

Republic of Kiribati



STAKEHOLDER ENGAGEMENT PLAN

*MINISTRY OF INFRASTRUCTURE
SUSTAINABLE ENERGY*

South Tarawa Sanitation Project (P174434)



August 2025

Document history

Revision history			
Version #	Date	Description	Name
1	13/11/21	First Draft	Prepared by Michelle Dooley
2	03/12/21	First Draft	Updated by Tibwe Taraua & Patrick Sauni
3	8/12/21	Updated Draft	Michelle Dooley
4	02/04/2025	Updated draft	Christina Reiher (STSP)
Final		Final (pdf)	

Abbreviations and Acronyms

CESMP	Contractor Environmental and Social Management Plan
CRPD	Convention on the Rights of Persons with Disabilities
ECD	Environment and Conservation Division
EHS	Environmental Health and Safety
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
E&S	Environmental and Social
ESS	Environmental and Social Standard
FSU	Fiduciary Services Unit
GBV	Gender Based Violence
GoK	Government of Kiribati
GRM	Grievance Redress Mechanism
IA	Implementing Agency
IDA	International Development Association
KILGA	Kiribati Local Government Association
MELAD	Ministry of Environment, Lands and Agriculture Development – Lands Division
MFED	Ministry of Finance and Economic Development
MHMS	Ministry of Health and Medical Services
MICTTD	Ministry of Information, Communication, Transport and Tourism Development
MISE	Ministry of Infrastructure and Sustainable Energy
MOE	Ministry for Education
MOI	Ministry of the Interior
MWYSA	Ministry for Women, Youth and Social Affairs
NZ MFAT	New Zealand Ministry of Foreign Affairs and Trade
OB	Office of the President (The Office of Te Beretitenti)
OHS	Occupation Health and Safety
PAP	Project Affected People
PMU	Project Management Unit
PREP	Pacific Resilience Program
PSC	Project Steering Committee
PTA	Parents and Teachers Association
PSC	Public Services Commission
PUB	Public Utilities Board
SEP	Stakeholder Engagement Plan
STSP	South Tarawa Sanitation Project

TOR	Terms of Reference
WB	World Bank
CFK	Child Fund Kiribati
KHC	Kiribati Housing Corporation

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1 INTRODUCTION

The Government of Kiribati (GoK) has requested funding for the South Tarawa Sanitation Project (STSP) under the WORLD Bank (WB) International Development Association 19 (IDA19) grant. The implementing agency (IA) will be the Ministry of Infrastructure and Sustainable Energy (MISE) and funding will cover implementation of technical components, advisory services, capacity building and project management. The Project Development Objective is to increase access to sanitation services in selected areas of South Tarawa and to improve the Public Utility Board's (PUB) efficiency in sanitation service delivery and operation.

South Tarawa faces significant challenges in the availability and quality of sanitation services. While about half of South Tarawa has access to basic sanitation services, the remaining population use shared sanitation facilities, on-site unimproved sanitation systems such as pit latrines, or practice open defecation, to which 60 percent of the population resort at least occasionally. There are notable inequalities in access between wealthy quintiles, with more than two thirds of the poorest households having no access to any sanitation facilities. There is no wastewater treatment system in South Tarawa: less than 20 percent of the population is connected to sewage with all sewage discharged untreated into the sea via ocean outfalls. Furthermore, there is no management of greywater as households generally discharge greywater locally, taking advantage of coral sand's high infiltration capacity. Marc Overmars, formerly UNICEF Pacific's Chief water sanitation and health (WaSH) officer observed of Kiribati: *"Solving the issue of water and sanitation in Kiribati is one of the most difficult issues in the world. There are no golden solutions, only compromises"*.

The project will include the following four components, with funding to be refined during project preparation:

Component 1: Increase access to sanitation services - Aim to improve access to sanitation services in South Tarawa and protect fresh water sources. This component will include:

- 1.1. Increase access to sanitation services through increasing connections to the existing sewerage system
- 1.2. Retrofitting the saltwater flushing system, toilet provision to poor households currently practicing open defecation and construction of on-site sanitation systems, decentralized sanitation systems and communal toilets

Component 2: Sector capacity building and performance improvement - Strengthening the capacity of the Public Utilities Board (PUB) and the Ministry of Infrastructure and Sustainable Energy (MISE) to better manage sanitation services to:

- 2.1 Manage sanitation services through a private sector partnership arrangement for the operation and maintenance of the sewerage assets;
- 2.2 Establish a regular groundwater and coastal water quality monitoring system; and
- 2.3 Build and maintain a register of on-site sanitation installations;

Component 3: Sanitation and Hygiene Awareness and Education - Support significant transformation in the population's sanitation behaviour and continuing from the Water, Sanitation and Hygiene (WaSH) Awareness Program initiated under the South Tarawa Water Supply Project (STWSP); South Tarawa Sanitation Improvement Project (STSIP) and the Sanitation Roadmap Addendum (2021).

Component 4: Project Management and Institutional strengthening - Activities which will be financed by the STSP include (but are not limited to):

- Project Management Unit (PMU) positions
- Local technical consultants and firms to provide design, technical assistance, or specialist studies for the project
- International technical consultants and firms to provide design, technical assistance, or specialist studies for the project
- Civil works contractors to implement construction works under contract.

Activities to be undertaken under the Project are required to comply with the WB Environmental and Social Framework (ESF)¹. The Project has been rated by the WB as having moderate environmental and social risks as the identified risks and impacts are not likely to be significant, large or complex, and are expected to be predictable, temporary and reversible.

The project is expected to result in net positive environmental and social impacts as improved sanitation will mitigate the existing environmental pollution associated with poor sanitation practices. Social benefits will accrue from improved health outcomes associated with improved sanitation. Risks are expected to be easily mitigated in a predictable manner and the Project is expected to be largely positive. Environmental risks are considered as substantial pending further studies to be undertaken on marine and coastal ecosystems on outflow, and the Social risks are considered to be moderate pending further consultation with community and stakeholders.

The Environmental and Social Standards (ESSs) within the ESF that are considered relevant to the Project are:

- ESS1 Assessment and Management of Environmental and Social Risks and Impacts
- ESS2 Labour and Working Conditions
- ESS3 Resource Efficiency and Pollution Prevention and Management
- ESS4 Community Health and Safety
- ESS5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement
- ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources
- ESS10 Stakeholder Engagement and Information Disclosure.

