Myanmar Community Support Project (P179066) and Additional Financing (P181413)

Stakeholder Engagement Plan

International Committee of the Red Cross

September 2023

1. Introduction

Under the **Myanmar Community Support Project (MCSP)** including its Additional Financing (AF), the World Bank International Committee of the Red Cross's (ICRC's) activities within the scope of its **multisectoral assistance for violence-affected communities in Myanmar**. The objective of the MCSP and its AF is to maintain and build resilience of vulnerable populations to enable their future development. The Project provides support to interventions implemented by ICRC and interventions implemented by the World Food Programme (WFP). This Stakeholder Engagement Plan (SEP) has been prepared to comply with the World Bank Environmental and Social Standard 10 on Stakeholder Engagement and covers the interventions supported by the Project that will be implemented by the ICRC. This SEP will cover ICRC's activities under both the original project and AF as the proposed AF would scale up current project activities in the same geographical locations with no changes to the project design and implementation modalities. A separate SEP has been prepared for interventions to be implemented by WFP.

The original MCSP project was approved on April 26, 2023, and became effective on May 2, 2023. The project performance was rated satisfactory for both overall implementation progress and progress toward achievement of the PDO at the time of requesting additional financing. The AF resources will be provided to WFP and ICRC proportionally to their MCSP funding under the original project (which is 40 percent to WFP and 60 percent to ICRC). The environmental and social risk management instruments of the parent project (ESMF, SEP and ESCP) were updated to reflect the AF, reviewed by the World Bank and disclosed prior to the approval of the additional financing.

During the preparation of activites under the MCSP, ICRC has and will 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 SEP outlines the ways in which the ICRC has and will continue to communicate with project stakeholders and includes the description of the grievance mechanism/community feedback mechanism used by ICRC for people to raise concerns, provide feedback, or make complaints about any activities related to the project. This mechanism is essential to the success of the project to ensure smooth collaboration between the ICRC and local communities, as well as to minimize and mitigate environmental and social risks related to the proposed activities.

2. Project Description

As described in the MCSP Project Appraisal Document, the overall project has four components:

Component 1. Protect Human Capital

Component 2. Improve Nutrition of Vulnerable Groups

Component 3. Support Sustainable Livelihoods

Component 4. Ensure Access to Basic Services

ICRC will be implementing Component 3 and Component 4 under the MCSP.

The ICRC's interventions' objective is to ensure that communities affected by armed conflict, other situations of violence and natural disasters in Myanmar are able to meet both their urgent needs and to work towards resilient, long-term recovery. Based on available data on the current humanitarian situation the focus on the proposed activities would likely in favour of internally displaced people

(IDPs), returnees and residents in Chin, Kachin, Rakhine, Shan, Kayah, and Kayin States; and in Sagaing, Mandalay, and Magway Regions. Specific areas of intervention will be chosen based on the following criteria:

- Presence of conflict and resulting protection concerns and weapon contamination;
- Concentrations of IDPs;
- Areas seeing or likely to see significant numbers of IDPs or returnees;
- Areas previously affected by the conflict and which are in proximity to frontlines (high degree of volatility);
- Added value of ICRC presence (including lack of duplication with other humanitarian actors)

The two main components that will be implemented by the ICRC are described in more detail below, with the names they are referred to in the existing ICRC programming:

Component 3: Sustainable Livelihoods, including activities that facilitate medium- to long-term recovery via the provision of cash grants, agricultural inputs and productive assets.
- **3.1: Unconditional cash transfers** to assist households from the loss of livelihoods due to displacement.
- **3.2**: **Cash-for-work** wage transfers to cover critial needs of vulnerable households that woild also help to maintain or repair community infrastructure.
- **3.3: Support to farming communities**: Inputs and technical assistance to increase household agricultural production to improve food security.

Component 4: Community Infrastructure will finance construction materials, basic equipment, contractor costs, labor and technical oversight for small-scale infrastructure, including investments for water, sanitation and hygiene (WASH) for individual families; rural community infrastructure for water, sanitation, shelter and access; and urban and peri-urban infrastructure for water, sanitation, shelter and access.
- **4.1: Short-term response:** Repair, upgrade or construction of essential infrastructure (water supply pipelines, water distribution points, latrines, showers, wastewater treatment facilities, solid waste management systems, temporary or semi-permanent shelter, household solar power units) for displaced households.
- **4.2 Community infrastructure**: Repair, upgrade or construction of communal structures (water-supply systems such as ponds and other sources, water treatment or distribution systems, permanent latrines, wastewater treatment systems, drainage, semi-permanent and permanent shelters, solid waste management systems, roads, jetties, bridges, community halls, schools, dormitories, healthcare facilities) for displaced communities.
- **4.3 Urban and peri-urban infrastructure**: Repair, upgrade or construction of communal structures (water-supply systems such as ponds and other sources, water treatment or distribution systems, permanent latrines, wastewater treatment systems, drainage, semi-permanent and permanent shelters, solid waste management systems, roads, jetties, bridges, community halls, schools, dormitories, healthcare facilities) for displaced communities in urban or peri-urban areas.

3. Summary of Previous and Ongoing Stakeholder Engagement Activities

The ICRC began working in Myanmar in 1986. It responds holistically to the needs of IDPs and other people affected by armed conflict and other situations of violence, helping them restore their livelihoods, repairing water, health and prison infrastructure, and supporting primary-health-care, hospital and physical rehabilitation services. It conducts protection activities in favour of violence-affected communities, provides family-links services and works to ensure that the treatment and living conditions of detainees meet internationally recognized standards. It promotes humanitarian

principles, both to prevent, reduce, and mitigate the physical and psychosocial impact of conflict and violence. It often works with the Myanmar Red Cross Society (MRCS) who will have limited responsibilities under this project.

The ICRC's long-standing operational presence in Myanmar and its partnership with the MRCS allows it to access hard-to-reach areas and engage with conflict-affected populations on a continuous level. ICRC interactions with stakeholders range from the daily to the quarterly. For example, they include regular dialogue with communities through its own staff and MRCS in understanding needs and assessing the support required for communities; regular meetings with local authorities, IDP camp management committees and development partners; and regular meeting other influential actors. Participatory exchanges involving community members and representatives, traditional leaders and local authorities continue to be the basis for calibrating the design and implementation of the Project within set broader parameters.

In anticipation of its own programming in 2022, as well as in anticipation of activities to be covered by this project, ICRC and MRCS have engaged with the stakeholders listed below in the past year. These consultations have been conducted in Yangon; Nay Pyi Taw; Shan, Chin, Kachin and Rakhine states; and Magway and Sagaing regions. Engagement methods to date have included: one-on-one meetings; formal and informal group presentations; focus group discussions; key informant interviews; and the sharing of information on the proposed activities. The approach and format of the consultations take into consideration cultural appropriateness, and barriers to language, literacy, and participation. Consulted stakeholder groups include:

- **Potentially affected and beneficiary communities and their representatives**: More specifically, this group consists of women, men, youth and elders from different ethnic groups, who live in protracted IDP camps, who have been recently displaced and live in more ad hoc arrangements, or returnees. It also includes religious and community leaders for such groups.

- **Village/Township authorities**: Representatives from General Administrative Department at different levels such as village administrator and/or village tract administrator and/or township administrator; township development committees; and local representatives of the Department of Agriculture, Livestock and Irrigation.

- **State authorities**: Representatives from the General Administrative Department.

- **Civil society**: Civil society organizations and networks, youth organizations, women organizations, and human rights organizations.

- **Non-state armed groups**: People's Defense Forces and other non-state armed groups in Shan, Chin, Kachin and Rakhine states, and Magway and Sagaing regions.

