Environmental Assessment Report

ADB Project No.: XXXX-FIJ

WBG Project No.: XXXX

Status: Draft for disclosure

Date: September 2024

Fiji: Critical Bridges Resilience Project

Environmental and Social Impact Assessment -

Volume 2 - Annex D: Stakeholder Engagement Plan

Prepared by Fiji Roads Authority

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Fiji: Critical Bridges Resilience Project - Environmental and Social Management Plan

Annex D: Stakeholder Engagement Plan

Prepared for Fiji Roads Authority

Prepared by Beca International Consultants Ltd in association with Erasito Consultants Ltd and PLANIT Pacific Ltd

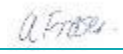
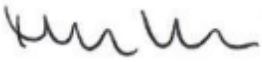
22 May 2024



Revision History

Revision Nº	Prepared By	Description	Date
1	Manisha Nandan, Julia Whippy	Internal review by Beca International Consultants	20/02/2022
2	Andrew Hill	For Client review	28/02/2022
3	Cole Burmester	Final Draft including Client comment	06/05/2022
4	Cole Burmester	Final	09/06/2022
5	Cole Burmester	Final v2	04/08/2022
6	Cole Burmester	Final v3	03/11/2022
7	Jean Williams	Final v4 formatted for CBRP as draft for disclosure	09-Sep-24

Document Acceptance

Action	Name	Signed	Date
Prepared by	Cole Burmester		03/11/2022
Reviewed by	Adam Fraser		03/11/2022
Approved by	Trevor Muddle		03/11/2022
on behalf of	Beca International Consultants Ltd		

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Abbreviations

ADB	Asian Development Bank
CESMP	Construction environmental and social management plan (of the civil works contractor)
CLO	Community liaison officer (of the civil works contractor)
CSC	Construction supervision consultant
DOE	Department of Environment
DOL	Department of Lands
EIA	Environmental impact assessment
ESF	Environmental and Social Framework (of the World Bank Group)
ESIA	Environmental and social impact assessment
ESM	Environmental and social management
ESMP	Environmental and social management plan
ESS	Environmental and social standard (of the WBG's ESF)
FRA	Fiji Roads Authority
GBV	Gender-based violence
GOF	Government of Fiji
GRM	Grievance redress mechanism
LARP	Land acquisition and resettlement plan
MLMR	Ministry of Lands and Mineral Resources
MOF	Ministry of Finance, Strategic Planning, National Development and Statistics
NGO	Non-governmental organisation
NTC	Notice to contractor
SEAH	Sexual exploitation, abuse, and harassment
SEP	Stakeholder engagement plan
TLTB	iTaukei Lands Trust Board
TIIP	Transport Infrastructure Investment Project (financed by WBG)
TIISP	Transport Infrastructure Investment Project (financed by ADB)
VAC	Violence against children
WBG	World Bank Group

1 Introduction

1.1. Context for the Project

Rationale for the project. In 2014 and 2015 respectively, the Asian Development Bank (ADB) and the World Bank Group (WBG) approved a US$150.0 million investment to the Government of Fiji (GOF) as the Transport Infrastructure Investment Sector Project (TIISP) for ADB and the Transport Infrastructure Investment Project (TISP) for the WBG. Overall the projects seek to improve the resilience and safety of land and maritime transport infrastructure through repairing, rehabilitating, reconstructing or upgrading selected roads, bridges and rural jetties and aims to improve access to socioeconomic opportunities by supporting the government to upgrade and rehabilitate land and maritime transport infrastructure. With financing through the projects, the FRA contracted a consulting firm to prepare feasibility studies, engineering designs, due diligence, and bidding documents for the rehabilitation and/or reconstruction of up to 40 bridges and three jetties.

The Project. Through a process of existing condition and vulnerability assessment the FRA has identified, out of the 40 bridges, ten bridges with severe structural issues and in critical need of replacement. Through a further process of technical and prioritization studies, out of the ten, four bridges were selected for financing by the ADB and WBG as the Critical Bridges Resilience Project (for ADB) and the Climate Resilient Bridges Project (for WBG), hereinafter 'the project'. The bridges are located on the ring (largely coastal) road of Viti Levu, Fiji's largest island and home to the greatest proportion of the country's population. The bridges have been divided into two contract packages as follows:

- Contract package A – Medraukutu and Lami bridges
- Contract package B – Viseisei and Sabeto bridges.

Implementation arrangements. The Ministry of Finance, Strategic Planning, National Development and Statistics (MOF) is the executing agency, and the FRA is the implementing agency for the CBRP. Following project approval, early in project implementation the FRA will establish a project management unit (PMU) which will be supported by a construction supervision consultant (CSC) including safeguards specialists and an engineer as employer's representative.

1.2. Approach to the Due Diligence

1.2.1 Country Environmental and Social Framework

Environmental management. The Fiji country environmental and social framework is detailed in the environmental and social impact assessment (ESIA) prepared for the project. The FRA has submitted screening forms to the Department of Environment (DOE) as part of the process for application for project development consent under the Environment Management Act 2005 (EMA).

The DOE has determined that none of the four bridges will require environmental impact assessment under the EMA. The ESIAs prepared to comply with the requirements of ADB and WBG will be submitted to DOE for information.

The country environmental and social framework also includes a number of regulations prepared under the EMA, the Codes of Environmental Practice, and other legislation covering climate change, health and safety, biosecurity, rivers and streams, wildlife protection, natural disaster management, that are relevant to the project, and these have been identified in the ESIA.

There are also a number of pieces of legislation relevant to accessing land that apply to the project.

State Lands Act 1978 (Amended 1997). This act relates to the control, administration development, and disposal of state land in Fiji. Key provisions include: Section 3 which mandates that state land is only to be alienated in accordance with this act (subject to other Acts including the iTaukei Land Trust Act, the Mining Act, the Oil Mines Act and the Forest Act). Section 4 Crown can acquire or lease land pursuant to the Land Transfer Act. Under Section 6 and Part IV the Minister and the Director of Lands may make grants or leases of state land. Part V lists special provisions in relation to foreshore land and soil under the waters of Fiji. Subsidiary legislation under this act includes the State Land Leases and Licences Regulation.

State Land Acquisition Act 1940. This is an act to regulate the acquisition of land by the state for 'public purposes' which are defined under the act as "…the utilization of land necessary or expedient in the interest of defence, public safety, public order, public morality, public health, town planning, or the utilization of any property in such a manner as to promote public benefit." Section 3 enables an acquiring authority to acquire land for a public purpose in return for payment of consideration or compensation. Sections 6 to 7 also allow an acquiring authority to compulsorily acquire land subject to court authorisation and the payment of compensation. In 1998, minor amendments were made to the act. All types of land can be acquired for public purpose under this act. It provides that legal title holders have a right to compensation and a right to legal proceedings for solving disputes and grievances.

iTaukei Lands Act 1905. This act recognizes to maintain customary ownership of iTaukei lands and provides a legal basis for traditional communal decision-making about land use and management of terrestrial resources. Decisions about occupation, use and management of land are made primarily at the mataqali level, within traditional decision-making structures and processes. and amendments recognizes customary land ownership is not transferable through land sales, but user rights can be transferred via land leases and licenses issued by the TLTB. Furthermore, since the TLTB, not the landowning units, issues the legally binding leases or agreements, which can be for agricultural, commercial, industrial, or other uses, TLTB decisions may take precedence over community-level land use decisions.

iTaukei Lands Trust Act 1940. This Act establishes the TLTB and allows the TLTB to enter into leases and licenses on behalf of traditional landowners. Leases and licenses must only be granted with the consent of the majority of landowners.

This legislation, along with the standard process for accessing land implemented by the Department of Lands (DOL), has been followed in developing the land acquisition and resettlement plans (LARP) prepared for the project.

Gaps between the country environmental and social framework and the environmental and social management (ESM) requirements of the ADB and WBG have been identified in the ESIA and LARP, along with proposed measures to fill the gaps.