This document provides the SEP, to facilitate planning and implementation of ESS10 for the STSP.

¹ 2016. World Bank Environmental and Social Framework. World Bank, Washington, DC.
<https://pubdocs.worldbank.org/en/837721522762050108/Environmental-and-Social-Framework.pdf>

2 OBJECTIVES OF THE SEP

The WB ESF ESS10 recognizes the importance of open and transparent engagement between the STSP and stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability, enhance project acceptance, and make a significant contribution to successful project design and implementation.

ESS10 objectives are:

- To establish a systematic approach to stakeholder engagement that will identify stakeholders and build and maintain a constructive relationship with them, in particular, project-affected people (PAP).
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with PAP throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- To provide PAP with accessible and inclusive means to raise issues and grievances and allow the STSP to respond to and manage such grievances.

The Project is expected to produce positive community benefit by (1) reducing contamination to ground water, marine environments, and urban environments (2) improving hygiene (3) reducing incidence of sickness and (4) improving social and economic conditions for poor and vulnerable communities.

However, there is a risk that community consultation will not be conducted appropriately, or the Project will fail to supply adequate information so that cultural practices and historical norms will oppose behaviour change. Lessons learnt from studies undertaken, such as the Sanitation Market Report (FCG, May 2021), as well as other projects should be considered in planned consultation and inclusive manner. Some risk also exists regarding construction related information sharing, although this risk is minimal and unlikely if the Project communicates appropriately during planning and construction.

A risk around ongoing support of systems including maintenance, operation and financing also exists which will require consideration in consultation planning. A technical assistance (TA) activity has been included in the project to assess feasible options for ongoing full government financing of private assets (e.g., household toilets) to mobilize at least partfunding from the community. Once the options have been assessed, the TA will be required to develop policy and operational guidelines for the transition, including suggestions on creating a pro-poor funding mechanism to scale up sanitation access. The work will be done in a consultative manner, to gain acceptance at various levels of governance (ministries, local governments), including behavioral change requirements of the community. Attempts will also be made under the project to recover costs for service delivery and O&M through a mix of tariffs and subsidies, through a review of tariff framework and current subsidy mechanisms

Encouraging local employment, which will build capacity, improve understanding of systems and create ownership of solutions will also assist mitigating this operational risk.

During preparation, the MISE will revise and update the SEP to identify/confirm existing stakeholders, describe the process for sharing information on project activities, and seek/incorporating feedback on project design and implementation to support design development.

3 PREVIOUS ENGAGEMENT ACTIVITIES

The COVID-19 pandemic has impacted current consultation plans due to a country-wide lock down that began in December 2021 impacting the opportunity for face-to-face engagement, but also somewhat hampers the Borrower's ability to undertake meetings due to poor or no internet connections from most households. That said, the project builds upon strong community engagement, public awareness and behaviour change management undertaken in KAP III, ADB's South Tarawa Sanitation Improvement Sector Project and NZAP's Urban Development program and considers the Tarawa Water Master Plan (2010), National Water Resources Policy (2010), the National Sanitation Policy (2010) and key recommendations from the Sanitation Roadmap Addendum (2021) and the South Tarawa Water Supply Project (STWSP).

Despite the COVID-19 pandemic, relevant consultation has occurred in different villages in South Tarawa to get feedback on sanitation barriers and willingness to pay, as well as the location of communal toilet facilities. Consultation has occurred through focus group discussions (approximately 20), key informant interviews, and a survey of 170 sites and interviews with community representatives. Appendix 9 includes a list of consultations including dates, stakeholders, location and consultation topic to provide some insight into sentiment.

Early engagement with key and technical stakeholders including utility providers, MISE, PUB, FCG (Finnish Consulting Group) and local businesses (hardware supply stores) has also been undertaken to inform design development and planning. Key stakeholders such as the Women and Children's Support Centre and Healthy Mother Committees also continue to provide key feedback on behalf of vulnerable stakeholders.

Additional consultation will also be undertaken during the implementation phase with the development of the Contractors Environmental and Social Management Plan (CESMP). With the disclosure of this document for public comment, consultation with key stakeholders will continue for the design phase, an international specialist will be engaged to assist with Behaviour Change marketing and engagement planning followed by broad/targeted community engagement prior to the construction phase.

The behaviour change program aims to significantly transform the population's sanitation behavior and is a key to achieving project success. Specifically, it will target information around (i) connecting to the sewer system, (ii) reducing open defecation, (iii) maintaining communal systems and (iv) managing animal waste. An international NGO will be recruited under the project who (supported by FCG) will implement the awareness campaigns with the support of local Civil Society Organizations at the community level.

As the Project progresses, the PMU, DSC and the contractors will continue to consult during design and development of the CESMP to communicate and elicit feedback to manage the impacts and risks associated with each of the specific construction sites. Section 6 details a broad programme for consultation and engagement prior to and during implementation, monitoring and evaluation (M&E) and reporting.

All project documents, including this SEP, will be disclosed on the GoK and the WB website in February 2022 to seek community feedback.

4 STAKEHOLDER IDENTIFICATION

In order to develop an effective SEP, it is necessary to determine who the stakeholders are and understand their needs, expectations, priorities and objectives in relation to the Project. This information will be used to tailor engagement to each key stakeholder.

Engagement will be directly proportional to the risks and impacts of each Project activity. As the extent of the risks and impacts of a Project activity on a stakeholder increases, the level and type of engagement needs to be assessed and adjusted.

With the social risks associated with the Project identified as moderate, the project consultation will build upon existing knowledge and support, and focus on targeted consultation, with project messages building upon existing information and understanding of previous works. Engagement will be targeted with the key stakeholders identified in Table 1, however as the Project advances this list needs to be adjusted as new stakeholders are identified through assessment processes such as Environmental and Social Management Plan (ESMP).

Table 1 Key stakeholders

Stakeholder	Type of Engagement
Ministry of Infrastructure and Sustainable Energy (MISE) (Implementing body)	To be kept updated by the PMU on project progress and issues and to disclose all Project documents on their website. To keep the PMU informed on any relevant ministry and GOK policies that may affect the Project. Synergies with and lessons learnt from the STWP including key stakeholders, vulnerable communities and groups, consultation activities and key staff will assist produce robust consultation outcomes.
Project Management Unit (PMU)	To facilitate the disclosure of all documents and information and to support contractor consultations and the movement of all information to relevant stakeholders on matters affecting the Project
Ministry for Women, Youth and Social Affairs (Interest in Women & Girls)	Supporting key project consultation including stakeholder mapping, communications, and messaging.
Ministry of Environment, Lands and Agriculture Development. (MELAD) (Land ownership and Access)	Approving body – EIA to be approved
Ministry of Finance and Economic Development (MFED) (Finance Models)	To be kept updated by the PMU on project progress and issues and to disclose all Project documents on their website.