- **Development partners/other humanitarian actors**: Representatives of other development partners, humanitarian actors and international NGOs who participate in relevant UN Cluster's (Food and Security, WASH and NFI/Shelter) meetings, MRCS, International Federation of Red Cross and Red Crescent Societies, WFP.

The ICRC project cycle also has specific and detailed requirements for consultation and participation, including for representation of women and inclusion of ethnic and religious minorities, as applicable, and other vulnerable groups. These include needs assessments and prioritization in consultation with communities and community leaders in each participating communities that are used to inform assistance packages and subproject designs, use of local languages for communicating project information, and requirements for minimum levels of community and female participation.

This ESMF, as well as the SEP and the Environmental and Social Commitment Plan (ESCP) that have been prepared for the parent project, have been disclosed in draft for stakeholder consultations on the ICRC website and shared with relevant stakeholder as part of an invitation for consultations. The link for the documents on the ICRC website can be found here:

https://www.icrc.org/en/document/icrc-and-world-bank-support-violence-affected-communities-myanmar

A range of stakeholders were identified for the consultations conducted by ICRC on environmental and social risk management. These stakeholders included women and men with a range of ages from communities affected by conflict; local authorities with previous experience interacting with the ICRC on infrastructure projects; representatives from a state Department of Agriculture, infrastructure contractors, and construction workers.

Consultations took place in Sittwe (Rakhine), Mrauk U (Rakhine), Lashio (Shan) and Myitkyina and WaingMaw township (Kachin) on 27th October and 28th October 2022. A summary table of the locations and stakeholder groups can be found below, followed by a summary of discussion points based on the social and environmental safeguards outlined for this project.

Table 1. Summary of Consultation Meetings

Sub-delegation/office	Stakeholder group	Number of participants and gender	Location	Date
ICRC Agronomists	Director of Department of Agriculture, Deputy Director of Department of Agriculture Deputy Staff Officer	(1) female, (2) males	State Department of Agriculture, Myitkyina, Kachin	27 October
Sittwe, Rakhine	Deputy Director and Executive Engineer, Sittwe Township Municipal Department Rakhine State Chairman, Myanmar Red Cross Society	(2) female, (1) male	Sittwe Township Municipal Department	28 October
Sittwe, Rakhine	Contractors for infrastructure works	(4) males	ICRC sub-delegtion Sittwe	27 October
Mrauk U, Rakhine	Contractors for infrastructure works	(5) males	ICRC office in Mrauk U	27 October
Myitkyina, Kachin	Contractors for infrastructure works	(1) Female (2) male	ICRC sub-delegation in Myitkyina	28 October
Lashio, Shan	Site workers and engineer for infrastructure works	(7) males	Pong Mun village of Nam Tun Village Tract, Lashio township	27 October

Mrauk U, Rakhine	IDPs from Let Kauk Zay 2 site	(5) female (4) male	ICRC office in Mrauk U	27 October
	Shwe Htee site	(5) female (6) male		
Lashio, Shan	Female community members of Pong Mun village	(22) female	Pong Mun village of Nam Tun Village Tract, Lashio township	27 October
Lashio, Shan	Community members of Pong Mun village	(8) female (23) male	Pong Mun village of Nam Tun Village Tract, Lashio township	27 October
Sittwe, Rakhine	IDPs and residents of Taung Min Ka Lar village	(7) female (12) male	Taung Min Ka Lar village ,Kyauk Taw Township	27 October
Myitkyina, Kachin	Community members of Ni Sar	(8) female (4) male	Ni Sar site in Sa Nar village, Sadung Town, WaingMaw Township	27 October

The feedback and discussions are summarized below:

Stakeholder Engagement and Inclusion. The stakeholders consulted agreed on the importance of paying attention to specific obstacles that may be faced by ethnic minorities and vulnerable households, such as access challenges, language barriers, discrimination and others. No reports were received during the consultation meetings regarding experience of discrimination or exclusion of ethnic minorities, disadvantaged or vulnerable households during past or present ICRC programming. One all-female focus group discussion held in Shan State included 7 non-Burmese speakers, they were accommodated through the assistance of a local interpreter. The community consultation in Kachin also took place in a mixed ethnic context where the importance of inclusion was well understood. Contractors in Sittwe noted that illustrated signage for illiterate people to inform about construction sites and facilities could be more widely used. In Shan State construction workers suggested wider dissemination of ongoing activities by ICRC as they sometimes received questions from the community.

Many community members who were familiar with the ICRC recalled that the services provided had met their expectations in part because they had been consulted regarding their needs. Several community members commented that they shared the view that is it necessary to obtain broad community support for project activities. The importance of inclusion of the disabled was raised on several occasions by stakeholders with direct reference to accessible latrines. In one case, a contractor in Mrauk U was keen to share with ICRC some ideas for improved design of accessible latrines which will be explored in detail. In Shan State, one community group illustrated the importance of working towards a common goal to the advantage of the whole community by noting that two private landowners in their village had donated land to widen and include drainage for a village road renovation.

Stakeholders consulted saw the value in stakeholder engagement in general and specifically the ability to give feedback, including airing grievances. Many community spokespersons had telephone numbers to contact the ICRC although they also noted that, in general, many members of the community often prefer to relay observations or concerns through a village leader or camp committee rather than directly to ICRC. Community members expressed the view that if feedback was given, it would be acted upon by ICRC. Discussion included reference to the active use of suggestion boxes already provided. The consultations lent some renewed energy to exploring further ways to ensure that all community members as well as those workers engaged in construction are fully aware of their opportunities to give feedback about the project through hotlines and any other means suited to their environment.

Community and Worker Health and Safety. The importance of health and safety was voiced in the consultations, particularly in relation to infrastructure and construction sites by both local community members and those directly involved in construction. The importance of safety features such as covers on water tanks and handrails for floating jetties at ponds (water catchment) was raised in Mrauk U by internally displaced persons living in camps. Contractors and their workers commented that the local community interacted with them occasionally on issues such as site clearings and proper drainage. Good relations regarding the upkeep of the sites were reported in both village and camp settings. In both settings, respect for controlled levels of noise or dust on exposed work sites and respect for working hours was found.

Contractors universally noted that they were aware and in full agreement that construction waste should be taken to designated dumpsites and that any hazardous waste such as sharp metal rods was segregated. Protective equipment such as boots, helmets, gloves, glasses for iron fabrication and welding works were reported provided as needed. In camp settings, warning boards were noted as important for construction sites by contractors and local community members. In Sittwe, contractors specifically noted the importance of restricted entry and warning signs that they had observed posted around construction sites.

Environmental Risks and Impacts. As part of these consultations, potential environmental risks related to the use of fertilizers were discussed with the State Department of Agriculture in Myitkyina, as well as possible strategic developments in relation to the climate change, the negative consequences of which are already perceived by the farmers in this region. Sittwe Township Municipal Department noted the importance of environmental safeguards, specifically referencing collaboration with the Environmental Conservation Department (ECD) and the National Environmental Quality Emission Guidelines (NEQEG).

Some contractors noted the importance of scheduling the construction of pond excavation in the dry season to prevent soil erosion in Mrauk U; contractors in Kachin noted the importance of scheduling road construction outside of the rainy season. Contractors also agreed on the importance of protecting soil and water from toxic substances during construction. Contractors in Mrauk U also pointed to possible use of metal rather than timber forms for concreting work for road and tank construction to reduce future consumption of wood; to be explored further with the contractors.

Few community members identified any environmental concerns from their own experience but understood and agreed that It is important that any negative impacts on the physical environment are minimized.

