, local and regional tourism operators / partners, several community and youth for a range of conservation authorities and entities, agricultural, commercial and retail sectors in the local and regional landscape, conservation, education and health NGOs, local and international training and research institutions, media houses, etc.

In the current scenario, public consultation and disclosure would need to be consistent with the requirements for stakeholder engagement and taking into account COVID-19 related quarantine and lockdown measures. The World Bank's guidance Technical Note on Public Consultations and Stakeholder Engagement in WB-supported operations will be followed when there are constraints on conducting public meetings.

As far as possible the stakeholder consultation strategy will be focused on using existing Forums, People and Parks Programme structures / forums as well as current structures linked to the further implementation of the land reform programme and related initiatives.

Other mechanisms that will be used to support and supplement effective and continuous stakeholder consultation include the following:

- Encourage and support attendance and effective governance of meetings for existing forums;
- Establish, support and review issue based forums;
- Establish new forums where appropriate; and
- Conduct annual and bi-annual roadshows with targeted stakeholder groups.

**Public Consultations and Stakeholder Engagement when there are constraints on conducting public meetings**

Where there are constraints for conducting public meetings for reasons beyond the project control, the following procedures should be followed:

- Identify and review planned activities under the project requiring stakeholder engagement and public consultations.
- Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders (international, national, local) etc.
- Assess the level of risks of the engagements, and how restrictions that are in effect in the country / project area would affect these engagements.
- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines.
- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context.

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

Vulnerable groups are a segment of the population that has some specific characteristics. Their conditions place them at higher risk could easily tumble into poverty than others living in areas targeted by a project. Vulnerable groups include the elderly, the mentally and physically disabled, at-risk children and youth, HIV/AIDS-affected individuals and households, religious and ethnic minorities, and women.

Key mechanisms to ensure the inclusion of vulnerable groups include:

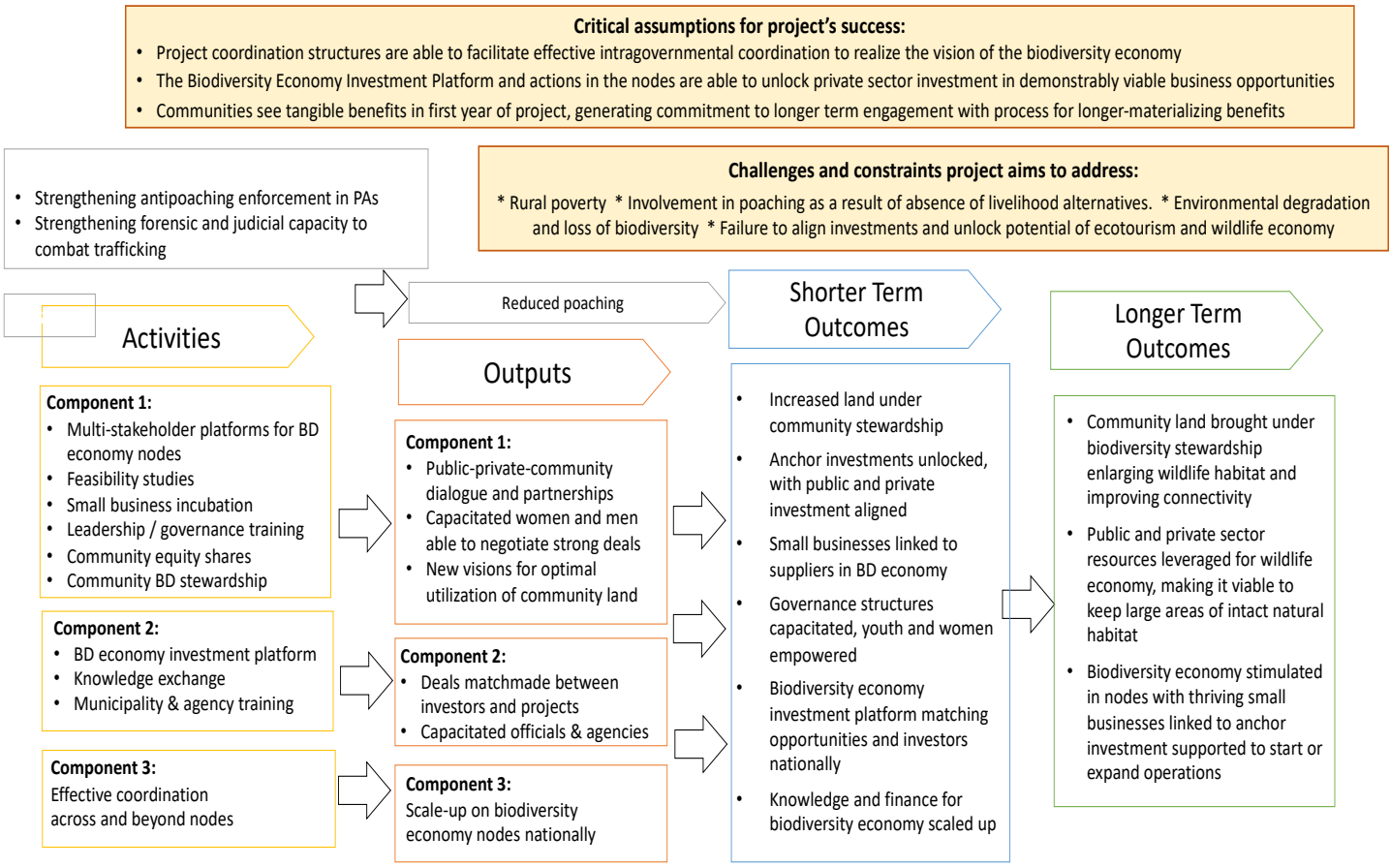
- Inclusion of the People and Parks Programme structures in the respective provinces / landscapes / nodes. The People and Parks programme have broader community structures inclusive of women, including the People and Parks Youth Structure. These structures meet quarterly to discuss developmental projects and any other issues relating to protected areas management. Women are within these structures promoted to take leadership role and effective participation.
- Working with existing Park and Community Forums, which are inclusive structures representing key PA stakeholders (including Community Property Associations/Trusts) on a park landscape level;
- Promotion of the formation of community-level peer networks to amplify the voice of people with disabilities through specialized NGOs;
- Targeting capacity-building resources to ethnic communities;
- Working directly with clusters of tribal households, instead of the traditional governance structures;
- Targeting campaigns roadshows with targeted stakeholder groups; and
- Promoting the representation of women and youth in governance mechanisms.

The project envisages empowering women and vulnerable groups such as the disabled by (a) ensuring their active participation in project consultation and decision mechanisms at the community level; (b); increasing their integration into and access to value chains; (c) promoting greater participation of women in credit and savings schemes and literacy training and all forms of capacity building; and (d) providing access to training opportunities and benefits to increase their capacity on leadership conservation

schemes. The project will also define measures to ensure that women and other vulnerable groups, especially youth, are adequately represented and participate in both project activities and decision-making processes.

### 3.7 Timelines

The Project Theory of Change below provides a visual depiction of the causal links between activities, project outputs, shorter-term outcomes, and longer-term outcomes expected to occur beyond project closure. A more detailed outline of timelines for project phases will be provided in the updated SEP.



### 3.8 Review of Comments

Comments will be captured at meetings of existing governance structures such as Park Forums, People and Parks Programme structures / forums / committees as well as current structures linked to the further implementation of the land reform programme and other related initiatives. Often meetings are held bi-monthly and the key issues discussed in these meetings are often communicated to the broader community through intensive engagements, village and Ward meetings, and outreach programmes. Feedback on the outcomes of these discussions will then be provided at the next forum /committee meetings.