Ministry of Information, Communication, Transport and Tourism Development (MICTTD)	To be kept updated by the PMU on project progress and issues and to support marketing or behaviour change campaigns if relevant. To provide support and advice during project construction (traffic management etc).
Kiribati Housing Corporation (KHC)	To kept updated and engaged in the project activities and consultations in relation to the KHC communal toilet rehabilitation
Child Fund Kiribati (CFK)	To engage and update in STSP survey activities, report results, survey outcomes, consultations and formal reporting of survey results carried out by CFK on behalf of STSP

Stakeholder	Type of Engagement
(Potential communication partner)	KiriOne TV, BPA, For mass media communication and awareness.
Ministry of Health and Medical Services (MHMS) (Synergies with STWP and interest in health & hygiene outcomes)	To be kept updated by the PMU on project progress and issues and to provide information and messaging pertaining to health and hygiene where relevant. Support Behavioural Change and Education Campaigns including dissemination of information. The project will also rely on MHMS and other agencies like OB for COVID-19 advice.
Office of the President (OB) /Public Service Commission (PSC) (Labour considerations)	To be kept updated by the PMU on project progress and issues and to provide information and messaging pertaining to health and hygiene where relevant.
Ministry of Internal Affairs (MIA)	To be kept updated by the PMU on project progress and issues and to provide necessary support on local community, land access or consultation opportunities and issues where necessary. To be directly consulted regarding infrastructure planning, placement, maintenance, and operations.
Public Utilities Board (PUB) (Technical partner, implementation and operations)	Key focal agency, to be kept updated by the PMU on project progress and issues and engaged on design development as the project progresses.
Design and Supervision Consultant (DSC) (Design and construct supervision)	To undertake consultation on proposed design and activities with key stakeholders and the community on all issues and changes related to design and construction, procurement, and E&S
Contractors (Construction)	To be informed about contract opportunities and upon being contracted, undertake community awareness and consultation around their activities including promoting the Grievance Redress Mechanism (GRM)

Utility providers (telecommunications, gas and others) (Key stakeholders & interested parties)	To be consulted during the design/approval and construction phases of the Project then to be kept updated by the PMU on project progress and issues. Formal consultation will be required with these stakeholders to ensure design effectiveness.
Local Councils – Betio Town Council (BTC) and Teinainano Urban Council (TUC) (Key partner in consultation and information collation/dissemination)	To be consulted during the design/approval and construction phases to seek feedback on: <ul style="list-style-type: none"> • design solutions (existing system connections, individual onsite household systems, shared community systems, shared household systems) • land availability (volunteered) • Financial or in-kind project support • opportunities/risks/issues
Community Groups (such as the Women and Children’s Support Centre & Healthy Mother Committees) (Key advisor on programs to support women and children’s, people with disability, elderly access and safety)	To be consulted during the design/approval and construction phases of the project, and to be kept updated by the PMU on project progress and issues. Formal consultation will be required with these stakeholders with particular reference to: <ul style="list-style-type: none"> - technical options and solutions - community ownership/support of the project - behaviour change campaigns - vulnerable community identification and support - risks/opportunities.
Vulnerable stakeholders <ul style="list-style-type: none"> - Elderly - People living with disability 	To be consulted during the design/approval and construction phases of the project, and to be kept updated by the PMU on project progress and issues. Formal consultation will be required with these stakeholders with reference to:
Stakeholder	Type of Engagement
<ul style="list-style-type: none"> - Single parents - Children/young people (key consultation group and focus group to ensure sustainable access arrangements)	<ul style="list-style-type: none"> - technical options and solutions - community ownership/support of the project - behaviour change campaigns - vulnerable community identification and support risks/opportunities.
Retail business and staff (Potential program partners or service providers)	To be widely consulted regarding behaviour change and marketing campaigns to provide support for messaging, expert advice and advocacy Formal consultation will be required with these stakeholders with particular reference to behaviour change consultation and marketing campaigns and design options/solutions. .
Project Affected People (PAP) (People affected by construction, access,	To be consulted where direct impacts have been identified through the impact assessment process especially where households are involved in new infrastructure, financing, or ‘shared activities’. To be kept informed and have ample

implementation and operations)	opportunity to provide feedback and grievances during various stages of the Project.
Relevant non-government organisations (NGOs) (Potential partners, beneficiaries or service support)	To be kept informed of all project activities and have ready access to project documents and access to channels for communicating feedback and grievances. To participate in targeted consultation around community programmes.
Media (Communications partners and interested parties)	To be proactively engaged to channel information on behaviour change and marketing campaigns and provide feedback
General public	To be kept informed of all project activities and have ready access to project documents and access to channels for communicating feedback and grievances. In particular the general public and key stakeholders should be made aware of project activities providing financing to maintain transparency and fairness. To be provided the opportunity to participate in targeted consultation.

4.1 Project Affected People

Project affected people (PAP) are those people that are directly or indirectly affected by the Projects activities. Components 1 and 3 will have the greatest impacts and risk associated with the community and will require greater consultation.

Final site locations are yet to be confirmed, however, the impacts are likely to be constrained to the site of the sewer line connections, individual households, community sites (for shared/public sanitation blocks), the outflow area (with reference to increased flows) and construction material transport routes. Any specific site issues will be identified by the DSC and the PMU during the detailed design phase and prior to implementation of construction.

Beyond the staged community engagement program, PAP's with specific identified impacts will consulted as per the Contractors Environmental and Social Management Plan (CESMP).

The PAP include:

- Communities or individuals that may qualify:
 - for access to the current sewerage line
 - for a new individual household sewerage system
 - for an individual household sewerage system upgrade
 - for access to shared community facilities
- Communities who may be directly adjacent to Project construction activities and be impacted by such issues as construction noise, dust, access and traffic and any community health and safety issue that may be identified in the projects E&S assessments
- Communities or individuals that may be directly affected by the Project's behavioural change and marketing campaign but not benefiting from the Project.