1.2.2 The Shared Approach

The *Shared Approach for Management of Environmental and Social Risks and Impacts on Pacific Island Countries* ('Shared Approach') published by the Pacific Region Infrastructure Facility (PRIF) has been endorsed by the development partner members of PRIF as a collaborative effort to propose a shared approach to, and standard methods and procedures for, addressing ESM issues that are common in the delivery of projects in Pacific island countries (PICs).[1]

The Shared Approach sets out methods and procedures for implementing ESM policies and requirements in a manner suitable to the PICs, recognizing a number of challenges and conditions unique to the Pacific. Further, it provides for standard, consistent and Pacific-appropriate approaches to ESM issues commonly encountered in the preparation and implementation of projects in the PICs. The approach is intended to benefit the PICs through supporting and strengthening country ESM systems and encouraging (i) more efficient and effective project preparation and implementation by employing methods and procedures that are common among PRIF development partners and appropriate to a number of unique conditions in the PICs; (ii) use of the same terminology for environmental and social documents that are used by PRIF development partners and counterparts; and (iii) an improved counterpart understanding of development partner processes. In addition, the Shared Approach seeks to strengthen and assist the PICs to apply their CSS.

It is hoped that the Shared Approach will increase efficiency for PICs to manage the environmental and social risks of infrastructure projects through a harmonized approach. As such it assists development partners to converge on an approach to ESM that is shared and improves project-level safeguard performance.

1.2.3 Environmental and Social Framework

The Environmental and Social Framework (ESF) sets out the WBG's commitment to sustainable development, through a policy and a set of ten environmental and social standards (ESS) that are designed to support borrowers' systems in order that projects are designed and implemented, with the aim of ending extreme poverty and promoting shared prosperity.

As the Shared Approach is being implemented for the project, the ADB has agreed that the ESF can be applied in lieu of the Safeguard Policy Statement as the ESF is a more recent set of ESM requirements representing best international practice.

[1] The Shared Approach is not an interpretation of existing safeguard/ environmental and social policies nor does it propose to amend, revise or change the existing policies of the PRIF development partners. The Shared Approach recognizes that PRIF development partners may have specific policy requirements that are applicable for certain projects, and that these will continue to be applied where relevant.

Nine of the ten ESS are relevant to the project.

ESS1 Assessment and Management of Environmental and Social Risks and Impacts. Sets out the Borrower's responsibilities for assessing, managing and monitoring environmental and social risks and impacts associated with each stage of a project supported by the WBG through investment project financing, in order to achieve environmental and social outcomes consistent with the suite of ESS.

ESS2 Labor and Working Conditions. Recognizes the importance of employment creation and income generation in the pursuit of poverty reduction and inclusive economic growth. Borrowers can promote sound worker-management relationships and enhance the development benefits of a project by treating workers in the project fairly and providing safe and healthy working conditions.

ESS3 Resource Efficiency and Pollution Prevention and Management. Recognizes that economic activity and urbanization often generate pollution to air, water, and land, and consume finite resources that may threaten people, ecosystem services and the environment at the local, regional, and global levels. This ESS sets out the requirements to address resource efficiency and pollution prevention and management throughout the project life-cycle.

ESS4: Community Health and Safety. Addresses the health, safety, and security risks and impacts on project-affected communities and the corresponding responsibility of Borrowers to avoid or minimize such risks and impacts, with particular attention to people who, because of their particular circumstances, may be vulnerable.

ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement. Is based on the principle that involuntary resettlement should be avoided. Where involuntary resettlement is unavoidable, it will be minimized and appropriate measures to mitigate adverse impacts on displaced persons (and on host communities receiving displaced persons) will be carefully planned and implemented.

ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources. Recognizes that protecting and conserving biodiversity and sustainably managing living natural resources are fundamental to sustainable development and it recognizes the importance of maintaining core ecological functions of habitats, including forests, and the biodiversity they support. ESS6 also addresses sustainable management of primary production and harvesting of living natural resources and recognizes the need to consider the livelihood of project-affected parties, including Indigenous Peoples, whose access to, or use of, biodiversity or living natural resources may be affected by a project.

ESS7: Indigenous people. This standard applies to a distinct social and cultural group and recognizes that Indigenous Peoples have identities and aspirations that are distinct from mainstream groups in national societies and often are disadvantaged by traditional models of development . It recognizes that the situation of Indigenous Peoples varies from region to region and from country to country. The particular national and regional contexts and the different historical and cultural backgrounds will form part of the ESIA of the project

ESS8: Cultural Heritage, Recognizes that cultural heritage provides continuity in tangible and intangible forms between the past, present and future. ESS8 sets out measures designed to protect cultural heritage throughout the project life-cycle.

ESS10: Stakeholder Engagement and Information Disclosure. Recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

1.2.4 Due Diligence for the Project

An environmental and social risk screening form was developed for the project. The screening form covered key aspects of each of the eight ESS relevant to the project.

The screening, undertaken at the outset of the feasibility studies, identified that the four bridge sites contained areas of natural and/or critical habitat. Subsequently the CBRP was determined as ADB category A and as substantial risk for WBG due to the presence of several flora and fauna species triggering different criteria for critical habitat.

The due diligence covering the bridges has been split to align with the contract packaging.

An ESIA and LARP has been prepared for each contract package.

The ESIA is split into two volumes; volume 1 is the ESIA report (prepared for each contract package) and volume 2 contains the five stand-alone technical reports or supporting documentation as annexes including: Annex A – climate vulnerability risk assessment and disaster risk assessment; Annex B – labor management procedure; Annex C – ecological assessment; Annex D – stakeholder engagement plan; and Annex E – LARP (per contract package).

2 Overview of Institutional Arrangements

An organisation chart showing the linkages between institutions/stakeholders (including beneficiaries) is shown in Figure 2-1. The overall roles and responsibilities for environmental and social risk management for the project are outlined in Table 2-1.

Figure 2-1: Organisation chart of institution and stakeholders

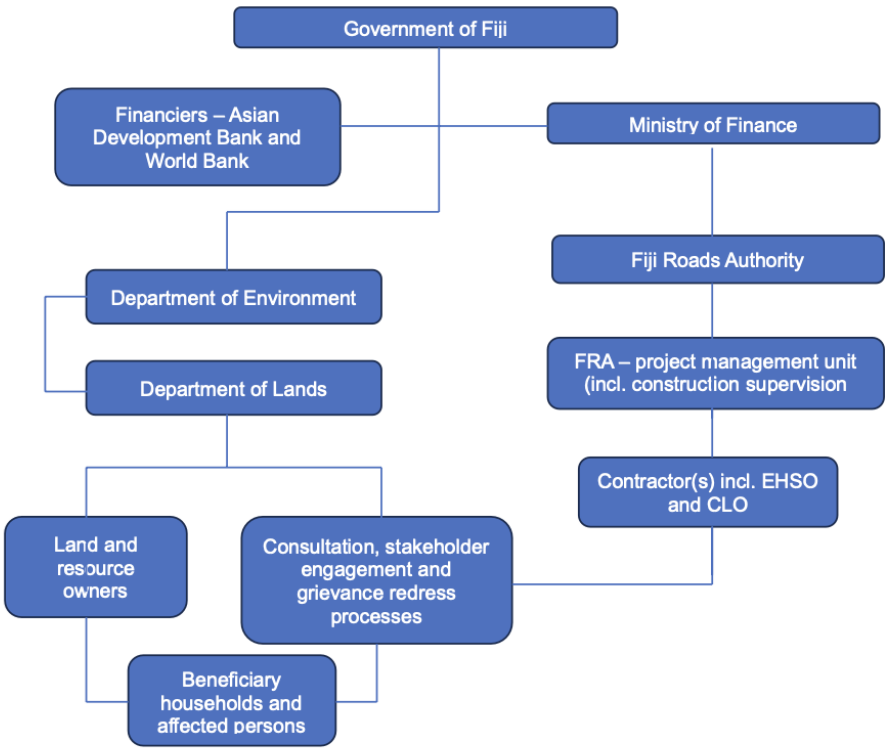


Table 2-1: -Roles and responsibilities for environmental and social risk management