### 3.10 Future Phases of Project

Project stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. The project will report quarterly to stakeholders during implementation through the following mechanisms:

- **National project implementation level –** through the Project Management Unit (PMU) at DEFF; and
- **Landscape level through the following**:
    - **Greater iSimangaliso Wetland Park Node** – through the Node Coordinator at Park Forum and People and Parks Programme meetings;
    - **Greater Addo to Amathole Node:**
        - **Addo Elephant National Park** – through the Node Coordinator at Park Forum and People and Parks Programme meetings;
        - **Greater Fish Nature Reserve** - through the Node Coordinator at Double Drift Co-management Committee and People and Parks Programme meetings;
- **Greater Kruger-Limpopo Node** - through the Node Coordinator at Community Park Forums, Greater Kruger Co-operative Agreement, Greater Kruger Strategic Development Plan, and People and Parks Programme meetings.

## 4. Resources and Responsibilities for implementing stakeholder engagement activities

### 4.1. Resources

Both human and financial resources are required for the successful implementation of the stakeholder engagement activities for the Project activities and as well as the Project. Subcomponent 1.1 aims to support multi-stakeholder coordination platforms to develop and/or strengthen a shared vision for biodiversity economy nodes on land use and economic development and will be used to support the financial and human resources requirements of the SEP. The updated SEP will include a detailed cost breakdown of the activities and budget allocations. The PIU at DEFF will have a qualified Environmental and Social Development Specialists who will be responsible to ensuring effective implementation of the SEP and will report to the project coordinator who will share said report with the Director General of DEFF and then the Project Steering Committee. The draft ToRs for these specialists are in the process of being finalized, and recruitment will be finalized once the Project is approved.

### 4.2. Management functions and responsibilities

To ensure that the stakeholder engagement plan is effective, the DEFF will maintain a PIU with qualified personnel who will be responsible for the day-to-day implementation of the Project activities, including monitoring and evaluation (M&E), project reporting, and project activities reflected in this SEP. They will liaise closely with node coordinators, who will be based in the project landscapes. The Project will also include the design and implementation of a communication strategy to report on the project results and to advocate nationally for the biodiversity economy and its positive benefits for wildlife conservation and socio-economic development. It also supports the monitoring and evaluation (M&E) system to report on the project's expected results (disaggregating by gender, where appropriate) and systematizes the project's lessons learned.

## 5. Grievance Mechanism

Grievance mechanisms provide a formal avenue for affected groups or stakeholders to engage with the project implementers or owners on issues of concern or unaddressed impacts. Grievances are any complaints or suggestions about the way a project is being implemented. They may take the form of specific complaints for damages/injury, concerns about routine project activities, or perceived incidents or impacts. Identifying and responding to grievances supports the development of positive relationships between projects and affected groups/communities, and other stakeholders. Grievances can be an indication of growing stakeholder concerns (real and perceived) and can escalate if not identified and resolved. The management of grievances is therefore a vital component of stakeholder management and an important aspect of risk management for a project. Projects may have a range of potential adverse impacts to people and the environment in general, identifying grievances and ensuring timely resolution is therefore very necessary.

Besides the overall goal of dialogue and problem solving, the GRM has several secondary objectives, as follows:

1. The GRM will support the project implementation unit to have better and improved project outcomes by resolving related disputes effectively and promptly. The GRM should serve as a project early warning system and capture grievances that expand into more complex conflicts, thereby attracting more parties and dealing with a higher number of issues or expanding of conflict to a larger area.
2. Communities dependent on natural resources and land use can be stimulated to get more voice in the project through the GRM. The mechanism provides an opportunity to submit complaints and argue for improved conditions, which is an ultimate goal of the project. More importantly, communities will have an institutionalized channel to engage in dialogue with the implementation unit, government, CSOs.
3. The GRM should become the first line of response of the project for PAPs. For example, they can acquire information about the project through the GRM while of putting forward a grievance on having limited information about the project. In that way, communities will have a channel of communication to the project. This is important as it ensures dissemination of information to the local levels.