- Betio Town Council (BTC) and Teinainano Urban Council (TUC) who manage or have an interest in public assets & services)
- Contractors

4.2 Other Interested Stakeholders

Any other interested stakeholders that are identified through the design and implementation of the project can be included and added to the SEP with details of type of engagement required.

Other interested stakeholders could include:

- Church groups
- Ministry of Education (MOE), Ministry of Finance and Economic Development (MFED)
- Community Groups (health, environmental, social)
- Social welfare groups or organisations.
- Local businesses
- Media

4.3 Vulnerable Stakeholders

Vulnerable stakeholders identified for the Project primarily include those associated with gender imbalance, disability access issues, female-headed and poorer households and any socially excluded group relevant to the health sector.

Key issues facing women in Kiribati are: (i) violence against women and girls - According to the nation-wide Kiribati Family Health and Support Study (2010), 68% of ever-partnered women aged 15–49 had experienced some form of violence (emotional, physical and/or sexual) from an intimate partner. Although there is greater awareness about family violence it is still normalised. (ii) Women's participation on decision making – there is a lack of women's participation in politics at the national (parliament), island (local councils) and community levels (village and church mwaneabas). (iii) Traditional culture and attitudes - Kiribati society is patriarchal and this culture limits women's empowerment through stereotypes, and reduced decision making by women. Men are freer to move around and have meetings while women are confined to the home with domestic work. These cultural norms are often reinforced by churches in Kiribati which tend to be hierarchical and maledominated. (iv) Women's economic empowerment – many women lack access to formal employment and a regular income, as well as lack of access to natural resources for subsistence and handicrafts.¹

Additionally, women have a primary role in domestic duties. The impact of poor sanitation therefore affects them directly. Kiribati has a very high incidence of water-, sanitation-, and hygiene related diseases; and it has among the highest rates of infant mortality in the Pacific region. Diarrheal disease, which is often linked to inadequate water supply, sanitation, and hygiene, is one of the three leading causes of under-5 child mortality in Kiribati.² Women are the ones in the family who spend time caring for family members who are sick, time and energy fetching water for toilet flushing, managing infant faeces, managing menstrual hygiene, and

¹ Dekens, J (2017) *Strengthening Gender Considerations in Kiribati's National Adaptation Plan (NAP) Process*. NAP Global Network

² Lal, P (2014) *Economic Costs of Inadequate Water and Sanitation, South Tarawa, Kiribati*. Asian Development Bank: Manilla

running household budgets. Open defecation puts them at risk of sexual violence and harassment, especially if they have to venture out at night. Women will benefit from convenient and safe sanitation, through household toilets or communal sanitation facilities with flushing water available. For men, a motivation for having a household toilet is in a large part the need to care for and protect women and children.

The project will ensure that gender needs are addressed, through consultation with men and women separately; including women's representation in project steering committees and other decision making fora; engaging with mothers' groups; and behaviour change communications will be gender sensitive in their language and depiction.

In particular, access to appropriate sanitation solutions for women and girls, and people living with disability need to be considered in light of Objectives 1-3 for the project:

1. Access to Sanitation Services

To improve access to sanitation services in South Tarawa to contribute to improved livability³ for the people of South Tarawa and to protect fresh water sources

2. Access to existing sewerage system

Provide access to increased connections in seweraged areas of Betio, Bikenibeu and Bairiki to all households not yet connected as well as institutional connections

3. Access to on-site sanitation systems

Improve sanitation access through the construction of household on-site sanitation systems, decentralized sanitation systems and communal toilets in the islets of Nanikai, Teoraareke west, Bikenibeu East, Bikenibeu West and part of Bikenibeu Central South, and associated community mobilization activities to use the toilets sustainably.

During early engagement to inform behavioural change and marketing campaigns, particular consideration should be provided to vulnerable groups and families with vulnerable members who will benefit most from access to improved sanitation infrastructure. This engagement

should consider universal access requirements, privacy, appropriateness of sanitation systems and the safety of women and children. Identified vulnerable stakeholders include:

- People with disabilities
- Women & girls
- Youth & children
- Elderly
- Poor and/or illiterate individuals
- People with pre-existing medical conditions such as heart or lung disease, diabetes, cancer, HIV/AIDS among others
- Victims or potential victims of Gender Based Violence (GBV), Sexual Exploitation, Abuse and Harassment (SEA/SH)

³ Reduced diseases, cleaner environment, improved dignity and safety, particularly for women and children

5 SEP Programme

The SEP programme is set out in Table 2 which details the information and disclosure required during Project preparation and implementation. This document will be disclosed on the MISE and MFED websites - www.mise.gov.ki and www.mfed.gov.ki along with the other ESF documents including:

- Environmental and Social Commitment Plan
- Labour Management Procedures
- Contingency Emergency Response Component (CERC)
- Environmental and Social Impact Assessment (ESIA)
- Environmental and Social Management Plan (Component 1.1)

The ESMP and other instruments will be publicly displayed for a 30 day public comment period in early February 2022 with feedback considered and incorporated at the end of this period. Any additional stakeholders or issues from the public consultation period to be incorporated into the relevant implementing documents such as the CESMP.

This SEP Programme outlines the broad engagement and disclosure for the entire Project, including a press release and disclosure of documents for public comment. Where individual Component Activities require additional consultation, these will be included in the relevant documentation such as the CESMP.

Any consultation undertaken will consider current Kiribati Health guidelines and a COVID-19 Safety Protocol developed for the Project. Currently, only government-chartered flights are allowed to enter Kiribati. These chartered flights are used to transport urgent supplies to country.

Despite the COVID-19 pandemic, consultation has occurred in different villages in South Tarawa to get feedback on sanitation barriers and willingness to pay, as well as the location of communal toilet facilities. Consultation has occurred through focus group discussions (20 no), key informant interviews, and a survey of 170 sites and interviews with community representatives.

During the project implementation, citizen engagement will be integral to the project, to ensure the successful uptake of sanitation, agreement on location and management of communal sanitation facilities, payment for sanitation services, household's taking responsibility for sanitation including maintenance, and access to sanitation financing for poorest members of the community. Engagement will occur at both the community and household/individual level.