The revised ESMF, SEP and ESCP for the AF have been disclosed on ICRCs website. Given that the scope of activities remains largely unchanged, another round of consultations on the documents have not been conducted at this time.

For activities added under the AF (specifically renovation of healthcare facilities), ICRC will conduct site-specific consultations during the design of the renovation activities, before any activities begin. Consultations will include a discussion on the potential environmental and social risks and impacts of healthcare facility renovations as well as the proposed mitigation measures to manage these risks and impacts, including healthcare waste management procedures.

4. Stakeholders Identification and Analysis

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

- **Affected Parties** – persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with it, 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 its implementation in some way; and
- **Disadvantaged and vulnerable** – persons who may be disproportionately impacted or further disadvantaged by the Project as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in consultation and decision-making process.

4.1 Affected Parties

Affected Parties include local communities, community members and other parties that may be subject to direct impacts from the Project. In the context of the project-supported activities, affected parties include beneficiaries, coordinating partners and community-based organizations.

- **Beneficiaries** are considered affected parties because they directly benefit from the project. Beneficiaries have preferences and feedback on project activities and how they are implemented.
- **Implementing agencies** are affected parties because they participate in the implementation of project activities and are directly affected by project activities and implementation arrangements.
- **Community-based organizations** are considered affected parties because the project benefits, activities and implementation modalities directly affect the community members they represent.
- **Government/local authorities** are considered affected parties because the project benefits, activities and implementation modalities take place within their jurisdictions.

More specifically, the following individuals and groups fall within these categories under different components of the project.

Table 2. Affected Parties by Project Components

Component 3: Sustainable Livelihoods	Component 4: Community Infrastructure
Beneficiaries: - Persons affected by conflict, violence or natural disasters who will benefit from project activities - IDPs in the target 6 states/regions - Resident (host) communities where IDPs have settled - Returnees (people who have returned to communities following displacement) - Smallholder farmers affected by conflict, violence or natural disaster - Local businessmen, traders, producers, processors **Implementing Agencies:** - ICRC staff implementing project activities - MCRS staff and volunteers **Community-based Organizations/Representatives:** - IDP Camp Management Committees - Community/religious leaders - Other IDP representatives such as of women, elder, ethnic minorities', people with disabilities, among other diversity factors **Government/Local Authorities:** - Local representatives of the Department of Agriculture, Livestock and Irrigation - General Administration Department, Village Tract Administrators, Township Development Committees	**Beneficiaries:** - Persons affected by conflict, violence or natural disasters who will benefit from project activities - IDPs in the target 6 states/regions - Resident (host) communities where IDPs have settled - Returnees (people who have returned to communities following displacement) - Persons whose land may be affected/who donate their land to project activities - Community workers - Persons accessing services at healthcare facilities to be supported **Implementing Agencies:** - ICRC staff implementing project activities - Local contractors - Contracted workers **Community-based Organizations/Representatives:** - IDP Camp Management Committees - Community/religious leaders - Other IDP representatives such as of women, elder, ethnic minorities', people with disabilities, among other diversity factors - Community level committees formed for infrastructure projects **Government/Local Authorities:** - General Administration Department, Village Tract Administrators, Township Development Committees, healthcare facility administrators and staff

4.2 Other Interested Parties

The projects' stakeholders also include parties other than the directly affected communities, including:

- Other ICRC staff, not directly working on project activities (Management, Programme, M&E, Logistics, Security)
- UN Cluster/working group members

- Humanitarian Coordinator (HC)/Resident Coordinator's (RC) Office
- UN agencies, including OHCHR, UNHCR, UNICEF, OCHA, UN Women, UNFPA
- WFP
- Development actors including UNDP, INGOs and local NGOs
- Health and psycho-social services personnel
- Local authorities at central and state/region level
- National Unity Government
- Ministries of Agriculture, Livestock and Irrigation; Natural Resources and Environmental Conservation; Social Welfare, Relief and Reconstruction
- People's Defense Forces and other non-state armed groups in different areas
- Community-based organisations, including local women's organisations
- Civil society
- Local and international media

4.3 Disadvantaged and Vulnerable Groups

The project identifies vulnerable groups as any persons or groups who may be disproportionately impacted or further disadvantaged by the project due to their vulnerable status, and who may require special engagement efforts to ensure their equal representation in project consultation, decision-making and access to assistance processes.

The ICRC recognizes that the socio-economic and other effects of conflict, displacement or COVID-19 pandemic are not the same for all: People who are already socially marginalized prior to conflict, displacement or COVID-19 are often rendered even more vulnerable. For instance, the travel necessitated by conflict, the accommodations due to displacement or the lockdowns necessitated by the pandemic may expose women and adolescent girls to abuse and other violence; the inability to access schools may expose schoolchildren to abuse or neglect; and conflict related safety and security issues, as well as conflict and pandemic-related movement restrictions, may make it harder for persons with disabilities, victims of violence (including sexual violence), and older people to obtain the services or the assistance they need. ICRC policies and operational modalities aim to ensure that the distinct needs of marginalized groups and people at risk – women and adolescent girls; children; the elderly; persons with disabilities; victim/survivors of sexual and gender-based violence; people with pre-existing medical conditions, among others – are actively addressed through participatory consultations and inclusive decision-making.

For activities under this project, the following groups are identified as potentially disadvantaged and vulnerable groups:

- Women and adolescent girls
- Children
- Older people
- Persons with disabilities
- People with pre-existing medical conditions and health needs
- Sexual and gender-based violence survivors
- People who do not have digital access
- People who are illiterate and/or do not speak Bamar language
- Ethnic minorities

In addition, it is worth noting that most of the target beneficiaries for project activities are IDPs. IDPs, who have been uprooted from their homes and forced to move elsewhere, are a vulnerable group as a whole, as they have lost access to their standard livelihood streams, accommodation, access to

services and benefits, and possibly their social safety networks. When any of the above listed vulnerability groups intersect with the IDP status of persons or groups, this intersection increases and compounds the vulnerability of such persons and groups. For example, a person with disability who was taken care of by relatives in an accessible environment in their home will be additionally vulnerable and in need of assistance as an IDP, potentially without a support network, accessible accommodation or transportation, or local services.

ICRC seeks to ensure that its policies, approaches and practices are sensitive to gender, age and disability and that beneficiaries can access its services in an equitable manner. Through an ongoing process to develop an operational approach for addressing gender, age, disability and other diversity factors, the ICRC is strengthening its understanding of these issues and how they compound people's vulnerabilities. This approach allows the ICRC aims to better integrate these various facets in its operations and ensure that its processes are inclusive and participatory.

4.4. Ethnic Minorities

Myanmar is one of the most ethnically diverse countries in Asia. The 2008 Constitution recognizes 135 distinct ethnic groups as "national races" in which there are eight major ethnic groups: Kachin, Kayar, Kayin, Chin, Bamar, Mon, Rakhine and Shan. These 135 groups are legalized based on the origin of 135 languages and races by British Colonial Census 1931. The largest national race is the Bamar that makes up approximately two-thirds of the Myanmar population. Other national races or ethnic groups/minorities account for approximately one third of the population. Ethnic groups, who satisfy the criteria under World Bank's ESS7 on Indigenous People's, reside in the states and regions that will be targeted by project activities. Based on ESS7, free, prior and informed consent (FPIC) will not be required under the project as there will be no (a) adverse impacts on land and natural resources subject to traditional ownership or under customary use or occupation; (b) relocation of members of ethnic minority groups required or (c) significant impacts to cultural heritage that is material to the identity and/or cultural, ceremonial, or spiritual aspects of the affected people. While FPIC is not required, the ICRC will aim to hold culturally appropriate and gender sensitive free, prior and informed consultations with ethnic minorities.