The GRM will be implemented on two levels:

- **National project implementation level -** to the PMU through the current system that is being used as part of the implementation of the EIA Regulations, which provides for any member of the public to raise concerns directly to DEFF; and
- **Landscape level through the following**:
    - **Greater iSimangaliso Wetland Park Node** – to the Node Coordinator through the systems and processes provided for by the iSimangaliso Wetland Park Overarching Environmental Management Programme (EMPr) and People and Parks Programme structures; and / or
        - 24 Hour emergency hotline: +27 82 797 7944
        - Office telephone: +27 35 590 1633/1602
        - info@isimangaliso.com
    - **Greater Addo to Amathole Node:**
        - **Addo Elephant National Park** – to the Node Coordinator through the existing Park Forum established to oversee the implementation of the Park Management Plan, People and Parks Programme structures or Mayibuye Ndlovu Development Trust; and / or
            - Park Reception: +27 (0) 42 233 8600
        - **Greater Fish Nature Reserve** - to the Node Coordinator through the existing Double Drift Co-management Committee established to oversee the implementation of the Double Drift Co-Management Agreement and People and Parks Programme structures; and / or
            - +27 43 492 0881
            - info@ecpta.co.za
            - **Toll free number** - 0800 611 085; **SMS:** 33490
            - ecpta@whistleblowing.co.za
    - **Greater Kruger-Limpopo Node** - to the Node Coordinator through the existing Community Park Forums, Greater Kruger Co-operative Agreement, Greater Kruger Strategic Development Plan, and People and Parks Programme structures; and / or
        - Kruger National Park Managing Executive: +27 13 735 400
        - Head of Communications: william.mabasa@sanparks.org

At the beginning of the project implementation, the grievance redress committees will be established at national and nodal levels (as detailed above) to ensure that a system is in place to help resolve any grievances or complaints that may occur during and after project intervention. The grievance mechanism will be applied to persons or groups that are directly or indirectly affected by a project, as well as those that may have interests in a project and/or have the ability to influence its outcome either positively or negatively. The project will provide training and support to strengthen these existing structures for effectively and collectively dealing with possible grievances that may be raised by PAPs.

The project will ensure in consultations with stakeholders that grievance mechanisms are appropriate and acceptable. The GRM is an essential part of the safeguard instrument to resolve complaints on the project activities. It should address concerns and complaints promptly, using an understandable and transparent process that is gender responsive, culturally appropriate, and readily accessible to all segments of the complainant persons. Generally, the GRM will ensure that (i) the public within project areas is aware of rights to access and shall have access to the mechanism free of administrative and legal charges, and (ii) concerns arising from project activity in all phases are addressed effectively. Such kinds of approach are useful, among others, to improve project outcomes, help to prioritize supervisions, identify systematic

implementation issues and trends, and promote accountability through creating more predictable, timely and results-oriented responses to citizen concerns.

Grievances can be submitted by email, written letter, telephone, SMS and a suggestion/complaint box placed at the project activities sites and implementation unit branches, as appropriate. Support from non-governmental organizations, interest groups and other stakeholders is necessary for helping local land users submit their grievances. Grievances are assessed by subject-experts and project staff possessing substantial knowledge about natural resources management and conflict resolution. In relative difficult cases, an external expert can serve as a mediator in trying to reach agreement between disputing parties. If parties are unable to reach a resolution, they may submit an appeal to the project technical committee to decide on the case. As a last resort, stakeholders can submit a formal complaint through the PMU. The Appeals process will be set out in more detail in an updated SEP. If PMU's decision fails to satisfy the aggrieved affected persons, they can pursue further action by submitting their case to the appropriate court of law. Appeals may be referred to national courts or through other suitable processes such as mediation or arbitration. The final decision will be taken by the arbitrator or courts based on compliance with laws, policies, standards, rules, regulations, procedures, past agreements or common practice. The results of the investigation of non-sensitive complaints should be publicized.

In addition to the grievance mechanism itself, the project will develop a communication plan to inform the stakeholders about the existence of the GRM and instructions of operation. The communication plan includes aspects of stakeholder-targeted communication channels, facilitators, multipliers and timelines.

Establishment of Grievance Redress Committee: Each sub project investment will have a Grievance Redress Committee (GRC) established for the purpose of handling grievances related to environmental and social concerns. The GRCs will be ad hoc institutions established primarily for the sub project investment and will have no legal mandate.