Responsibility	Role
MOF	• Guide the development of the project and institutional arrangements for the lifetime of the project • Ensure FRA has budget and resources to implement the project • Ensure that GOF complies with loan covenants and project agreements
FRA	• Ensure that the PMU is fully staffed and functional during the entire period of project implementation • Recruit, administer and supervise project management and technical consultants as required to assist the PMU deliver the project • Maintain website to facilitate disclosure of project information
FRA – PMU (incl. CSC)	• Ensure compliance with grant covenants, project agreements, development partners guidelines, procedures, and policies • Provide day-to-day support for project preparation and implementation activities • Review consultants' reports and ensure the outputs are suitable to the project objectives and government policies and regulations • Undertake screening of each subproject and submit to development partners for no objection • Updating and submission of due diligence reports and documents, including safeguards, to Development Partners for review and clearance • Submit reports and documents for clearance under MOF systems (laws and regulations) • Refinement of project priorities in agreement with MOF • Support to bid and contract document preparation including cleared EIA and development consent issued by DOE • As required, provide support as required to contractor as they prepare their CESMP • Review and clear CESMP (including Development Partners review) prior to contractor commencing any activities on site • Provide information to FRA for disclosure on the project page on FRA website • Maintain the overall GRM registry/record sheet and summarize for disclosure on project webpage • Review contractor implementation of GRM • Inspect and audit supervision consultant's monitoring and contractor compliance with approved CESMP • Submit periodic reports, including semi-annual safeguards monitoring reports, to Development Partners and executing agency • Reporting, investigation and response to incidents utilising WBG Environment and Social Incident Response Toolkit • Overall monitoring and reporting and disclosure of reports
DOE	• Review applications and make determinations for EIA, development consents and conditions • Develop and issue a TOR for any required EIA as required by the EIA Guideline and Environmental Management Act Regulations. • Review, monitor, and inspect the CESMP, including the monitoring program, protection plan or mitigation measure to ensure compliance with any approved determination
Ministry of Employment, Productivity and Industrial Relations	• Promote the Health and Safety at Work Act 1996 (HASAWA), its regulations, and Codes of Practice. • Audit of health and safety management systems in workplaces, inspection of workplace plants and machinery, and the registration of workplaces, plants and hazardous substances, and chemicals, in accordance with the health and safety legislation.

Responsibility	Role
	• Conduct health and safety training to employers and workers of acceptable preventive actions to prevent occupational deaths, injuries, and diseases related HIV and AIDS in the workplace. • Facilitate, provide advice on, and enforce, safety engineering principles to improve reliability, health and safety in all workplaces through the application of recognized standards, Codes of Practice, and best practices to improve technological compliance and minimize health and safety risks. • Provide health and safety awareness to businesses, NGO's, private organisations, statutory authorities, and Government Departments. • Promotion of principles and rights at work standards, and compliance functions of Employment Relations Act (ERA) 2007 and its subsidiary Regulations. • Provide mediation services, where necessary, to assist parties to explore options and arrive at a fair and amicable outcome. • Processing / Payment of compensation to workers and/or their dependents pertaining to injuries or death occurring at workplace.
Development partners and/or financiers	• Review project implementation through stages and review and clear screening forms, due diligence reports, designs etc • Provide clearances (no objection) to required reports/documents, bid documents and bid evaluation reports, contract awards, CESMP, monitoring reports, disclose reports • Provide support and assistance to FRA and PMU as required • Undertake regular project review missions
Contractor	• Prepare, and submit for approval, the CESMP • Implement and monitor the approved CESMP • Ensure all workers and subcontractors are aware of CESMP provisions and requirements • Ensure all workers and subcontractors are aware of project's GRM and maintain GRM registry/record sheet • Designate a full-time environmental, health and safety officer (and deputy) responsible to oversee, monitor and record implementation of CESMP • Report on CESMP implementation on a monthly basis to PMU • Obtain all consents and permits as required for the works • Develop and maintain accident and incident registry • Implement the relevant elements of the GRM and SEP • Prepare and submit monthly reports; provision of regular training as outlined in CESMP • Ensure all management are aware of CESMP provisions, responsibilities and requirements. • Ensure all workers and management understand, agree, adhere to and sign codes of conduct (management or worker)

3 Stakeholder Engagement Plan

3.1. Purpose of Stakeholder Engagement

The purpose of stakeholder engagement is to ensure that the stakeholders of this project are well informed and given the appropriate opportunity to be consulted and engaged. Stakeholder engagement will provide an inclusive and meaningful consultation process in order to inform the design and decision-making. It aims for an effective implementation process by facilitating stakeholder consultations (of which the results of consultations undertaken are reported in the ESIA and LARP), encouraging support and understanding for the project through timely and accurate dissemination of information, enabling safety and respect throughout the project by adhering to national legislation and ESF (or subsequent development partner's safeguard requirements) and following local customs.

Stakeholder engagement for all phases of the project will be undertaken in accordance with the stakeholder engagement plan (SEP), which has been developed in accordance with the ESS10 requirements. The SEP recognises the importance of open and transparent engagement between the investment/project and its stakeholders as an essential element of good international practice. This reflects that effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

Stakeholders (as detailed in Section 3.2 of this report) will be engaged to review the SEP and provide comments, including on the proposals for future engagement. The over-arching objectives of the SEP and stakeholder engagement process is:

- To establish a process for identification and participation of stakeholders and beneficiaries, including distinguishing between project-affected parties and other interested parties.
- To describe the timing and methods of engagement with stakeholders throughout the life cycle of the project, as well as the type of information to be sought from them.
- To receive information about project sites and concerns and issues about project works from adjacent and affected communities and people.
- The distribution of full and accurate project information to stakeholders including activities, locations, potential impacts, and mitigation measures.
- To confirm the participation of stakeholders by working with local authorities, engaging with local communities through key leaders and vulnerable groups, and the dissemination of information in a culturally appropriate manner.
- To describe the measures that will be used to remove obstacles to participation to provide a meaningful consultation process with the stakeholders that fosters communication through dialogue and enquiries.

- To articulate who is responsible for this process with the PMU safeguards office to support this process.
- The inclusion and participation of all affected groups (including women and youth) and including those who are potentially vulnerable or disadvantaged (such as the poor, disenfranchised, elderly, people living with disability). Where applicable, the SEP will include differentiated measures to allow the effective participation of those identified as disadvantaged or vulnerable.
- To provide a smooth and equitable transition for any land acquisition or resettlement required for the project.
- To confirm a project grievance redress mechanism (GRM) process is put in place and accessible to the community, to identify its purpose and to also provide guidance to the process. The GRM (section 4) will include, as a minimum specific guidance to deal with gender-based violence (GBV), violence against children (VAC) and/or sexual exploitation, abuse and harassment (SEAH) including as required, involvement of specialists, implementing a survivor-centred approach and need for confidentiality. The GRM has also been developed in accordance with the WBG Environment and Social Incident Response Toolkit guidelines.
- To enable stakeholder feedback to be received and incorporated/considered.

3.2. Identifying Key Stakeholders

A stakeholder can be defined as "*an individual or groups or institutions who can, or are likely to, influence the course of a project and / or be affected (favourably or negatively) by the project.*" Those who are directly or indirectly affected by the project are key stakeholders and their input must be accounted for.

Marginalized groups including women, the elderly, and the disabled are particularly vulnerable and are at greater risk of being disproportionately impacted. These groups have separate experiences and viewpoints that must be accounted for throughout the project. Stakeholder engagement processes are designed so that these vulnerable groups are represented and able to contribute to project design.

Stakeholder participation and communication is essential in both the preparation of the project and its subsequent implementation. Lack of stakeholder inclusion will likely result in non-inclusive and underrepresented data. However, over engagement with communities can lead to stakeholder burnout. Therefore, a balanced approach to the sharing of information during the project phases, as well as obtaining relevant information from consultation associated with other projects, is crucial.

The identified stakeholders of the project include:

- Key government stakeholders (including government departments, agencies, SOEs, and statutory authorities)
- Communities and individuals affected by the project
- Motorists, public transport users and pedestrians

- Service and utility providers
- Private sector stakeholders, and
- Civil society and NGOs.

The main project stakeholders, along with their interests and roles in the project are listed in Table 5-1. Groups of stakeholders have been identified based on their interest in, and whether they are directly or indirectly impacted by the subprojects. Group 1 stakeholders will only be able to be determined once a preferred option for each bridge is selected and conceptual design completed. Group 2 stakeholders will have an interest in the project but will not be directly impacted. The SEP and communication strategy cover all groups of stakeholders in Section 3.4 and 3.5.