Ethnic minority groups are considered under the disadvantaged and vulnerable groups, because certain criteria, such as lack of identification documents, exposure to conflict and displacement, restrictions of movement or inability to travel due to safety concerns, may apply to them at disproportional rates compared to the majority Bamar population. In addition, they may face discrimination or intimidation. Some ethnic minority communities may speak exclusively their own ethnic language or may understand spoken Bamar language but may be illiterate in the written form. For these reasons, and to ensure compliance with the World Bank's ESS7, additional stakeholder engagement measures are included below to ensure free, prior and informed consultation with ethnic minority communities to ensure that there is broad community support from them for project activities.

Based on ICRC's Accountability to Affected People Institutional Framework, in line with the requirements under the World Bank ESS7, and based on ICRC's existing operational practices, ICRC will conduct stakeholder engagement with ethnic groups based on the following principles:

- In identifying subproject activities and beneficiaries, ICRC conducts inclusive, accessible, culturally appropriate and gender-sensitive consultations with ethnic communities, as well as with NGOs, religious and community leaders, and community-based organizations representing ethnic minorities. These consultations take into the specific obstacles that may be faced by ethnic minorities such as, access challenges, language barriers, discrimination, intimidation, and travel restrictions.

- These consultations enable ethnic groups to provide input to the design of project activities and priorities, as well as provide feedback on implementation of project activities, benefits and risks to ethnic group communities, with the objective of obtaining broad community support for project activities.

- ICRC provides transparent information on project activities, benefits, eligibility criteria to ethnic minority communities, through accessible and culturally appropriate channels, trusted intermediaries, in relevant ethnic languages.

- ICRC proactively identifies, consults with and reaches out to ethnic minority groups (through surveys, consultations or other means as appropriate), and includes specific culturally appropriate measures to address the potential obstacles to access for them in delivery of food and cash assistance.

- ICRC ensures that its grievance mechanism is accessible to ethnic groups and culturally appropriate for them to bring forward grievances, through raising awareness among these groups in relevant ethnic languages, providing different intake channels etc.

- ICRC and MRCS employ staff and volunteers from among the ethnic groups and who speak relevant ethnic languages, as needed and feasible. For MRCS staff and volunteers who are from outside the ethnic communities, provide awareness raising on culturally appropriate behaviour, issues related to ethnicity, religion and marginalization.

5. Stakeholder Engagement Program

The ICRC's operational approach, in which it carries out direct implementation and has teams carrying out activities with targeted communities, is one that facilitates an ongoing process of participation and feedback from key stakeholders.

Moreover, the ICRC's multi-sectoral approach to assistance – integrating elements of its Health, Water and Habitat (WatHab), and Economic Security (EcoSec), as well as Protection concerns, ensures that needs across sectors are taken into consideration and programs are adapted accordingly, with feedback integrated and communicated across sectors to be reflected into activities as pertinent and feasible.

The ICRC follows the principle that consultations need to be inclusive of all social/economic groups, gender, youth, and marginalized or at-risk groups. The aim of this dialogue is to inform key stakeholders of the project, obtain their feedback, obtain broad ownership of project activities and discuss how negative impact and grievances will be mitigated.

People benefiting from humanitarian action depend on the quality of the services they obtain from organizations, a process over which they can have limited influence. Humanitarian organizations have an ethical responsibility to consider affected populations' wishes, factoring in vulnerabilities, local capacities and culture, to manage resources efficiently, and to produce results maximizing beneficial effects. The ICRC thus takes pains to improve the effectiveness and efficiency of its work and to increase its accountability to affected populations, first to the people it serves, and second to external stakeholders, notably partners.

In all its stakeholder engagement, the ICRC will continue to observe the "do no harm" principle, which is at the core of its action. It works to ensure that people are provided with a safe space for expressing their concerns, suggestions and complaints, and that their doing so will not expose them to retaliation, stigmatization or any further harm.

The ICRC, informed by its decades-long operations in Myanmar and its proximity and close interaction with violence-affected communities, has and will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach*: ICRC holds regular consultations with the community including discussions on the status of the Project during its implementation, whenever possible; discussions will be carried out openly, free of manipulation, interference, coercion or intimidation; local health authorities, community and religious leaders and others will be requested to inform community members in advance about the time, location, and frequency of these meetings.

- *Free, prior and informed consultation and feedback*: Information will be provided to all stakeholders in an appropriate and accessible format, in relevant local languages, to ensure the accessibility and effectiveness of the medium and space for addressing comments and concerns; opportunities will be provided for constructive discussions of stakeholders' feedback.

- *Inclusiveness and sensitivity*: Stakeholder identification is undertaken to support better communication and build effective relationships. The participation process for the Project will be inclusive. Stakeholders will be encouraged to be involved in the consultation process, ensuring equal access to information for all. Sensitivity to stakeholders' needs will guide the selection of engagement methods. The cultural sensitivities of diverse ethnic groups will be taken into account, and special attention will be given to marginalized or at-risk groups and others with particular vulnerabilities, such as women, children, the youth, persons with physical disabilities and the elderly.

Specifically in Myanmar and for this project activities, ICRC identifies priority communities for assistance based on the humanitarian and conflict context, in consultation with other humanitarian partners, in order to target assistance to the most vulnerable populations and to avoid duplication of efforts.

Assessment and planning. Once potential communities are identified, ICRC conducts participatory needs assessments at the community level. These participatory assessments and information collected are used to identify potential assistance and/or infrastructure activities. These proposed activities are presented to and discussed with the communities to further refine and prioritize what will be funded. Community feedback is used to adapt activities as needed.

Implementation and monitoring. During the project, community volunteers help support, implement and supervise activities; they also act as facilitators for the project grievance/feedback mechanism.

Access considerations. While ICRC is steadfast in its commitment to following the principles and management cycle outlined above as rigorously as possible, it should be acknowledged that there may be barriers to doing so, many of them specific to the volatile situation in Myanmar.

- Assessment capacities may be affected by restrictions on access owing to an armed conflict or other situation of violence; the ICRC's ability to monitor and review an operation once implementation has begun may also become limited, or even no longer useful, owing to a radical change in the situation.
- Unfavourable weather conditions, such as monsoon rains, or damaged infrastructure, such as destruction of roads or bridges, may also obstruct the management cycle.
- Specific circumstances may require urgent action. Where time is of utmost importance, assessments will be kept to a minimum, to ensure that the operation can take place and

benefit the target population as soon as possible. Similar constraints can also limit monitoring and review processes.

Implementing activities in conflict-and violence-affected areas of Myanmar has always been challenging, and the current situation has added a layer of complexity. For livelihood support (component 3 of the project), recurrent access constraints linked to the COVID-19 pandemic and security restrictions have considerably impacted the "normal" life cycle of ICRC interventions described above, and required the EcoSec team to re-evaluate its portfolio of activities and working modalities (e.g. switching from "normal" procedures to remote programmatic modalities in some areas). The major constraint is related to livelihood-support projects, where a certain time lapse between the assessment and the monitoring of the activities is necessary to successfully achieve the intended outcomes. The variability of access can affect the required follow-ups. To better accommodate these risks, the field teams have instituted the following operational procedures:

- where ICRC direct access to operational areas is expected to be challenged, explore "remote programmatic modalities" and apply the most suitable one/s, such as: 1) reviewing and using available alternative communication channels (e.g. WhatsApp, Viber vs. suggestion boxes); 2) identifying additional key stakeholders at the time of the assessment, beyond community/camp leaders; 3) inviting community representatives to travel to areas where the ICRC has access to receive the assistance on behalf of beneficiaries (with the ICRC paying per diems for transportation/accommodation); and modifying monitoring modalities to verify that the beneficiaries have received the assistance intended for them

- constantly readjusting the activity plan/plans of action to remain reactive and flexible by: grouping, to the extent possible, activities that can be carried out in the same area when access is granted for a short period of time; reducing the timeframe between the different steps of the project cycle (e.g. between the assessment and the implementation phase or between the beneficiary registration and the distribution of assistance); mobilizing surge human resources capacities whenever access has been temporarily granted or security has improved in the target area (e.g. 90% of the team can be involved for one month in one area to carry out different activities at the same time such as provision of conditional cash grants, vaccination campaign and registration of beneficiaries for distributions of agricultural inputs, etc.)