**WB's Grievance Redress Service (GRS)**

Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service.
For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

## 6. Monitoring and Reporting

Component 3 of the project will support project management activities to ensure cost-efficient, timely, and quality delivery of project activities and results, including coordination between the nodes, monitoring and evaluation (M&E) and project reporting. This will include workshops, and operational costs to support the project's day-to-day implementation and management, including procurement,

financial management (FM), environmental and social safeguards, preparation of annual work plans and organization of audit reports, including the implementation and monitoring of the Stakeholder Engagement Plan.

### 6.1. Involvement of stakeholders in monitoring activities

The PIU of DEFF will monitor the SEP in accordance with the requirements of the Legal Agreement and ESF ESS10 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 project, which will include:

- Conducting stakeholder engagement in a consultative 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 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 such as independent experts, local communities or NGOs, to complement or verify projects stakeholder monitoring information;

### 6.2. Reporting back to stakeholder groups

The stakeholder engagement process will aim to support the development of strong, constructive and responsive relationships among the key Project stakeholders for successful management of the project's environmental and social risks and preparing stakeholders for the Project. Effective stakeholder engagement between the Government and project stakeholders improves the environment and social sustainability of projects, enhances project acceptance and makes significant contribution to successful project design and implementation.

The SEP builds on the existing procedures under the People and Parks program, Community Forums, and Park Forums and specific stakeholder and/or communication plans for consultation and engagement will be developed during implementation.

# ANNEX

## Annex A. List of Stakeholders Consulted

| Name | Organisation | Email |
|---|---|---|
| Abbey Legari | South African National Parks | mamogale.legari@sanparks.org |
| Andrea Johnson | National Prosecuting Authority | ajohnson@npa.gov.za |
| Andrew Muir | Wilderness Foundation | info@wildernessfoundation.org |
| Angus Tanner | Wilderness Foundation Africa | angus@wfa.africa |
| Antoinette Kotze | South African National Biodiversity Institute | a.kotze@sanbi.org.za |
| Ashwell Glasson | Southern African Wildlife College | aglasson@sawc.org.za |
| Azisa Parker | South African National Biodiversity Institute | A.Parker@sanbi.org.za |
| Balungile Sibiya | Isimangaliso Wetland Park Authority | balu@isimangaliso.com |
| Brett Bowes | Guqula | brett@tnova.co.za |
| Caiphus Khumalo | Isimangaliso Wetland Park Authority | Caiphus@isimangaliso.com |
| Candice Eb | South African National Parks | Candice.Eb@sanparks.org |
| Caroline McCann | Meat Naturally Project | carolinemccann2@gmail.com |
| Caroline Petersen | World Bank | caroline.petersen@undp.org; carolinep@pwnature.co.za |
| Cecilia Njenga | UNEP | cecilia.njenga@un.org |
| Charlotte Nkuna | South African National Parks | charlotte.nkuna@sanparks.org |
| Chitambala John Sikazwe | World Bank | csikazwe@worldbank.org |
| Christelle Grohmann | BDO Advisory | cgrohmann@bdo.co.za |
| Christiaan Lochner | Wilderness Foundation Africa | christiaan@wfa.africa |
| Christopher Mkhonto | Ngwane Tours | |
| Connie Erasmus | FS Department: Economic, Small Business Development, Tourism and Environmental Affairs | erasmusc@destea.gov.za |
| Dan Paleczny | Parks & PA Consulting | dan.paleczny@hotmail.com |
| Dean Peinke | Eastern Cape Parks and Tourism Agency | Dean.Peinke@ecpta.co.za; |