A challenge at the community level is the dynamic and fluid nature of communities, as well as the number of breakaway and newly formed groups. The STSIP found that Healthy Mother Committees were important in supporting communities to transition to improved sanitation and hygiene norms. These groups are made up from community leaders who seek to lead the hygiene and sanitation efforts in their respective communities and subsequently improve the health of their communities. They are close to the communities that they represent and provide a platform for local ownership of hygiene and sanitation efforts across South Tarawa. They also encourage inter-community collaboration, essential to encourage 'good' practices and healthy norms. However, these groups can be beset with factionalism and lack of cooperation.

Households and their constituent members (mother, father, children, elders) will be engaged directly through media and other communication refer to Annex 10 and 11 for update of the STSP consultations progress. Indirect engagement will occur through community stakeholders such as community elders, church leaders, women's groups, schools and health

care providers who will be engaged to promote sanitation. The detailed budget and work plan are to be developed after the project effectiveness.

6 Communication and engagement methods recommended for use include:

- Direct communication and face-to-face meetings – whilst this method of engagement is preferred ultimately, unless there is a pandemic and health guidelines advise otherwise.
- Mass media – Kiribati has two newspapers (one government and one private paper plus church and other community bulletins) and three radio stations (commercial and church run) which can be utilized for print and audio announcements/promotions. Bulk text messages are also a common form of information dissemination.
- Social media (SM) – Facebook and other SM can be utilized to support the project messaging and engagement activities, but also construction notifications.
- Print media – brochures, flyers, posters, stickers and other types of printed collateral can be developed to support messaging and engagement. These should be produced in English and i-Kiribati
- Online and print surveys – if face-to-face engagement continues to be challenging, online surveys disseminated through local community groups or local government can provide important feedback.
- Utilising local stakeholders including local government, community groups and services partnerships will be important regardless of travel restrictions as these groups are recognised as having local knowledge and relationships with communities.
- Refer to table 4 for stakeholder engagement plan for the STSP.

Table 2 Engagement Activities

Project Stage	Target Stakeholder	Topic of engagement	Information to disclose	Location	Engagement Methods
Preparation	Project affected parties and vulnerable groups	-Consultations on project scope and rationale -Project E&S principles -Grievance mechanism process	-Environmental and Social Management Framework (ESMF) -Stakeholder Engagement Plan (SEP) -Draft Grievance Mechanism Environmental and Social Commitment Plan -Draft project scope and rationale. Pre-works Marketing & Awareness Campaign	South Tarawa	Small gatherings and focus groups (role play and road show) Internet based meeting platforms Online newspapers Surveys Mass and social media Print media Via MHMS and Councils.
	Technical stakeholders (Key stakeholders & D&C Supervisors)	Technical input	-ESMF -Project Plans - Draft project scope and rationale	South Tarawa	Focus Groups One on one meetings Surveys
	Project interested Parties	-Consultations on project scope and rationale -Project E&S principles -Grievance mechanism process	- Regular updates on project development -Environmental and Social Management Framework (ESMF) -Stakeholder Engagement Plan (SEP) -Draft grievance Mechanism Environmental and Social Commitment Plan Pre-works Behavioural Change and Education Campaign/Marketing Activities	South Tarawa	Internet based meeting platforms (websites, briefings, maps/illustrations) Surveys Mass and social media Via MHMS and = Councils

Implementation	Affected parties and vulnerable groups	<ul style="list-style-type: none"> -Project scope -How to participate (depending on component – training, construction employment, procurement) -Project E&S principles -Grievance mechanism process -Health and safety impacts -Environmental concerns -Satisfaction with engagement activities and grievance mechanism process 	<ul style="list-style-type: none"> -Updated Project's ESF instruments -Feedback of project consultations - Information about the project's activities Behavioural Change and Education Campaign/Marketing Activities 	South Tarawa	<ul style="list-style-type: none"> Small gatherings/campaign activities/surveys Email Mass and social media Print media Written material Indirect communications through Councils and MHMS
	Technical stakeholders (Key stakeholders , D&C Supervisors and Contractors)	Technical input	<ul style="list-style-type: none"> -ESMF -Project Plans - Draft project scope and rationale 	South Tarawa	<ul style="list-style-type: none"> Project delivery Project amendments
	Project interested Parties	<ul style="list-style-type: none"> -Project information- scope and rationale and E&S principles -Coordination activities -Grievance mechanism process -Health and safety impacts -Employment opportunities -Environmental concerns 	<ul style="list-style-type: none"> -Updated Project's ESF instruments Feedback of project consultations Information about the project's activities 	South Tarawa	<ul style="list-style-type: none"> Email Mass and social media Written material Indirect communications through Councils and MHMS

Stakeholder engagement in South Tarawa will rely on a variety of methods. It is recommended to hold small- group sessions, focus groups and interviews. Other methods will include but are not limited to the publication of project information through **social media**: including PUB & MISE (PMU) website and Facebook page, social media, and **mass media** via public service

announcements through radio, and printed materials that can be distributed at the local level. Public information materials aimed at the general population will be translated to i-Kiribati. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders

Traditionally, consultations outside of South Tarawa take place in maneaba, a public house, where the local population discusses community issues. Additionally, Ministry of Internal Affairs (MIA) and the Kiribati Local Government Association has direct access to Island Councils. At this stage, consultations in the outer islands is not anticipated to support the Project.

7 Stakeholder Engagement During Project Implementation

Consultation will take place throughout the life of the project, to disclose information to project stakeholders and seek their feedback. Dedicated channels for information dissemination will be established to ensure consistent communication at national and local levels throughout the project. Stakeholder engagement will comprise consultations with stakeholders throughout the entire project cycle to inform them of the project and to solicit their concerns, feedback and complaints about any activities related to the project and consultations to improve project design and implementation. Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the SEP and the GRM.

8 Project launch

The launch of the Project is, potentially, a good opportunity to engage stakeholders and to test messaging for the Behavioural Change and Education Campaign. It is expected that the Project launch will occur in mid- 2022.

9 Implementation of the Grievance Redress Mechanism

The project GRM will seek to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. It will provide a transparent and credible process for fair, effective, and lasting outcomes. It will also build trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. A further description of the GRM and its intent is provided in Section 13 below.

MISE (PMU) will establish and implement the GRM within 30 days of Project approval and update the GRM as necessary throughout project implementation. The GRM will be coordinated by the Social Specialist working under the supervision of the Project Manager with a single GRM tool being shared between STSP and the World Bank Water and Sanitation project. The GRM will:

- Provide affected people with avenues for making a complaint or resolving any dispute that may arise during the implementation of the projects and all its components.
- Ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants.
- Avoid the need to resort to judicial proceedings.