Table 3-1: Stakeholder Analysis

Stakeholders	Interests in the project	Role/Influence in the project
Key government stakeholders: • MOF • FRA	• Project implementation • Safeguards inputs and review / approval for environment, social, and resettlement • Coordination among different departments, authorities, and the community / public • Review of deliverables as per the project contract • Successful implementation and completion of the project.	• Managing of the project activities • Consultation on project and relevant activities (FRA) • Coordination of project and relevant agencies • Ensuring participation and feedback mechanisms are in place • Ensuring the appropriateness of safeguards and that they are implemented. • Compliance with COVID-19 health and safety guidelines
Group1		
Communities / households and/or individuals affected by the project	• Community members and households impacted by project works. • Identification of possible social and environmental impacts such as access to water sources or livelihood, access to services, land acquisition and/or relocation / resettlement, noise and dust pollution, clearance of significant vegetation or crops, pedestrian safety, damages to personal property and produce / crops, or public amenities like parks, etc. • Persons with disabilities who use the various bridges to access various services.	• Be provided with the project information and help inform design. • Consultation on what the project is, what the potential impacts are, and mitigation measures to be taken. • Consultation with community on their perspective of the project and any concerns that they might have. • Concerns to be taken into consideration and addressed through mitigation measures and the design of structures. • Help to inform the land acquisition and resettlement process (if applicable) and ensure they are dealt with in an appropriate manner. • Provide feedback and submit grievances during the project.
Group 2		
Other government stakeholders: • DOL	• Information sharing • Support project implementation	• Confirming upgrades and improvements follow national standards

Stakeholders	Interests in the project	Role/Influence in the project
• TLTB • Commissioner - division offices • District office / provisional council • Municipal councils • Ministry of Agriculture and Waterways • Mineral Resources Department (MRD) in MLMR • Ministry of Fisheries • Department of Town and Country Planning • iTaukei Land and Fisheries Commission (iTLFC) • Ministry of Women, Children and Poverty Alleviation • Ministry of Employment, Productivity, and Industrial Relations • Fiji Museum • Fiji Navy • National Disaster Management Office	• Improvement of local economy and infrastructure • Improved marine and road access and safety of users • Significant environmental, social, historical, archaeological, sites of national significance, land acquisition and resettlement requirements, and health and safety issues and impacts • Identifying key mitigation measure for the project as part of the design phase • Issues with existing bridge access and design • Disaster risk management issues	• Granting of approvals and compliance with legislation • Establishing communication lines and protocols / processes for community stakeholder participation including the Indigenous People and vulnerable groups • Distribution of information • Inputs for mitigation measures for potential impacts.
Transport Users: • General public • Public transportation (taxis, buses, mini-uses)	• Commute delays during construction • Pedestrian Safety • Load restrictions for vehicles.	• Be provided with project information • Concerns to be taken into consideration during design and addressed through mitigation measures • Provide feedback and submit grievances.
Service providers and private sector: • Water Authority of Fiji • Energy Fiji Limited • Telecom Fiji Limited • Fiji Sugar Corporation • Fiji Ports Authority • Shipping, freight, and manufacturing companies • Maritime shipping authority • Retailers associations • Chamber of Commerce	• Cooperation with FRA for success of the project • Confirming the project avoids service lines or mitigates any potential disruptions to these services • Companies affected due to traffic delays • Retailers, business owners and who use the bridges mainly in town areas	• Be provided with project information • Consultation on the project impacts and mitigation measures • Consultation on location of service material and structures. • Provide feedback and submit grievances.
Civil society organizations and NGOs: • Fiji Disabled People's Association • Fiji Cycling	• Identification of social and environmental impacts i.e. access to services, land acquisition and resettlement, noise and dust, pedestrian safety, damages to public	• Be provided with project information • Consultation on the project impacts and mitigation measures • Consultation on location of service material and structures.

Stakeholders	Interests in the project	Role/Influence in the project
• Fiji Society for the Blind • Fiji Women's and Children's Crisis Centre	amenities and labour affecting women and children (SEAH, GBV and VAC) • People with disabilities who use the bridges to access various services.	• Provide feedback and submit grievances.

3.3. Stakeholder Engagement Strategy

3.3.1 General approach

Commencing in 2020, general consultation for the project was conducted as part of the outreach to communities within the areas/catchments of the 40 bridges and three maritime structures, prior .to project-specific consultations being undertaken in 2023 and 2024.

It is noted that the initial consultations were constrained due to restrictions placed on organization of gatherings or conducting workshops with the community placed by the Fiji Health Authority and WHO guidance in relation to the COVID-19 pandemic at the time.

The stakeholder engagement process is described in detail in Section 3.3.2. Some initial consultations, for 20 of the bridges (located on Viti Levu and including the four project bridges) were undertaken September - October 2021. This consultation occurred during a period of strict COVID-19 travel restrictions and protocols (including no inter-island travel).

The outcomes and responses received for the four project bridges is recorded in the ESIAs and LARPs.

3.3.2 Stakeholder engagement process during project preparation

The process. Stakeholder engagement was undertaken over two rounds. The first round of consultation provided stakeholders with project information including options for preliminary alignments for temporary bridge options, replacement of existing bridge and / or new bridge alignment options.

This first round of consultation will raise awareness and enable the stakeholders to provide feedback and insight into the project area as well as raise any social and environmental concerns. This information will help inform the selection of the preferred option for each bridge/maritime structure and the screening for potential impacts (as a first stage of the ESM assessment).

The second round of consultation provided an update to the stakeholders regarding the project, summary of site investigations and data gathered, and present finalised details and design considerations and analysis, for further feedback and concerns. During this consultation the engagement team will describe how comments raised during the first round of consultation have been taken into account in structure design and a discussion on impacts and mitigation measures will be held. This information will inform detailed design of each bridge.

Consultation venue. Venues for community consultation meetings shall include, but may not be limited to, churches, temples, mosques, village halls, police stations, schools, municipal council meeting rooms, the Roko's office or District Officer's offices and will be assessed for availability. The community meeting venues will need to be located in close proximity to the proposed bridge location to avoid travelling long distances and delays.

Stakeholder meeting participants. Group 1 stakeholders will include communities and households that are likely affected by the project. The community members will also include vulnerable and minority groups in the community such as women, youth, elderly, and persons living with disabilities. For both rounds of consultation, stakeholder consultation meetings will include the heads of the communities affected including the Turaga ni Koro (Village Headman), the Turaga ni Yavusa (Head of the Tribe), Turaga ni Mataqali (Head of the Clan), and the Mata ni Tikina (District Representative).

Also in attendance will be a community Advisory Councillor, the Conservation Officer, the District Officer, and a member of the FRA team (and design consultant).

Group 2 stakeholders such as government agencies and departments and the general public or bridge users, as well as industry users and service providers were included in both rounds of consultation meetings. Group 2 stakeholders are likely to be interested in the project and may have some information or concerns to contribute that can be factored into the design assessment and decision-making process.

Meeting attendees adhered to the Fiji Health Authority and WHO guidance in relation to the COVID-19 pandemic at the time.

Email invitations were sent out to the government agencies and departments on the various meeting dates and venues. Community leaders and Provincial Office/District Office representatives will be contacted by telephone and email with the meeting details. A public notice was advertised in the daily newspapers and announced of the radio in three languages (Fijian/iTaukei, Hindi and English) advertising the meeting dates and venues for the various bridges. The same public notice was also posted on the FRA Facebook page.

Stakeholder feedback. After the first round of meetings, community leaders will act as intermediaries to brief and disseminate the project information to the affected communities and come back within 2 weeks with any feedback or issues raised by the community members. These intermediaries will include government facilitators and community leaders including the District Officer, Roko Tui's Office, village headman (Turaga ni Koro), the Advisory Councillor members and the local Conservation Officer from the Provincial Office, who will be briefed on the project. A questionnaire and information pack can be developed to assist the project intermediaries in gathering relevant information from the community.

The relevant conservation officer together with the Turaga ni Koro, assisted with filling out a generic survey with information on the community to inform a community profile as part of social safeguards. This will be coordinated with the regular surveys undertaken by the Provincial Office for efficiency in collating the information. The distribution and collection of these surveys was assisted by the conservation officer. The questionnaires, available in iTaukei, Hindi, and/or English gather more specific information from residents relating to the use of the site where the temporary / permanent bridge is being proposed, and their opinions about the proposed bridge works specific to their area and surrounds particularly if they were not able to attend the meeting in person.

Stakeholders were given a specified timeframe to submit their comments, concerns or queries to the FRA/design consultants for consideration.

3.3.3 Communications Process and Protocols during Preparation

Communication with stakeholders will comprise three phases:

- Phase 1: Dissemination of information
- Phase 2: Information gathering and consultation
- Phase 3: Feedback.