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| Dean Peinke | ECPTA | Dean.Peinke@ecpta.co.za |
| Dolly Ganashe | Eastern Cape Parks and Tourism Agency | dolly.ganashe@ecpta.co.za |
| Dries Engelbrecht | South African National Parks | Dries.Engelbrecht@sanparks.org; |
| Eleanor v.d. Berg-McGregor | Eastern Cape Parks and Tourism Agency | Eleanor.VanDenBerg-McGregor@ecpta.co.za; |
| Elzette Bester | South African National Parks | Elzette.Bester@sanparks.org |
| Erika Ella Auer | World Bank | eauer@worldbank.org |
| Hermione Nevill | World Bank/IFC | hnevill@ifc.org |
| Hilda Mthimunye | South African National Parks | Hilda.Mthimunye@sanparks.org |
| Iretomiwa Olatunji | World Bank | iolatunji@worldbank.org |
| Jabulani Mkhabela | Mabasa CCA | Mbutho2009@hotmail.com |
| Jabulani Ngubane | Isimangaliso Wetland Park Authority | jabulani@isimangaliso.com |
| Jacob Tebogo Mohudi | South African National Parks | tebogo.mohudi@sanparks.org |
| Jane Nimpamya | UNEP | jane.nimpamya@un.org |
| Jean Harris | WILDTRUST | jeanh@wildtrust.co.za |
| Jenny Kettingham | Umhlaba Consulting | jketters@iafrica.com |
| Jeremiah Mabena | Thebe Investment Corporation | Jerry@thebe.co.za |
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# ANNEX B:

## Summary of Stakeholder Needs for Project Implementation Activities

| **Communities such as:** | **Stakeholder Group** | **Key characteristics** | **Language needs** | **Preferred notification means (email, phone, radio, letter)** | **Specific needs (accessibility, Large print, child care, daytime meetings)** |
|---|---|---|---|---|---|
| Addo to Amathole biodiversity economy node | SANParks / ECPTA | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | National Government Departments | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | Other Eastern Cape Provincial Government Departments | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | Sarah Baartman / Amathole District Municipalities | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | Community / Park Forums | Mix of semi-illiterate and literate, with a community of people with various interest | English / Xhosa / Afrikaans | Community meetings with translator, & radio | Graphic and workshops on process<br>Daytime meetings |
| | NGOs / Development Organisations | Literate adults | English / Xhosa / Afrikaans | Phone / written information via e-mail | Daytime meetings |
| | Private Sector / Business Owners / SMMEs | Literate adults | English / Xhosa / Afrikaans | Phone / written information via e-mail | Daytime meetings |

| Communities such as: | Stakeholder Group | Key characteristics | Language needs | Preferred notification means (email, phone, radio, letter) | Specific needs (accessibility, Large print, child care, daytime meetings) |
|---|---|---|---|---|---|
| Shangoni to Phalaborwa biodiversity economy node | SANParks / LEDET | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | National Government Departments | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | Other Limpopo Province Provincial Government Departments | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | Mopani / Vhembe District Municipalities | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | Community / Park Forums | Mix of semi-illiterate and literate, with a community of people with various interest | English / Shangane | Community meetings with translator, & radio | Graphic and workshops on process<br>Daytime meetings |
| | NGOs / Development Organisations | Literate adults | English / Shangane | Phone / written information via e-mail | Daytime meetings |
| | Private Sector / Business Owners / SMMEs | Literate adults | English / Shangane | Phone / written information via e-mail | Daytime meetings |

| Communities such as: | Stakeholder Group | Key characteristics | Language needs | Preferred notification means (email, phone, radio, letter) | Specific needs (accessibility, Large print, child care, daytime meetings) |
|---|---|---|---|---|---|
| Northern iSimangaliso biodiversity economy node | iSimangaliso Wetland Park Authority / Ezemvelo KZN Wildlife | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | National Government Departments | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | Other Kwa-Zulu Natal Province Provincial Government Departments | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | uMkhanyakude District Municipality | Literate adults | English | Phone / written information via e-mail | Daytime meetings |
| | Community / Park Forums | Mix of semi-illiterate and literate, with a community of people with various interest | English / isiZulu | Community meetings with translator, & radio | Graphic and workshops on process<br>Daytime meetings |
| | NGOs / Development Organisations | Literate adults | English / isiZulu | Phone / written information via e-mail | Daytime meetings |
| | Private Sector / Business Owners / SMMEs | Literate adults | English / isiZulu | Phone / written information via e-mail | Daytime meetings |