Table 3 SEP Program

Stakeholder	Role	Actions	Channel	Phase	Component
World Bank	To provide oversight, approvals, feedback and technical support	Review and feedback on appraisal documents, SEP, LMP, ESMP, ESCP	Document control	Project appraisal	All
		Disclosure	Disclosure of documents on WB website	All	All
		Review of engagement activities for ESMP and other assessments	Document control	Project appraisal and implementation	1
		Monitor and evaluation of project activities as detailed in the POM	Monitoring and evaluation reporting against results framework	Project implementation	All
		Implementation support	Support missions Aide Memoires	Project implementation	All
MISE	To provide project management as the Implementing Agency (IA)	Facilitate the disclosure of all documents for project appraisal	MISE Website, MFED	Project appraisal	All
		Establishment of the PMU.	Standard procurement processes, public advertising of positions	Project start-up	All
PUB	To provide technical and bureaucratic support and oversight	Focal design stakeholder providing technical input and support to the PMU and provide a conduit for information flow	Regular PSC meetings, briefings to relevant Ministries and departments, feedback to PMU	Project implementation	All
		Involved in the review of designs and technical assistance during the project implementation.			

MWYSSA / MICTTD Public Service Commission (PSC) and Office of the President (OB)	Form part of the PSC and provide feedback and support to the project implementation	Review of project design and operation documents.	PSC meetings and briefing to listed Ministries.	Project Start up and Implementation	
PMU	To provide project management for project implementation.	Reports to MISE Director for Engineering Services (DES)	Regular internal reporting as determined by the DES	Project implementation	All
		Reports to WB	Regular reporting to WB as determined by the POM	Project implementation	All
	The monitoring and	Collaboration with MFED	Direct communication	Project	All

Stakeholder	Role	Actions	Channel	Phase	Component
	reporting of the activities and actions outlined in this SEP will be undertaken within the E&S section of the PMU with reporting requirements including frequency to the respective agencies (WB, MISE and MFED)			implementation	
		Call for bids on component activities	Disclosure as determined by the WB procurement process	Project implementation	All
		Oversight of contractor's consultation processes	PMU E&S Officer	Project implementation	All
		MISE to develop a page on their webpage to identify the project and upload relevant documents for disclosure	Webpage (wording for webpage introduction Appendix 1)	All	All
		Establish a functional GRM	Details for the GRM are presented in Section 9	Implementation	1 & 2
MFED	To be kept updated by the PMU on project progress and issues and to disclose all Project documents on	MISE PMU to provide the necessary reporting and disclosure of information to the MFED	Reports and document disclosure GRM detailed in Section 9	All Project Implementation	All

	their website	Provide a link to the GRM			
MIA - Councils (BTC and TUC)	To be kept updated by the PMU on project progress and issues and to provide advice and support for community consultation and construction	Provide necessary permits for construction activities	Standard MOI permitting process	Project implementation	1
		Provide social and technical advice and compliance auditing for household and public construction	Direct communication	Project implementation	1&3
MELAD	To provide necessary support around land issues, ESIA procedures and any required permits	MISE to facilitate discussions with MELAD as required and to be informed of their role within the GRM	Direct communication GRM detailed in Section 9	Project implementation	1
DSC	To provide design and supervision of infrastructure works	Undertake necessary targeted consultation with village administration and the general public on proposed designs and construction	Direct communication Public meetings Disclosure through media outlets Community presentations and factsheets	Project implementation	1
Contractors	To provide technical inputs and civil works and to be	MISE PMU to facilitate access to a fair and open bidding process	Normal WB approved contractor procurement process	Project implementation	1 & 2

Stakeholder	Role	Actions	Channel	Phase	Component
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	informed of contracting opportunities	For technical inputs there will be greater detail of engagement activities to be undertaken; levels of stakeholder involvement (particularly for affected communities, women and vulnerable people/groups); the issues discussed and outcomes; and the extent to which stakeholder issues, priorities and concerns are reflected in the ESMPs	ESMP engagement Direct consultation with PAP utilising various methods appropriate to the individual stakeholder or group. Information disclosure	Project implementation	1 & 2
		Communicate expected risks and impacts and notify PAP	Development of E&S risk and impact strategies within the CESMP for schools Information disclosure	Project implementation	1 & 2
		Facilitate awareness for PAP	Contractors to hold public meetings prior to commencement of works to inform and disclose the activity GRM and contact information to PAP, staff, PTAs, students and school administration Signs adjacent work sites with clear information for contact person and GRM	Project implementation	1 & 3

Utility providers	To provide feedback to project implementors	Actively participate in engagement activities and provide feedback to the PMU, DSC and technical contractors	Targeted consultation Information disclosure	Project Implementation	1 & 3
NGOs/Community Organisations	To provide feedback to project implementors	Actively participate in engagement activities and provide feedback to the PMU, DSC	Targeted consultation Information disclosure	Project Implementation	1 & 3
Retail business and staff	To provide feedback to project implementors	Actively participate in engagement activities and provide feedback to the PMU, DSC and technical contractors	Targeted consultation Information disclosure	Project Implementation	1 & 3
Stakeholder	Role	Actions	Channel	Phase	Component
		for the EMIS			
PAP	To provide feedback to project implementors	Actively participate in engagement activities and attend public meetings	Public meetings	Project implementation	1 & 3
		Communicate messaging	Access to disclosed documents	Project implementation	1 & 2
		Facilitate understanding of GRM and access to information	Access to the GRM	Project implementation	1 & 2
General public	To actively participate where appropriate to assist project development and implementation and provide feedback	Actively participate in public engagement activities	Public meetings Access to document disclosure Local media	Project start-up and implementation	1 & 2