As previously highlighted, all stakeholder consultation activities will be undertaken in accordance with the current COVID-19 Heath Guidelines as provided by the Fiji Ministry of Health and WHO.

Phase 1: Dissemination of Information

Briefing of community leaders about the project. The government facilitators and community leaders including the District Officer, Roko Tui's Office, village headman (Turaga ni Koro), the Advisory Councillor members and the local Conservation Officer from the Provincial Office will be briefed on the project and used as intermediaries to inform their affected communities and households. They will use the print out of the PowerPoint presentation including any design images provided to them as part of the first round of consultation meetings.

Communications through local news outlets. Advertisements will be placed in the newspaper and through the radio (Fijian, Hindi, English) to stakeholders such as road users, service providers, government agencies and the general public to attend the public zoom meeting. government stakeholders will also be formally written to, to invite them to join the zoom meeting.

Short videos / information package posted on social media (optional): Upon receiving permission from various government agencies (including but not limited to the FRA and the Provincial Offices) a short message will be put on social media platforms, such as Facebook, advertising the public zoom meeting for all the bridges within each division.

Phase 2: Information gathering and consultation

Data gathering from authorities. Various authorities, depending upon their area, will be contacted for information. These contacts will mainly be made through video conferencing, emails, and phone calls. General village and settlement information and available services will be sought from the Turaga ni Koro of the area as well as from the Advisory Councillors for the respective settlements.

Focus groups. After providing information to the local government authorities and leaders, these leaders may hold focus groups discussions with vulnerable communities such as women, youth, people with disabilities, the elderly and other groups to discern further information pertaining to areas of interest that the Turaga ni Koro and the Advisory Councillor may not be able to provide. Those holding the focus groups will be provided the key questions and means of recording the sessions so that the information can be documented and incorporated into the design.

Questionnaires. Generic survey questionnaires will be provided to the Turaga ni Koro and Advisory Councillors to answer. The Conservation Officer will assist in the completion of the information with the help of the Provincial Administrator and Provincial Office's periodic Community Profile. Separate questionnaires will be distributed and collected by the respective Conservation Officer to answer project specific questions relating to the use of the site, any key environmental or social issues such as flooding information and household information for those potentially directly affected properties. The surveys will then be collected by the Turaga ni Koro / Advisory Councillor / the Conservation Officer and passed along to the project team via EMS Courier.

The consultation process within different communities must take into account the traditional protocols required when consulting with Indigenous People. Consultations within a village compared to outside of the village boundary will have different requirements that must be met (see below).

Village consultation process. When undertaking community consultation or outreach in the iTaukei villages, a communication protocol set out by the Provincial Council Office must be adhered to. An initial consultation with the Provincial Council Office headed by the Roko Tui will be held to discuss the purpose and preferred date and time for the initial meeting. It is the Roko who will be responsible for contacting the Turaga ni Koro to set a date and time for consultation with a selected group of villagers.

A traditional protocol must be adhered to when conducting a meeting with the iTaukei village communities. On the scheduled meeting date, visitors are required to present their sevusevu (traditional offering) to the village, customarily in the form of yaqona (kava). This is a formal affair where the yaqona is presented to the village headman who will then discuss the intentions of the meeting. The sevusevu will have to be arranged ahead of time for the Turaga ni Koro to receive so that he can present the sevusevu on behalf of the project team to the village community.

If village meetings are permitted under COVID-19 Heath Guidelines as provided by the Ministry of Health and WHO, then suitable attire must be worn including, removing hats and sunglasses in the village. Women must wear long skirts or dress below knee length. All COVID-19 protocols at the time of the village meeting must be adhered to at all times together with adherence to the project's occupational health and safety plan.

Consultation outside of villages. Reaching out to communities within the informal settlement or surrounding households/businesses, a Provincial Administrator within the Commissioner's Office will be approached first with the purpose, date and time of intended meeting. The Provincial Administrator together with the respective District Officer will be responsible for contacting the community leader or community members to invite them to the consultation meeting with the communities. No traditional protocols apply since the community is outside of the village setting and is often comprised of different ethnic backgrounds.

Phase 3: Feedback

Feedback from key stakeholders. Feedback will be sought from the stakeholders. A register will be created to collate feedback provided in writing, email, or phone.

Grievance redress. A GRM will be put in place and stakeholders will be informed on how to access the GRM and submit any grievance that arises. The GRM will be accessible for any stakeholder to submit concerns or grievances, as set out in Section 4.

3.4. Potential Issues and / or Risks for Stakeholder Engagement

Some of the potential risks and issues relating to the SEP are described in Table 3-2.

Table 3-2: Risks and mitigations associated with the SEP

Risk	Mitigation measures	Responsibilities
Travel restrictions due to COVID-19	Flexible stakeholder engagement plan that uses various modes of multimedia to reach stakeholders and continue communications in terms of dissemination of information and gathering data in order to get a timely response	Ministry of Health Project team
COVID-19 is health risk for field work or in person engagement	Follow all national COVID-19 Health Guidelines (Ministry of Health and WHO)	Project Team Stakeholders
Programme delays	Set realistic project schedules and reviewing project schedules regularly	Project Team
Commercial reality – design driven by cost	Clear and concise communication with regards to bridge design options consultations	Project Team
Raising high expectations of the stakeholders	Ensuring that adequate data and preliminary design details are presented during the 1st round of consultation meetings to control stakeholder expectations, especially with regards to funding requirements. Ensure stakeholders are aware of the GRM	Project Team Community leaders
Health and safety concerns	Ensure the project has a good OHS Plan and training is providing to all project staff and workers. Ensure that the OHS plans have all the equipment required to be administer for compliance	Ministry of Labour Project team Project staff and workers Contractor
Reliability of data gathering	Clear communication on what data is required. Use materials in the appropriate language for the community and leaders to understand.	Project team
Land access, acquisition and/or resettlement issues	Communicate with the landowners clearly and disseminate the land and resettlement procedures	Project team
Political constraints	Remain apolitical and ensure that the institutional arrangements are reviewed and followed throughout the project	Project team and Implementing Partners

Table 3-3 provides the outline SEP to be updated by FRA and its PMU early in project implementation.

Table 3-3: Stakeholder engagement plan – key messages/activities, timeframe and disclosure

Timeframe	Activity	Activity led by	Participants
Prior to project appraisal	Establishment of LARP cut-off dates at each bridge location	FRA	DOL, TLTB
	Disclose finalized entitlement matrix, LARPs, consultations with APs, participatory IOL and DMS, The LARPs will also be posted on the ADB and WBG websites and distributed to community (government/community liaison officers).	FRA, DOL, TLTB	APs as identified in RP
	Public awareness and consultation meeting(s) to present and receive comments on draft ESIA. Finalize ESIA	FRA, financiers	DOE Stakeholders, APs
Prior to contract award	Public awareness and consultation with landowners and residents whose non-land assets may be affected	FRA, DOL, TLTB	FRA, DOL APs as identified in RP
	Negotiate arrangements for moving, replacing, or compensating non-land assets.	FRA	FRA APs as identified in RP
	Public meetings for development consent application and issue (updated ESMP, ESIA + LARP)	FRA, DOE	Affected communities + stakeholders
Prior to works commencing	Undertaking of FIA (Lami, Medraukutu, Sabeto, Viseisei & Matawalu bridges), identify and pay compensation as required	DOL DOF	FRA, Qoliqoli
	Pay compensation for all affected land and assets. Payments should be made at a group meeting of APs in order to insure transparency. 100% payment of compensation required before works begin.	FRA, DOL, TLTB	APs as identified in RP
	Public notice to quit project area. Notice by public radio, print, television, and signs	FRA, DOL, TLTB	General public
	Notice updating community and stakeholders re contractor(s) selected and commencement of works	MOWE-PMU	General public
	CESMP including GRM, SEP activities and timeframe (prepared by contractor(s) and reviewed and cleared by FRA and financiers, provided to DOE for information)	Contractors, FRA	DOE General public
	Completion of remaining baselines	FRA, contractor(s) as required	Sensitive receptors
	Clearance and disclosure of Compensation Completion Report (verification of payment of compensation for all affected lands, crops, structures)	FRA, ADB, WBG	3rd party validator
During construction	Public awareness and consultation meeting(s) to present draft plans (for mitigating noise, dust, traffic congestion, and pedestrian safety risks, community health and safety etc)	Contractors) DOE	Affected communities + stakeholders
	Updates, as required, to communities about specific construction activities, anticipated risks and management measures	Contractor(s)	Affected communities + stakeholders

4 Grievance Redress Mechanism

4.1. Purpose of the Grievance Redress Mechanism

A GRM is necessary during project implementation, in order to address community or stakeholder conflicts, complaints and grievances relating to the Project, and these will need to be resolved in a fair and transparent manner to reduce exposure to risks. The GRM is also necessary to promote a harmonious relationship between FRA and its Project stakeholders/community members in order to enhance their acceptance of the project.