- relying on secondary data (mainly through the different established humanitarian clusters at state level) and engaging bilaterally through coordination mechanisms with civil society organizations and local/international partners to gather additional information on an area that is temporarily off-limits, in order to help the team assess the feasibility of alterative options to deliver the assistance

- maintaining advocacy channels and continuous humanitarian dialogue with authorities on the importance of facilitating timely access to communities in need so that the planned humanitarian activities can be carried out.

For community infrastructure projects, the first, when access is not possible, community representatives report to the ICRC directly, with photos and videos, via WhatsApp/Viber. Exceptionally, the ICRC's WatHab team may use external consultants to conduct engagement and supervision. This alternative and complementary methodologies are well established, and the ICRC continues using the same methods to ensure the quality of its projects. Nevertheless, it is important to acknowledge that shifting circumstances can lead some projects to vary from the standardized step-by-step approach outlined above and described in more detail in the stakeholder engagement tables below.

Based on ICRC's policies, operational procedures, and experience in Myanmar, the stakeholder engagement tables below outline the stakeholder engagement plan for this project and the activities to be supported under each component. While stakeholder engagement activities for each component and each stage of the project cycle are listed in separate tables (due to some differing affected stakeholders), it should be noted that when multiple components are taking place in the same communities due to targeting or access issues, stakeholder engagement activities will be handled holistically to achieve the objectives and principles of this SEP. Similarly, in cases where the security situation and access opportunities deteriorate, ICRC may vary the engagement activities listed in the tables below to avoid putting beneficiaries, its workers and its volunteers at risk.

All stakeholder engagement measures must take into account the risk of increased transmission of COVID-19 and follow the broad guidelines included in Annex 2.

Table 3. Stakeholder Engagement Plan for Component 3 on Sustainable Livelihoods

Assessment and Planning Stage			
Target Stakeholders	Indicative Information Disclosure and Engagement Methods	Indicative Topics of Engagement	Responsible Party
Location: Community level			
Affected parties: - Potential beneficiaries - IDPs - Host communities - Returnees - Smallholder farmers affected by conflict, violence or natural disaster - Local businessmen, traders, producers, processors - Community workers - IDP Camp Management Committees - ICRC and MCRS staff and volunteers implementing activities - Community / religious leaders - Local authorities - Local businessmen, traders, producers, processors	- Community meetings - Small gatherings/focus group discussions - Participatory needs assessment - Social media - Radio - Banners - Loudspeakers with messages in local languages - Through community leaders/committees	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism - Labor risks (including basic OHS risks and mitigation measures for community workers and landmine risks and procedures)	ICRC Staff MCRS Staff and Volunteers
Affected parties: - Disadvantaged and vulnerable groups, such as: • Women and adolescent girls • Children • Older people • Persons with disabilities • People with pre-existing medical conditions and health needs • Sexual and gender-based violence survivors • People who do not have digital access • People who are illiterate and/or do not speak Bamar language	- Targeted and segregated small gatherings/focus group discussions - Participatory needs assessment - Social media - Radio - Working with community and NGO partners who are trusted intermediaries - Banners - Loudspeakers with messages in local languages - Through community leaders/committees *Respecting confidentiality*	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Potential barriers to access to consultations/access to benefits, preferences for consultation and delivery modalities - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism - Labor risks (including basic OHS risks and mitigation measures for community workers and landmine risks and procedures)	ICRC Staff MCRS Staff and Volunteers Community intermediaries Community based organizations/service providers
Affected parties: Ethnic minorities	- Targeted and segregated small gatherings/focus group discussions - Participatory needs assessment - Social media - Radio - Working with community and NGO partners who are trusted intermediaries - Banners - Loudspeakers with messages in local languages - Through community leaders/committees *Consultations will be done in a culturally appropriate and gender- sensitive manner, in relevant ethnic minority languages, and preferably by staff and volunteers hired from within the ethnic groups*	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Potential barriers to access to consultations/access to benefits, preferences for consultation and delivery modalities - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism - Labor risks (including basic OHS risks and mitigation measures for community workers and landmine risks and procedures)	ICRC Staff MCRS Staff and Volunteers Community intermediaries Community based organizations/service providers

Interested parties: - Civil society - Health and psycho-social services personnel - Local businessmen, traders, producers, processors	- Focus group discussions - Key informant interviews - Social media - Internet based meeting platforms - Regular e-mail updates - Project pamphlets	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism	ICRC Staff MCRS Staff and Volunteers
Location: State/region level			
Interested parties: - Cluster/working group members - Other humanitarian partners, INGOs, NGOs, civil society - Military authorities - Non-state armed groups - Ethnic minority organizations	- Meetings - Key informant interviews - Internet based meeting platforms - Regular e-mail updates	- Coordination/non-duplication of efforts - Project activities, eligibility criteria, project processes, timing, implementation arrangements - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism - Risks to project workers, safety, security (including landmine risks)	ICRC Staff
Location: National level			
Interested parties: - Cluster/working group members - Other humanitarian partners, INGOs, NGOs, civil society - Military authorities	- Meetings - Internet based meeting platforms - Regular e-mail updates	- Coordination/non-duplication of efforts - Project activities, eligibility criteria, project processes, timing, implementation arrangements - Stakeholder engagement plan and grievance mechanism - Risks to project workers, safety, security	ICRC Staff
Implementation and Monitoring Phase			
Target Stakeholders	**Information Disclosure and Engagement Methods**	**Topics of Engagement**	**Responsible Party**
Location: Community level			
Affected parties: - Potential beneficiaries - IDPs - Host communities - Returnees - Smallholder farmers affected by conflict, violence or natural disaster - - Community workers - IDP Camp Management Committees - ICRC and MCRS staff and volunteers implementing activities - Community / religious leaders - Local authorities	- Community meetings - Small gatherings/focus group discussions - Social media - Radio - SMS - Banners - Loudspeakers with messages in local languages - Through community leaders/committees - Monitoring/perception surveys - Grievance/feedback mechanism	- Project progress - Protection from SEA, COVID-19 risks, other potential risks to community members - Fertilizer and Pest Management Plan/Practices - Sustainable farming practices - Grievance mechanism - Satisfaction with/perception of project assistance	ICRC Staff MCRS Staff and Volunteers Local Representatives for Department of Agriculture, Livestock and Irrigation
Affected parties: - Disadvantaged and vulnerable groups, such as: • Women and adolescent girls • Children • Older people • Persons with disabilities • People with pre-existing medical conditions and health needs	- Targeted and segregated small gatherings/focus group discussions - Social media - Radio - Working with community and NGO partners who are trusted intermediaries - Banners	- Project progress - Potential barriers to access to benefits, preferences for delivery modalities - Protection from SEA, COVID-19 risks, other potential risks to community members - Fertilizer and Pest Management Plan/Practices - Sustainable farming practices	ICRC Staff MCRS Staff and Volunteers Community intermediaries Community based organizations/service providers