Table 4: Community Engagement Plan

	Objectives	Target Stakeholders	Messages / Agenda	Mode of Communication	Schedule/ Frequency	Responsible Agencies/Groups	% of gender participation
	South Tarara Sanitation Project SEP PROJECT PREPARATION / DETAILED DESIGN STAGE						V2 August 2021
	3B component: To inform households of the final scope of work for the start of sewer connection, design, social and environmental requirement, timeline, GRM and expectations from the project. Bairiki, Bikenibeu and Betio	Selected Household to receive sewer connection, project affected people, neighbouring households and communities, Local councils TUC and BTC, religious groups, vulnerable people and the general public - Other stakeholders, PUB and KHC	Presentation of PIAC map of selected HH and sites, presentation of scope of work and plan, presentation of social and environmental risks and mitigation measures, timeframe, GRM and RP if applicable, PUB monitoring and maintainance, presentation from KHC	Radio, informal and formal consultation - Maneaba system, courtesy meetings, presentations, road show, Kiri1 TV, Facebook page, and website.	Twice a year	PUB, MISE, TUC, BTC, PMU, PIAC, SBCC	50% women
	3B component: To inform households of the final scope of work for the KHC communal toilet rehabilitation scope and design, social and environmental requirement, timeline, GRM and expectations from the project. In Betio	KHC tenants utilising the communal toilets, project affected people, neighbouring households and communities, Local councils BTC, vulnerable people and the general public - Other stakeholders, PUB and KHC	PIAC Presentation of communal toilet design, scope of work, social and environmental risks and mitigation measures, timeframe, GRM, alternative temporary toilet, monitoring and maintainance,	Consultation setting - formal and informal at three selected sites in Betio	Twice a year	KHC, PUB, MISE, BTC, PMU, PIAC, SBCC	50% women
	Sanitation Pilot (STWSP): To inform households of the final scope of work for the start of the sanitation pilot work, design, social and environmental requirement, timeline, GRM and expectations from the project. Abarao	The 13 selected HH and communities in Abarao, affected people, neighbours of the selected HH and communities, TUC, elderly people, vulnerable members, land owners, other	Presentation of scope of pilot work, monitoring and Evaluation component of the pilot. Safeguard compliance - Social - Environment GRM - Contact information	Consultation setting - formal and informal at two selected sites in Abarao Groundbreaking - formal and engagement of GOV official and key partners to witness	Every quarter – as needed	STWSP, PMU, TUC, MISE, PUB	50% women

	Objectives	Target Stakeholders	Messages / Agenda	Mode of Communication	Schedule/ Frequency	Responsible Agencies/Groups	% of gender participation
		interested parties - key stakeholder STWSP	- Complaint procedure - Communication channel Next step – Main project progress	the ground breaking ceremony at a selected communal site			
	Onsite sanitation component: To inform households of the final scope of work and design for the start of onsite sanitation work, design, social and environmental requirement, timeline, GRM and expectations from the project. For Nanikai, Abarao, Teaoaraereke West and Ananau Kotueei.	Selected Household to receive sewer connection, project affected people, neighbouring households and communities, Local councils TUC and BTC, religious groups, vulnerable people and the general public	Presentation of PIAC map of selected HH and sites, presentation of scope of work and plan, presentation of social and environmental risks and mitigation measures, timeframe, GRM and RP if applicable, PUB monitoring and maintainace,	Radio, informal and formal consultation - Maneaba system, courtesy meetings, presentations, road show, Kiri1 TV, Facebook page, and website.	Twice a year	PUB, MISE, TUC, BTC, PMU, PIAC, SBCC	50% women
2	CONSTRUCTION PHASE						
	To inform target HH and communities of the 3B Villages connection to the main sewer line	<ul style="list-style-type: none"> - Selected HH - Affected communities and neighbourhood - General public - TUC - BTC - Vulnerable groups - Interested parties 	Scope of work Timeline Outcome M and E GRM Social and Environment perspectives	Pamphlets Face to face Consultation Informal discussions Maneaba system Radio – TV	As needed – All villages, all HH Every quarter ??	STSP PUB MISE MCIA Local councils	50% m 50% f

	Objectives	Target Stakeholders	Messages / Agenda	Mode of Communication	Schedule/ Frequency	Responsible Agencies/Groups	% of gender participation
				Social Medi Road show			
	To inform the KHC tenants on the start of the KHC Communal toilets construction in BTC	<ul style="list-style-type: none"> - Tenants of the KHC communal toilets - Surrounding neighbourhood, - General public - BTC 	Scope of work Social and environments GRM Outcome of the activity Expectation from project to tenants	Structured consultation with the tenants and community Pamphlets Face to face, House visit Pamphlets Social Media	1 to 2 rounds prior to construction	STSP MISE PUP PIAC MCIA – BTC	no target – depend on the tenants number at this specific communal toilet location
	To inform BTC, target and affected HH for the start of the BTC communal toilet construction	<ul style="list-style-type: none"> - Selected HH - Affected communities and neighbourhood - General public - TUC - BTC 	Scope of work Timeline Outcome M and E	Pamphlets Face to face Consultation Informal discussions	1 round prior to construction	STSP PUB MISE MCIA	50% m 50% f

	Objectives	Target Stakeholders	Messages / Agenda	Mode of Communication	Schedule/ Frequency	Responsible Agencies/Groups	% of gender participation
		<ul style="list-style-type: none"> - Vulnerable groups Interested parties 	<ul style="list-style-type: none"> GRM Social and Environment 	<ul style="list-style-type: none"> Maneaba system Radio – TV Social Medi Road show 		<ul style="list-style-type: none"> Local councils 	
	<p>To host a ground breaking ceremony with KHC selected tenants, local community and key stakeholders of the KHC, MISE, STSP and PUB</p>	<ul style="list-style-type: none"> KHC tenants and neighbors Affected communities General public 	<ul style="list-style-type: none"> Scope of work Timeline Outcome Expectation of STSP M and E GRM Social and Environment 	<ul style="list-style-type: none"> Consultations through Maneaba and communities Use of IEC materials Pamphlets 	<p>1 rounds prior to construction 2025</p>	<ul style="list-style-type: none"> STSP KHC MISE PUB Local councils 	<p>50% m 50% f</p>
	<p>To host a ground breaking ceremony with Abarao local community and key stakeholders of the pilot activity.</p>	<ul style="list-style-type: none"> Local leaders Selected HH Selected Communities 	<ul style="list-style-type: none"> Scope of work Timeline Outcome 	<ul style="list-style-type: none"> Formal session with refreshment and officials 	<p>1 round</p>	<ul style="list-style-type: none"> Local council Selected HH Local leaders 	<p>ALL</p>

	Objectives	Target Stakeholders	Messages / Agenda	Mode of Communication	Schedule/ Frequency	Responsible Agencies/Groups	% of gender participation
		Affected HH and communities General public	Expectation of STSP M and E GRM Safeguard Matters	from GoK and key ministries		MISE PUB PMU	
	To inform onsite villages communities and the general public on the start of the onsite sanitation activity in the target villages of the STSP onsite systems.	Nanikaai Teaoraereke West x2 Abarao x2 Ananau Kotueei x2	Scope of work Timeline Outcome Expectation of STSP M and E GRM Safeguard Matters	Pamphlets Face to face Consultation Informal discussions Maneaba system Radio – TV Social Medi Road show	1 rounds – 2025	Local council Selected HH Local leaders MISE PUB PMU	50% m 50% f
	OPERATIONS AND MAINTENANCE PHASE						
3							

	Objectives	Target Stakeholders	Messages / Agenda	Mode of Communication	Schedule/ Frequency	Responsible Agencies/Groups	% of gender participation

10 SEP IMPLEMENTATION

The following steps should be undertaken to implement the SEP (Figure 1).