Potential conflicts can be avoided through a consultative and participatory planning process involving affected communities. If communities are well engaged and informed, it can reduce the occurrence of disagreements and conflicting positions. However, where grievances do occur, it is important that there is a process in place to have them resolved quickly before positions strengthen and disagreements escalate.

A GRM is established with clear processes for use and reporting, that the stakeholders and community members are aware of and understands what the GRM represents and that those managing the GRM understand their role and responsibility when processing and responding to feedback received.

Although dealt with through the updated GRM a separate channel may still be required to deal specifically with to SEAH and/or GBV related complaints (e.g. requiring engagement of additional professionals/specialists, sensitive and appropriate responses feedback). See Section 4.3.

The grievance procedures consist of four key steps including:

- Proper documentation of all grievances including recording, categorizing, and prioritizing, and
- A discussion mechanism for hearing and resolving the grievances in consultation with the complainant(s) and other stakeholders, and,
- Informing the aggrieved parties about the solutions, and
- Provisions for appeals to higher authorities in the event of dissatisfaction by any affected persons.

Since 2014 FRA has been implementing a GRM for the earlier transport sector project financed by ADB and WBG[2] as developed as part of the associated projects' consultation and communications plan (2015), conflict resolution procedure, and is experienced with implementing GRM through various other projects.

The objective of the GRM is to systematically address grievances that may arise through or as a result of the project in order to ensure or maximise project implementation and effectiveness while reducing negative ramifications to the widest group of stakeholders. It does so by providing a forum for stakeholders who may believe that they are affected by the sub-project to report grievances and seek satisfactory resolution as they arise, without fear of retribution.

Language barriers and insufficient literacy levels shall not withhold any person from lodging a complaint. The GRM form (see Appendix A) shall be written and available in, Fijian/iTaukei, Hindi, English as appropriate and disclosed to all potential project affected persons prior to any construction activities commencing. The forms will be available at subproject sites and FRA project or site staff shall assist those with verbal grievances to complete the form.

The GRM will be sufficiently flexible to accommodate issues raised at different stages of the project cycle. The contractor will respond to the GRM and include how they will implement the GRM for construction-related issues, in their CESMP. Prior to construction commencement, regulatory authorities, landowners and businesses shall be made aware of the GRM process and be given guidance on relevant steps to lodge a complaint. Grievance forms (see Appendix A) shall be provided where required and the GRM shall be discussed in any community consultation sessions.

4.2. Project Grievance Redress Mechanism

The GRM process operated by FRA for the TIISP and TIIP is shown below in the flowchart (Figure 4-1) and the outline of the register is shown in Table 4-1.

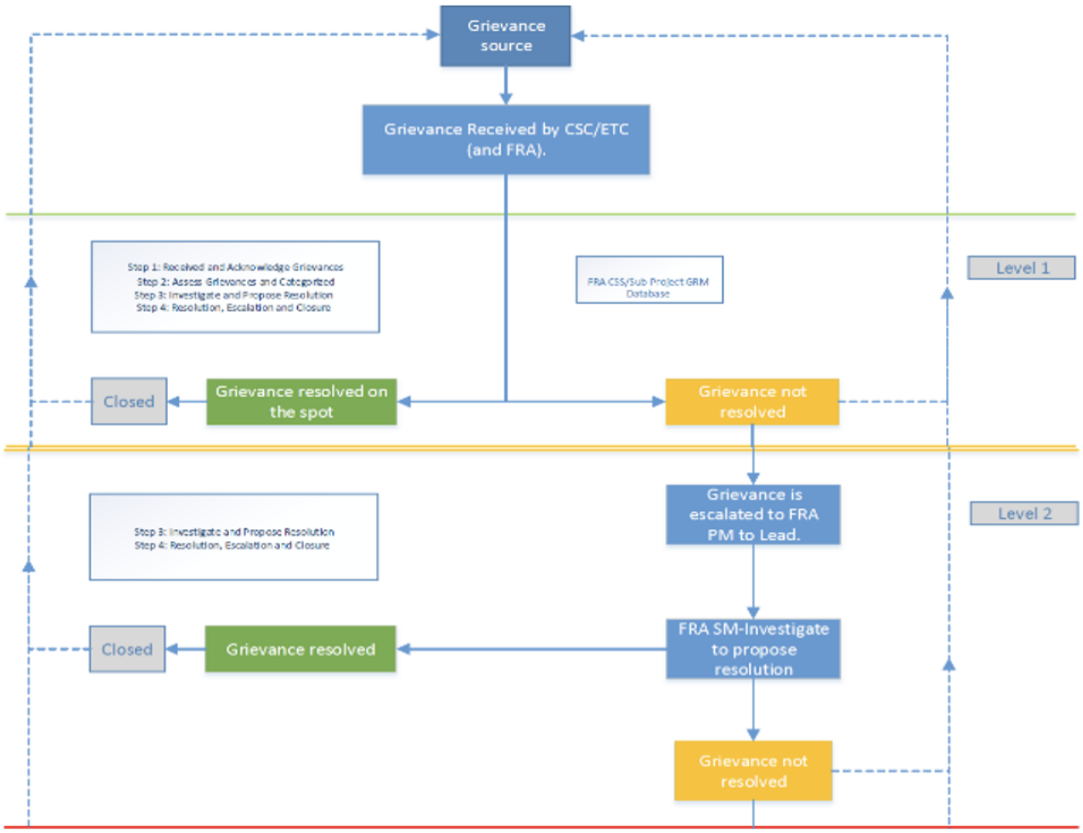
Note: In response to an earlier version of the GRM proposed for the project (03-Nov-22), it was stated that if a complaint is received through the project or GRM relating to SEAH, GBV or VAC, then the complainant is referred to a specialist service provider (currently Women and Children Crisis Centre) considering the need for confidentiality and a survivor-centred approach. For more information, please refer to the WBG Environment and Social Incident Response Toolkit guidelines. However, FRA subsequently advised that all SEAH complaints were managed through the GRM process illustrated in the updated TISP/TISSP Communications Strategy (August 2023) and further described below (section 4.3) as agreed with ADB and WBG following handling and resolution of some incidents on TISP and TIISP.

[2] Transport Infrastructure Investment Sector Project (TIISP) of ADB and Transport Infrastructure Sector Project (TISP) of WBG.

4.2.1 Grievance redress and reporting process

The GRM procedure to guide resolution for the subprojects is summarised below, this procedure has been taken from the updated GRM as presented in the TIISP/TISP Communications Strategy[3] (August 2023). The timelines are indicative for acknowledgment, interim responses, and, where possible, final resolution of grievances.. A GRM procedure, explained below, will guide the resolution of environmental, social, and highly sensitive cases, based on the timelines outlined in the relevant frameworks.

Figure 4-1: Grievance redress mechanism process



Step 1: Receive and acknowledge grievance

Prior to the commencement of construction, regulatory authorities, landowners and businesses shall be made aware of the GRM process and be given guidance on relevant steps to lodge a complaint.

[3] ADB Project Number: 48141, ADB Loan Number: 3210-FIJ and WBG Project Number: 150028 (August, 2023).

Contact details for lodging a complaint. Specific contact details and information will be provided to all stakeholders prior to any works commencing. This will allow them to request further information about the project, and to lodge a complaint or raise a concern or grievance. A grievance may be lodged in a number of ways: (i) directly with FRA, as per the contact details of the focal person designated and that information provided to the community and shown on signboards etc; and (ii) to the contractor responsible for specific bridge replacement(s), see also section 4.2.3; or (iii) directly to ADB or WBG as financiers of the project.