• Sexual and gender-based violence survivors • People who do not have digital access • People who are illiterate and/or do not speak Bamar language	- Loudspeakers with messages in local languages - Through community leaders/committees - Monitoring/perception surveys - Grievance/feedback mechanism *Respecting confidentiality*	- Grievance mechanism - Satisfaction with/perception of project assistance	
Affected parties: Ethnic minorities	- Targeted and segregated small gatherings/focus group discussions - Social media - Radio - Working with community and NGO partners who are trusted intermediaries - Banners - Loudspeakers with messages in local languages - Through community leaders/committees - Monitoring/perception surveys - Grievance/feedback mechanism *Consultations will be done in a culturally appropriate and gender- sensitive manner, in relevant ethnic minority languages, and preferably by staff and volunteers hired from within the ethnic groups*	- Project progress - Potential barriers to access to benefits, preferences for delivery modalities - Protection from SEA, COVID-19 risks, other potential risks to community members - Fertilizer and Pest Management Plan/Practices - Sustainable farming practices - Grievance mechanism - Satisfaction with/perception of project assistance	ICRC Staff MCRS Staff and Volunteers Community intermediaries Community based organizations/service providers
Interested parties: - Civil society - Health and psycho-social services personnel	- Focus group discussions - Key informant interviews - Social media - Internet based meeting platforms - Regular e-mail updates - Project pamphlets - Grievance/feedback mechanism	- Project progress - Protection from SEA, COVID-19 risks, other potential risks to community members - Grievance mechanism - Feedback on project impacts	ICRC Staff MCRS Staff and Volunteers
Location: State/region level			
Interested parties: - Cluster/working group members - Other humanitarian partners, INGOs, NGOs, civil society - Government/military authorities - Non-state armed groups - Ethnic minority organizations	- Meetings - Key informant interviews - Internet based meeting platforms - Regular e-mail updates - SMS	- Coordination/non-duplication of efforts - Project progress - Protection from SEA, COVID-19 risks, other potential risks to community members - Grievance mechanism - Risks to project workers, safety, security - Feedback on project impacts	ICRC Staff
Location: National level			
Interested parties: - Cluster/working group members - Other humanitarian partners, INGOs, NGOs, civil society - Military authorities	- Meetings - Internet based meeting platforms - Regular e-mail updates	- Coordination/non-duplication of efforts - Project progress - Risks to project workers, safety, security - Feedback on project impacts	ICRC Staff

Table 4. Stakeholder Engagement Plan for Component 4 on Community Infrastructure

Assessment and Planning Stage			
Target Stakeholders	**Indicative Information Disclosure and Engagement Methods**	**Indicative Topics of Engagement**	**Responsible Party**
Location: Community level			
Affected parties: - Potential beneficiaries - IDPs - Host communities - Returnees - IDP Camp Management Committees - Persons whose land may be affected/who donate their land to project activities - Persons accessing services at healthcare facilities to be supported - Community level committees formed for infrastructure projects - ICRC staff and volunteers implementing activities - Local contractors - Community workers - Community / religious leaders - Local authorities	- Community meetings - Small gatherings/focus group discussions - Participatory needs assessment - Social media - Radio - Banners - Loudspeakers with messages in local languages - Through community leaders/committees	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Project ESMF and its approach: Identification and assessment of risks, screening of project activities, selection of appropriate mitigation measures - Protection from SEA, COVID-19 risks, other potential risks to community members - Potential disruption to access that can be caused by renovation of healthcare facilities - Stakeholder engagement plan and grievance mechanism	ICRC Staff
Affected parties: - Disadvantaged and vulnerable groups, such as: • Women and adolescent girls • Children • Older people • Persons with disabilities • People with pre-existing medical conditions and health needs • Sexual and gender-based violence survivors • People who do not have digital access • People who are illiterate and/or do not speak Bamar language	- Targeted and segregated small gatherings/focus group discussions - Participatory needs assessment - Social media - Radio - Working with community and NGO partners who are trusted intermediaries - Banners - Loudspeakers with messages in local languages - Through community leaders/committees *Respecting confidentiality*	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Potential barriers to access to consultations/access to benefits, preferences for consultation and delivery modalities - Project ESMF and its approach: Identification and assessment of risks, screening of project activities, selection of appropriate mitigation measures - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism	ICRC Staff Community intermediaries Community based organizations/service providers
Affected parties: Ethnic minorities	- Targeted and segregated small gatherings/focus group discussions - Participatory needs assessment - Social media - Radio - Working with community and NGO partners who are trusted intermediaries - Banners - Loudspeakers with messages in local languages - Through community leaders/committees *Consultations will be done in a culturally appropriate and gender- sensitive manner, in relevant ethnic minority*	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Potential barriers to access to consultations/access to benefits, preferences for consultation and delivery modalities - Project ESMF and its approach: Identification and assessment of risks, screening of project activities, selection of appropriate mitigation measures - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism	ICRC Staff Community intermediaries Community based organizations/service providers

	languages, and preferably by staff and volunteers hired from within the ethnic groups.		
Interested parties: - Civil society - Health and psycho-social services personnel - Healthcare facility administrators and staff - Healthcare waste management workers and cleaners - Healthcare waste management service providers - Infection Prevention and Control (IPC) staff - Local contractors	- Focus group discussions - Key informant interviews - Social media - Internet based meeting platforms - Regular e-mail updates - Project pamphlets	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Project ESMF and its approach: Identification and assessment of risks, screening of project activities, selection of appropriate mitigation measures - Protection from SEA, COVID-19 risks, other potential risks to community members - Existing healthcare waste management practices - Stakeholder engagement plan and grievance mechanism	ICRC Staff
Location: State/region level			
Interested parties: - Cluster/working group members - Other development partners, INGOs, NGOs, civil society - Military authorities - Non-state armed groups - Ethnic minority organizations	- Meetings - Key informant interviews - Internet based meeting platforms - Regular e-mail updates	- Coordination/non-duplication of efforts - Project activities, eligibility criteria, project processes, timing, implementation arrangements - Project ESMF and its approach - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism - Risks to project workers, safety, security (including landmine risks)	ICRC Staff
Location: National level			
Interested parties: - Cluster/working group members - Other development partners, INGOs, NGOs, civil society - Military authorities	- Meetings - Internet based meeting platforms - Regular e-mail updates	- Coordination/non-duplication of efforts - Project activities, eligibility criteria, project processes, timing, implementation arrangements - Project ESMF and its approach - Stakeholder engagement plan and grievance mechanism - Risks to project workers, safety, security	ICRC Staff
Implementation and Monitoring Phase			
Target Stakeholders	**Indicative Information Disclosure and Engagement Methods**	**Indicative Topics of Engagement**	**Responsible Party**
Location: Community level			
Affected parties: - Potential beneficiaries - IDPs - Host communities - Returnees - IDP Camp Management Committees - Persons whose land may be affected/who donate their land to project activities - Persons accessing services at healthcare facilities to be supported	- Community meetings - Small gatherings/focus group discussions - Social media - Radio - SMS - Banners - Loudspeakers with messages in local languages - Through community leaders/committees - Monitoring/perception surveys - Grievance/feedback mechanism	- Project progress - Progress on E&S risk mitigation - Protection from SEA, COVID-19 risks, other potential risks to community members - Labor Management Procedures (LMP), including Code of Conduct - Landmine Procedures - Voluntary Land Donation Procedures - Chance Find Procedures - ECOP or ESMP, as relevant	ICRC Staff Contractors