The FRA has established a toll-free customer services / complaint line–dial #5720–once logged the stakeholder will be given a SR number to enable the complainant to follow up their complaint. The SR number (shown in Table 4-1) will be issued to the FRA Social Safeguards Specialist, who will contact the stakeholder/community member and request to have the grievance form filled out with the nature and details of the grievance or complaint.

Grievance forms (Appendix A) shall be provided where required, and the GRM shall be discussed in any community consultation sessions. Language barriers and insufficient literacy levels shall not withhold any person from lodging a complaint.

The grievance form shall be written and available in Fijian, Hindi and English, as appropriate, and disclosed to all potentially affected persons prior to any construction activities commencing, FRA and/or contractors will assist those with a verbal grievance to complete the form.

Maintaining a grievance register. Each grievance shall be recorded in a grievance register. The format for the grievance register can be as shown in Table 4-1.

Table 4-1: GRM Grievance Register

No.	Date	Name of complainant	Details of grievance	SR Ref #	Person responsible	Action taken	Grievance status (closed / pending and close-out date)
1							
2							

Acknowledgement of grievance. Outcomes of the investigation, and proposed resolution will be discussed with the complainant. The response can be communicated in several ways depending on the complainants preference (e.g. face to-face, email, letter, phone call, etc.). This communication shall also serve as an acknowledgement of the grievance. If the grievance is assessed to be outside of the subproject scope, the complainant will be advised and an alternative mode of redress shall be suggested.

Step 2: Assess grievance and assign category and responsibility

If it is decided that a grievance is not valid, the grievance will be dismissed and advice of the decision and the reasons for dismissal will be provided to the complainant in writing (and in person if required). If the grievance is valid, it will be classified in to one of the following categories:

For level 1 grievances, the FRA Safeguards Manager will contact the complainant directly to develop solutions with oversight from the contractor.

For a level 2 grievance, the Safeguards Manager/contractor will be responsible for identifying a coordinated management solution and response with FRA Safeguards Manager. This should involve other senior managers and sign off from the Project Manager.

For a level 3 grievance, immediate intervention of related parties such as senior managers, contractor/s, and/or local authorities via a grievance redress committee to seek their advice on potential resolutions. Level 3 grievances require the response to be signed-off by both the Project Manager and the FRA Safeguards Manager.

Assessment criteria. The grievances can be assigned a category depending on their level of seriousness.

- Level 1 grievance: A complaint where potential impacts and/or consequences are low that can be resolved quickly (e.g., a project vehicle damaging property)
- Level 2 grievance: A complaint which is widespread and/or repeated (e.g., noise, traffic issues, dust from project machinery)
- Level 3 grievance: A complaint that could potentially result in a serious breach of regulations and Project image and performance (e.g., oil spill in waterways). Management will be notified of all grievances and the FRA Project Manager and FRA Safeguards Manager will be notified of all level 3 grievances. To err on the side of caution this level will include any alleged SEAH or GBV-related matter to ensure that appropriate people are involved and the matter is handled with due sensitivity. ADB and WBG will be notified to determine if additional resources/processes (investigation etc) are required.

Table 4-2: Common grievance types, level of risk and assigned categories

Grievance type	Grievance details	Risk level	GRM category
Economic loss	Impacts to livelihood, access to land matters, loss of access (to resources and/or businesses), affected roadside vendors	Low- high	Level 1-3
Utility disruptions	Disruption due to utilities or services (works onsite, broken pipe incidents.	Moderate – high	Level 2-3
Environmental	Broken sewer, dust, noise, community asset impacts etc	Low- high	Level 1-3
Community requests	Humps, village drainage improvements, grading of accessways to community facilities such as halls or churches, erecting permanent roadside stalls	Low-moderate	Level 1-2
SEAH and/or GBV, VAC matters	Interaction between workers, local communities (vendors), female workers (traffic controllers) and passer-by/drivers. Can be registered on behalf of the victim/survivor *N.B may also be dealt with through a separate process as confidentiality, further investigation and involvement of specialists could be required (see section 4.3)*	High	Level 3

Step 3: Investigate and propose resolution

Initial investigation of the grievance and proposal of a resolution will be undertaken as soon as possible but no later than two weeks after screening and assessing the grievance. The designated officer will discuss the outcomes of the investigation, and proposed resolution with the complainant.

The response can be communicated in several ways depending on the complainants preference (e.g. face to-face, email, letter, phone call, etc.). Further investigations can be undertaken at subsequent resolution levels if required.

They will ask complainant for written acceptance of the resolution (or verbal if the complainant has difficult reading/writing).

Step 4: Resolution, escalation and closure

Once a resolution is reached and complainant is satisfied the grievance case is recorded as a closed case. If the complainant is not satisfied or the relevant personnel cannot resolve grievance then that grievance case is escalated. The resolution levels comprise a sequential process of four levels of resolution. The next level of resolution is triggered if the complaint cannot be resolved at a lower level.

- Resolution level 1: this level is where complaints can be resolved via immediate corrective action by the contractor.
- Resolution level 2: if the complainant is not satisfied with the resolution proposed by the contractors, then FRA will be involved to support collective resolution. Subproject monthly progress meetings FRA/contractors is an avenue for resolve.
- Resolution level 3: If the complainant does not accept the resolution or decision at level 2, they can appeal to the grievance redress committee.
- Resolution level 4: If the complainant is not satisfied with the resolution proposed by the grievance redress committee, the complainant can appeal to the court according to the judicial process. FRA does not control the process beyond this level of resolution but acknowledges this.

Grievance redress committee. If a complaint is escalated to level 3, then FRA will convene a grievance redress committee, including members of the complainant's community, relevant government institutions (depending on the nature of the complaint) and FRA safgeuards and management teams, to identify an adequate resolution for the grievance.

Working procedures for the committee are not included in this report.

4.3. Grievances for highly sensitive cases

Confidentiality is essential for capturing any grievances for highly sensitive cases that may arise in relation to GBV and/or SEAH. Such cases may also require anonymity on behalf of the victim/survivor, especially if the victim/survivor is a child, and complaints may be lodged through a third party on behalf of a victim/survivor.

Depending on the consent and/or preference of the victim/survivor, these cases may be directed to the police, as may be the result of criminal behaviour, and the appropriate local support agency, without following the outlined steps of standard grievance resolution. While the grievance/complaint will be lodged in the GRM and SEP registers, **all correspondence related to the grievance must be kept confidentia**l and handled only by the person(s) designated as the focal(s) for the complaint. The GRM and SEP register/database will reference the separate process for resolution and will only identify the responsible party for handling the complaint, for monitoring, reporting and learning purposes.

The ADB and WBG will also be informed at lodgement of the grievance or complaint and will determine the process for handling the matter according to their guidelines[4], requirements and accepted practice i.e. who the responsible parties within each institution will be, outline of the information to be reported to management[5], whether an investigation is required and specialist investigators need to be recruited, reporting procedures, coordination with the police etc, and when the matter is closed.

4.4. Responsibilities of the contractor

During the construction phase, the established GRM procedures will be applied by the contractor. The approved CESMP will contain a section outlining the contractor's responsibilities for implementing the relevant elements of the GRM and how they will capture, respond to and monitor grievances and complaints. The GRM and communication procedures and requirements will be set out in the relevant section of the bid and tender documents and the contractor's CESMP for the contractor's compliance.

Amongst other things, the tender documents will include a requirement that in the employment contracts the contractor will include, as relevant, a workers' and managers' code of conduct. This will need to align with the FRA's Operations Manual (19-Jul-15) and updated as required to meet development partner requirements) that outlines their ESM policies and procedures including a code of conduct to be signed and implemented by all workers, managers, sub-contractors, and suppliers code of conduct, which will be monitored and evaluated.

The contractor will appoint a representative responsible for all communications with the nearby communities to ensure that any matters are addressed during the construction. The contractor's representative—community liaison officer (CLO)—will represent the contractor and go to the villages and communities to hire labourers, disseminate key construction-related information (such as road closures or changes to construction times), and advise them of health and safety matters relating to the project. The CLO will liaise directly with the FRA Social Safeguard Specialist and he/she will respond to any community issues that are raised as part of the GRM and report the grievance and response to the FRA Social Safeguard Specialist or through the FRA Customer Service System by phone in order to obtain a registered complaint number.

[4] ADB. 2023. Good Practice Note on Addressing SEAH in ADB-Financed Projects with Civil Works; and, WBG. 2022. ESF Good Practice Note: Addressing SEAH in Project Investment Financing involving Human Major Civil Works. Washington D.C, Unites States.

[5] This is only to report that a SEAH or GBV related complaint has been received, the number, sex and age of people involved [alleged perpetrator(s) and victim(s)], and an outline of the process to resolve the matter, including whether an investigation is to be undertaken, it does not reveal any of the detailed nature of the complaint itself.

Affected people can raise their concerns directly with the contractor's representative. Alternatively, village members can discuss their complaint directly with the Turaga-ni-Koro (elected administrative head) in their village. If the Turaga-ni-Koro supports the complaint, both persons take the complaint to the contractor's site representative to register the complaint. Similarly, for those who wish to remain anonymous, the Turaga-ni-Koro, can register the complaint or issue in a register and lodge it with the CLO based at the contractor's site office and/or through the FRA customer service system by phone.

Any complaints arriving at the contractor's site office will be recorded in the contractor's GRM/complaint's register that is kept at the site and which will be subject to monitoring. The register will record:

- date the complaint was made
- name of complainant, unless they wish to remain anonymous
- contact address and / or phone number if available
- nature of, reason for, the complaint and any suggested resolution form the complainant
- how, what, and when the decision was conveyed to the complainant.

If the complainant desires, their identity may be kept anonymous, but that a complaint has been made and the nature of their concern must still be recorded.

A duplicate copy of the entry is given to the complainant at the time of registering the complaint. The duplicate copy given to the complainant will also show the procedure that will be followed in addressing the concern or complaint, together with a statement affirming the rights of the complainant to make a complaint.

The GRM process will be followed in accordance with the timeframes specified as shown in Figure 4-1. The contractor will report all grievances and their status, including a summary table of the GRM register, in their monthly reports to the FRA-PMU, this will allow all complaints to be recorded in the project-level GRM register managed by the PMU.

4.5. Disclosure of the GRM

The FRA-PMU must ensure that project stakeholders and the wider community are made aware of the project, how to get and provide information, make suggestions and raise concerns. This will be done in accordance with the SEP, as detailed in Section 5.1, throughout the detailed design, pre-construction and construction phases of the project through various methods including noted on project signboards, public notices in newspapers and on radio, cell phone text blasts, stakeholder / community meetings, questionnaires, and during data gathering.

The GRM will be disclosed during community consultation meetings in the project site prior to commencement of any civil works. A copy of a summary brochure outlining the GRM, will be made available to the community through provision of a copy in the village meeting hall and women's meeting. A copy of the procedure for the project-level GRM will be available to the contractors, village heads' office, and concerned stakeholders. Both successfully addressed complaints and non-responsive issues will be recorded by the FRA-PMU in the project-level GRM register and reported to the ADB and WBG in quarterly progress reports and semi-annual safeguards monitoring reports.

A

Appendix A – Grievance Report Templates and Forms

Appendix A-1: Example Grievance Form

Grievance Reference #:

SR#:

Electronic file reference #

Background Information: Summarize Details (attach further pages if necessary):

Note: If the complaint is related to gender-based violence (GBV), sexual exploitation, abuse or sexual harassment (SEAH) or violence against children (VAC), the situation must be immediately referred to Fiji Roads Authority.

Contact Information:

i. Charlie Ward – charles.ward@fijiroads.org: TIISP Portfolio Manager
ii. Apisai Ketenilagi – apisai.ketenilagi@fijiroads.org: Design of 40 Critical Bridges and 3 Jetties
iii. Office Address: Level 4, Fiji Development Bank Centre, 360 Victoria Parade, Suva
iv. PO Box 16550, Suva; Phone number: 679 3100114;
v. Email - info@fijiroads.org
vi. Website: www.fijiroads.org and Toll Free Number: 5720

Name of concerned party (or anonymous) and gender	**Employee ID (If Employee)**	**Telephone** **Email**
Date of Raising of Concern	**Date of 2 week deadline for initial resolution or escalation:**	**Actual date of close out:**

Date, time, and location of Event leading to Concern:
Detailed account of the concern (Include names of persons involved) if known (attach further pages if necessary):
Are there any policies, procedures, guidelines that may have been violated (attach further pages if necessary):
Proposed solution or sought remedy (attach further pages if necessary):
Outcome of Concern (attach further pages if necessary):
Date and Signature of Entry into Record: **Date and Signature of Close-out:**

Appendix A-2: Template GRM Lodgement Response Letter

FIJI ROADS AUTHORITY
Government of Fiji

Reference No.: Type reference number **Date:** Type the date

Type recipient's name.,

Type recipient's title.,

Type recipient's address.

Type the salutation,

Re: *Your complaint received (insert SR or GR number) regarding (insert date and issue)*

Thank you for your *visit, letter, email, telephone call* of *insert date.* We welcome and appreciate all feedback regarding implementation of the Critical Bridges Resilience Project. Please be assured that we will investigate the issues you have raised and provide you a written response within two weeks. We may contact you during this period for additional information.

Until then if you require any further assistance do not hesitate in contacting *insert PMU E&S officer or grievance focal point name and contact details* who will be very happy to assist you.

Type closing,

_____

Type your name

FRA PMU – Manager

Appendix A-3: Example of Grievance Register

GRIEVANCE REDRESS MECHANISM (GRM) DATABASE

No.	Grievance Record No	Name of the Complainant (Can be anonymous also)	Gender (Male -M and Female - F)	Date the complaint was Received	Year	How was complaint received (in-person by letter, phone, fax, email, and website service)?	Who received the complaint?	Date the complaint	Who logged-in the complaint?	Nature of Complaint (brief description)	Was the case resolved? (Yes - 1 and No - 0)	If resolved, within how many days was the case resolved?			How the complaint was resolved?	Case under Investigation (Yes - 1 and No - 0)	Case not resolved (total of columns H, O, and P should be equal to cases under			Remarks (If any)
												30 days or less than 30 days (put 1 if Yes)	Between 31-60 days (put 1 if Yes)	Over 60 days (put 1 if Yes)			Not resolved for 30 days (put 1 if Yes)	Not resolved for 60 days (put 1 if Yes)	Not resolved for over 60 days (put 1 if Yes)	
1																				
2																				
3																				
4																				
5																				
6																				
7																				
8																				
TOTAL											0	0	0	0		0	0	0	0	

GENDER SUMMARY

Cases by Gender	# of cases	% by Gender
Male	0	0
Female	0	0
Total	0	0

SUMMARY BY YEAR

Year	# of Cases	% by Year
2019	0	0
2020	0	0
2021	0	0
2022	0	0
2023	0	0
2024	0	0
2025	0	0
Total	0	0

SUMMARY RESULTS

Case Status	# of Cases	% by
I. Resolved		
- 30 days or less than 30 days (put 1if Yes)	0	0
- Between 31-60 days (put 1if Yes)	0	0
- Over 60 days (put 1if Yes)	0	0
Total Resolved	0	0
II. Under investigation		
- Not resolved for 30 days (put 1if Yes)	0	0
- Not resolved for 60 days (put 1if Yes)	0	0
- Not resolved for over 60 days (put 1if Yes)	0	0
Total Under Investig	0	0
GRAND TOTAL OF CASES	0	0

Appendix A-4: FRA Accident/Incident Form

Fiji Roads Authority

Accident / Incident Notification

To be filled in by site supervisor / foreman and submitted to FRA H&S Department immediately following any accident / incident.		
1	Date of Accident / Incident.	
2	Time of the Accident / Incident.	
3	Location where the accident / incident occurred.	
4	Brief description of the accident / incident.	
5	Property damaged if any?	
6	Particulars of the injured person in case of personal injury.	
6.1	Name of the injured.	
6.2	Employee Number	
6.3	Name of the company for the subcontractor employee.	
6.4	Body part injured	
6.5	Nature of the injury	Minor / fracture / amputation /
7	Particulars of the witness of the accident / incident.	
7.1	Name of the witness	
7.2	Employee Number of the company	
8	Cause of accident	
8.1	Non compliance of PPE.	
8.2	Lack of coordination.	
8.3	Faulty machinery	
8.4	Defective tools /tackles.	
8.5	Wrong procedure.	
8.6	Lack of alertness /concentration	
8.8	Lack of attention on job.	
9	Name of the supervisor/foreman	
9.1	Signature of the supervisor/foreman	
9.2	Date & time.	