- Community level committees formed for infrastructure projects - ICRC staff and volunteers implementing activities - Local contractors - Contracted workers - Community workers - Community / religious leaders - Local authorities		- Potential disruption to access that can be caused by renovation of healthcare facilities - Grievance mechanism - Satisfaction with/perception of project assistance	
Affected parties: - Disadvantaged and vulnerable groups, such as: • Women and adolescent girls • Children • Older people • Persons with disabilities • People with pre-existing medical conditions and health needs • Sexual and gender-based violence survivors • People who do not have digital access • People who are illiterate and/or do not speak Bamar language	- Targeted and segregated small gatherings/focus group discussions - Social media - Radio - Working with community and NGO partners who are trusted intermediaries - Banners - Loudspeakers with messages in local languages - Through community leaders/committees - Monitoring/perception surveys - Grievance/feedback mechanism *Respecting confidentiality*	- Project progress - Progress on E&S risk mitigation - Potential barriers to access to benefits, preferences for delivery modalities - Protection from SEA, COVID-19 risks, other potential risks to community members - Labor Management Procedures (LMP), including Code of Conduct - Landmine Procedures - Voluntary Land Donation Procedures - Chance Find Procedures ECOP or ESMP, as relevant-Grievance mechanism - Satisfaction with/perception of project assistance	ICRC Staff Community intermediaries Community based organizations/service providers Contractors
Affected parties: Ethnic minorities	- Targeted and segregated small gatherings/focus group discussions - Social media - Radio - Working with community and NGO partners who are trusted intermediaries - Banners - Loudspeakers with messages in local languages - Through community leaders/committees - Monitoring/perception surveys - Grievance/feedback mechanism *Consultations will be done in a culturally appropriate and gender- sensitive manner, in relevant ethnic minority languages, and preferably by staff and volunteers hired from within the ethnic groups.*	- Project progress - Progress on E&S risk mitigation - Potential barriers to access to benefits, preferences for delivery modalities - Protection from SEA, COVID-19 risks, other potential risks to community members - Labor Management Procedures (LMP), including Code of Conduct - Landmine Procedures - Voluntary Land Donation Procedures - Chance Find Procedures - ECOP or ESMP, as relevant - Grievance mechanism - Satisfaction with/perception of project assistance	ICRC Staff Community intermediaries Community based organizations/service providers Contractors
Interested parties: - Civil society - Health and psycho-social services personnel - Healthcare facility administrators and staff - Healthcare waste management workers and cleaners - Healthcare waste management service providers Infection Prevention and Control Staff (IPC)	- Focus group discussions - Key informant interviews - Social media - Internet based meeting platforms - Regular e-mail updates - Project pamphlets - Grievance/feedback mechanism	- Project progress - Progress on E&S risk mitigation - Protection from SEA, COVID-19 risks, other potential risks to community members - Proposed healthcare waste management procedures, roles and responsibilities - Grievance mechanism - Feedback on project impacts	ICRC Staff

Location: State/region level			
Interested parties: - Cluster/working group members - Other development partners, INGOs, NGOs, civil society - Military authorities - Non-state armed groups - Ethnic minority organizations - Township Medical Officers - State Health Departments	- Meetings - Key informant interviews - Internet based meeting platforms - Regular e-mail updates - SMS	- Coordination/non-duplication of efforts - Project progress - Progress on E&S risk mitigation - Protection from SEA, COVID-19 risks, other potential risks to community members - Grievance mechanism - Risks to project workers, safety, security - Feedback on project impacts	ICRC Staff
Location: National level			
Interested parties: - Cluster/working group members - Other development partners, INGOs, NGOs, civil society - Military authorities - **Ministry of Health**	- Meetings - Internet based meeting platforms - Regular e-mail updates	- Coordination/non-duplication of efforts - Project progress - Progress on E&S risk mitigation - Risks to project workers, safety, security - Feedback on project impacts	ICRC Staff

6. Grievance Mechanism / Beneficiary Feedback System

The main objective of a grievance mechanism is to resolve complaints in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. Moreover, it supports the institutional commitment to recognize affected people as experts of their own situation and one of the keys to ensure participation. Specifically, the grievance mechanism:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings.

In alignment with the ICRC's approach to Accountability to Affected People (AAP), effective two-way communication channels should consider the diversity of groups within a community (e.g. mothers with young children, older men or women with mobility impairment) and recognize that they have different communication and information needs, and may trust different sources of communication. The ICRC selects the appropriate combination of channels based on the preferences of people, communities and groups to interact with, the purpose of the channel and the context following adequate consultation with different community members, the type of feedback required by ICRC and raised by the community, the intended users of the channel and their specific requirements, organizational resources and capacity that are required, and the effective management of any risks.

For activities supported under this project, ICRC will use its existing grievance mechanism in Myanmar. ICRC's grievance mechanism fulfils the key elements of the grievance mechanism described in paragraph 2, Annex A of World Bank's ESS10, as summarized below:

Grievance intake/different ways in which users can submit grievances. For collecting grievances or beneficiary feedback, ICRC uses multiple channels and tools, including 1) in person, through ICRC staff on the ground, community leaders and representatives of diverse groups within the community, MRCS volunteers, 2) in writing, through feedback forms at the community level and suggestion boxes, 3) through ICRC website and email, and 3) by phone through hotlines.

The increasing security limitations, hampering regular physical access to affected people, point to an increasing use of hotlines and other digital means for engaging with communities. The evolution of the context has therefore prompted the ICRC Myanmar delegation to plan deployment of a Community Contact Center (CCC) – a system/software that provides for greater efficiency in the management of feedback - from receiving, registering, deriving, escalating, and closing the feedback loop. The platform is conceived to ensure callers' confidentiality, with a first line of operators (not involved in field activities) speaking local dialects. It will also facilitate the proactive collection of feedback on the services provided by the ICRC by reducing possible data collection mistakes and generating instant reporting on the feedback received. Myanmar's Community Contact Centre (CCC), a professionalised application for a more robust, scalable and user-friendly solution already deployed in 13 ICRC delegations globally by a dedicated CCC team, is currently in pre-deployment phase .

Database of grievances: The feedback collected is currently recorded in a feedback tracker dashboard, which captures the type of feedback received, when, by whom (location, ethnicity, sex, age, disability,

among other relevant diversity factors), related to which program. Intake of feedback is digital rather than through hard copy forms.

Procedures and decision making. ICRC grievance mechanism procedures set out the length of time stakeholders can expect to wait for the response and resolution of their grievances. The maximum time to resolve grievances is currently set at 10 days The current intake of grievances and feedback in Myanmar shows a large majority of cases that can be resolved by the call operators or ICRC/MRCS field staff within a short period of the information being received. After a grievance is resolved or closed, this is communicated to the complainant through the same channel of grievance submission, with date of completion recorded.

Once the CCC is operational, an even more robust response to grievance is expected: Experience from existing CCCs shows that the dedicated operators can treat the vast majority of calls, with just over 10%, according to global statistics, without needing to be transferred to provide more technical, complex or sensitive feedback. CCC operators will also run satisfaction surveys following the interaction between the programme specialist and the complainer/requester to control/verify if the issue has been addressed well and eventually resolved.

An appeals process (including the national judiciary): If grievances cannot be resolved and/or closed at the ICRC field staff or call operator level, it will be referred to ICRC State and Region/Sub-Delegation Offices or the ICRC National Level Delegation Office for review and resolution. Complainants always preserve their right to take their grievances to national judicial channels.

Documentation and reporting. Between 01 January 2021 to end June 2022, the ICRC Myanmar delegation has recorded 613 feedback cases across Myanmar, 563 of which have been resolved and 50 cases remain open for resolution. Feedback was received through the hotlines, through field officer's mobile phone and field visits, letter, email and submission to suggestion boxes. The ICRC data management system shows disaggregated data for gender, age, ethnic group, disability, location and type of feedback. Almost 69% of cases were made by males during this period; 'request' constitutes the largest feedback type at 72% with 'complaints' making up 15% of the total. Through the existing feedback reporting on this statistical information is readily available.

Grievances related to sexual exploitation and abuse/harassment (SEA/SH). In any case where reported allegations involved improper behaviour of ICRC staff that may constitute a violation of the Code of Conduct, including grievances related to SEA/SH, the case would be escalated to the Investigation Unit at Ethics, Risk and Compliance Office (ERCO) at ICRC's HQ where established procedures would be followed. This applies to any information of this nature however received in Myanmar, as with all ICRC delegations globally. ERCO can also be reached directly by any members of the public to report incidents that are believed to violate applicable laws, ICRC's Code of Conduct or any ICRC policy or rule. The ICRC Integrity Line is accessible via the ICRC website, is protected and secured independent of the ICRC website by EQL IntegrityLine.

The grievance mechanism will also be open to receiving SEA/SH related complaints within the project scope more broadly beyond the conduct of ICRC staff, such as those that may be related to the behavior of contractors, workers or other relevant stakeholders. These will be treated as high priority, with confidentiality, and respecting the wishes of the complainant. Such complaints, upon receipt, will be escalated to the ICRC National Level Delegation Office AAP Focal Points for consideration, response and referrals to service providers, as needed.

7. Resources and Responsibilities

ICRC has its national office (delegation) in Yangon, with sub-delegations and offices in Rakhine, Shan, Kachin States and the Mandalay Region (covering implementation in Chin State, and Magway and Sagaing Regions) from where it will directly oversee implementation of the project, as well as the implementation of the stakeholder engagement activities. The AAP Focal Point in the delegation level in Myanmar, together with the AAP Focal Points at the sub-delegation level, will support the implementation of the stakeholder engagement activities for this project. EcoSec, WatHab and AAP are under the responsibility of the Head of Progammes in Yangon.

The budget for the SEP is an integral part of the project and the ICRC Myanmar wider activities as supported by other partners. Under ICRC programming, many elements of stakeholder engagement activities are already integral to the wider operations and programmes. The project budget has a cross-cutting elements budget line at 400,000USD. This will be used for the implementation of this SEP, as well as contributing to broader AAP objectives, such as the effective functioning of the hotlines and the CCC, and the capacity building and effective working of AAP and E&S focal points.

The Economic Security (EcoSec) department and the Water and Habitat (WatHab) departments, will have primary technical responsibility for the project implementation. EcoSec is responsible for Component 3 (livelihoods support through cash assistance and in-kind assistance to farmers) while the WatHab department is responsible for Component 4 (community infrastructure). Both the EcoSec and the WatHab departments have technical teams / ICRC technical field officers at the sub-delegation offices, in the States and Regions. AAP focal points embedded in the ICRC technical field teams at the State and Region level will support the broader technical teams and coordinate with and be supported by the AAP Officer in Yangon.

Myanmar Red Cross Society (MRCS) will provide limited assistance in monitoring the delivery and implementation of project support to beneficiaries for activities under Component 3. MRCS' networks allow them access to hard-to-reach areas in a timely fashion that makes it possible for ICRC to be one of the first responders to large-scale humanitarian needs in the country. ICRC retains responsibility and technical oversight of MRCS' work. MRCS staff and volunteers will be trained by ICRC staff to ensure that they understand and follow the relevant measures under the Project.

8. Monitoring and Reporting

The SEP will be periodically revised and updated as necessary during project implementation by the AAP Focal points to ensure that the information presented is consistent and reflects the evolving nature of information required at different stages of the project, and that the identified methods of engagement remain appropriate and effective in relation to the project context and contextual developments. Any major changes to project related activities or schedule will be reflected in the SEP.

Quarterly summaries and internal reports on grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions, will be collated by ICRC and shared with the World Bank. Quarterly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the project's ability to address those in a timely and effective manner.

Annex 1. Covid-19 Specific Stakeholder Engagement Measures[1]

With the outbreak and spread of COVID-19, people may be advised or mandated by national law to exercise social distancing and specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission.

These restrictions have implications for stakeholder engagement and participation. This Annex offers guidelines for managing public consultations and stakeholder engagement. The Annex does not provide prescriptive measures for different activities given that the COVID-19 context is evolving quickly and differently in different parts of Myanmar. However, an appropriate approach to conducting stakeholder engagement can be developed in most contexts and situations.

- Identify and review planned activities 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 virus transmission for these engagements, and how restrictions that are in effect in the country and 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 digital technology penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used.

The following are some considerations while selecting channels of communication, in light of the current COVID-19 context:

- Avoid large indoor public gatherings to the extent possible.
- If smaller indoor meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings If not permitted, make all reasonable efforts to conduct meetings outdoor and with social distancing, or through online channels, including webex, zoom and skype.
- Diversify means of communication and rely more on social media and online channels (such as Facebook, Twitter, WhatsApp). Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders.
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders and allow them to provide their feedback and suggestions.
- Where direct engagement with beneficiaries is necessary, such as for the participatory needs assessments, identify ways of direct communication with households through smaller socially distanced meeting clusters or through Facebook/WhatsApp groups.

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[1] This Annex is based on the World Bank's "Technical Note: Public Consultations and Stakeholder Engagement in WB-supported Operations When There Are Constraints on Conducting Public Meetings."

Stakeholder engagement and community participation are key elements of programs supported by the World Bank. To ensure that meaningful stakeholder engagement and community participation continue under the COVID-19 context, ICRC will use procedures to:

- Blend traditional mechanisms and digital solutions and disseminated through village social media (WhatsApp, Facebook) groups as well as traditional media (telephone, SMS, community radio);
- Localize the implementation of activities through village focal points, community leaders, community committees, and monitoring groups;
- Strengthen the facilitation of each set of activities

Annex 2. Sample Grievance Intake Form

<table>
<tr><td colspan="6" align="center">GRIEVANCE INTAKE FORM</td></tr>
<tr><td colspan="4">Person Filling the Form:</td><td colspan="2">Date:</td></tr>
<tr><td colspan="6">1. INFORMATION ABOUT THE COMPLAINANT</td></tr>
<tr><td colspan="4">Name Surname:</td><td colspan="2">How was grievance received</td></tr>
<tr><td colspan="4">Gender:</td><td colspan="2">Call center</td></tr>
<tr><td colspan="4">Phone:</td><td colspan="2">Face to face</td></tr>
<tr><td colspan="4">Address:</td><td colspan="2">Web-site/ E-Mail</td></tr>
<tr><td colspan="4">E-Mail:</td><td colspan="2">Other (Explain)</td></tr>
<tr><td colspan="6" align="center">Stakeholder Type</td></tr>
<tr><td>Public Institution</td><td>Project Affected People</td><td>Private Enterprise</td><td colspan="2">Trade Association</td><td>NGO</td></tr>
<tr><td>Interest Groups</td><td>Industry Associations</td><td>Workers' Union</td><td colspan="2">Media</td><td>University</td></tr>
<tr><td colspan="6">2. DETAILED INFORMATION ON THE GRIEVANCE</td></tr>
<tr><td colspan="2">Description of the Grievance:</td><td colspan="4"></td></tr>
<tr><td colspan="2">Resolution method requested by the complainant</td><td colspan="4"></td></tr>
<tr><td colspan="6">3. DETERMINATION OF NECESSARY ACTION</td></tr>
<tr><td colspan="2">Resolution decided by the ICRC, responsible stakeholder, date of completion of action</td><td colspan="4"></td></tr>
</table>