10.1 Project Preparation, Appraisal and Approval

This SEP is the key guide for stakeholder engagement throughout the Project cycle and is a prerequisite for the appraisal and approval process the WB undertakes for the Project. The SEP will be disclosed on the relevant websites and should be disseminated amongst other key stakeholders where relevant.

10.2 Project Implementation

The key to Project start-up success will be the early procurement of the PMU including the key position for the implementation of this SEP, the PMU E&S Officer (or equivalent). The PMU E&S Officer will, as the Project progresses, continue to identify and consult appropriately with key stakeholders including PAP and any vulnerable individuals or groups that may be impacted by the Project.

10.3 Component Consultation

As described earlier this Project does not present significant risks with regards to stakeholder engagement.

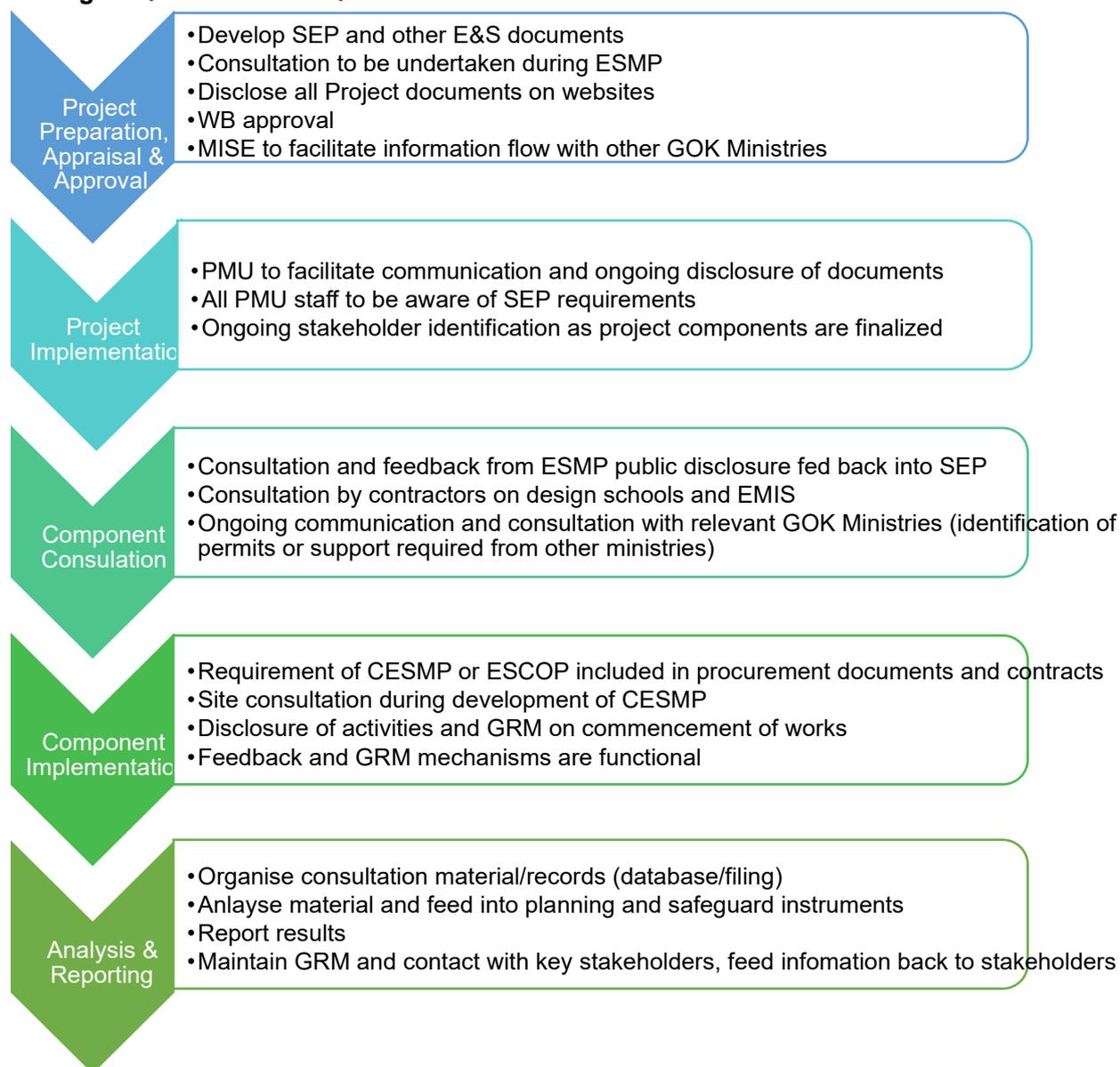
Prior to any consultation activity it is advised that a Communications Plan (Appendix 2) be developed to early consultation, guide messaging and how that messaging is communicated.

10.4 Component Implementation

During the procurement of contractors for the implementation of component activities it is important that the requirements for stakeholder engagement are clearly defined in the procurement (bidding docs - RFQ, ROI etc). Contractors undertaking construction will be required to develop a CESMP (for major works) or an Environmental and Social Code of Practice (ESCOP - for minor works). These documents will clearly indicate the consultation and disclosure activities that will be required by the contractors.

For each engagement the PMU E&S Officer should prepare or assist contractors to prepare a brief plan for the engagement which will guide the messaging and channels for communication. A template for the Communications Plan has been developed to assist this process and is detailed in (Appendix 2).

Figure Implementation steps for the SEP

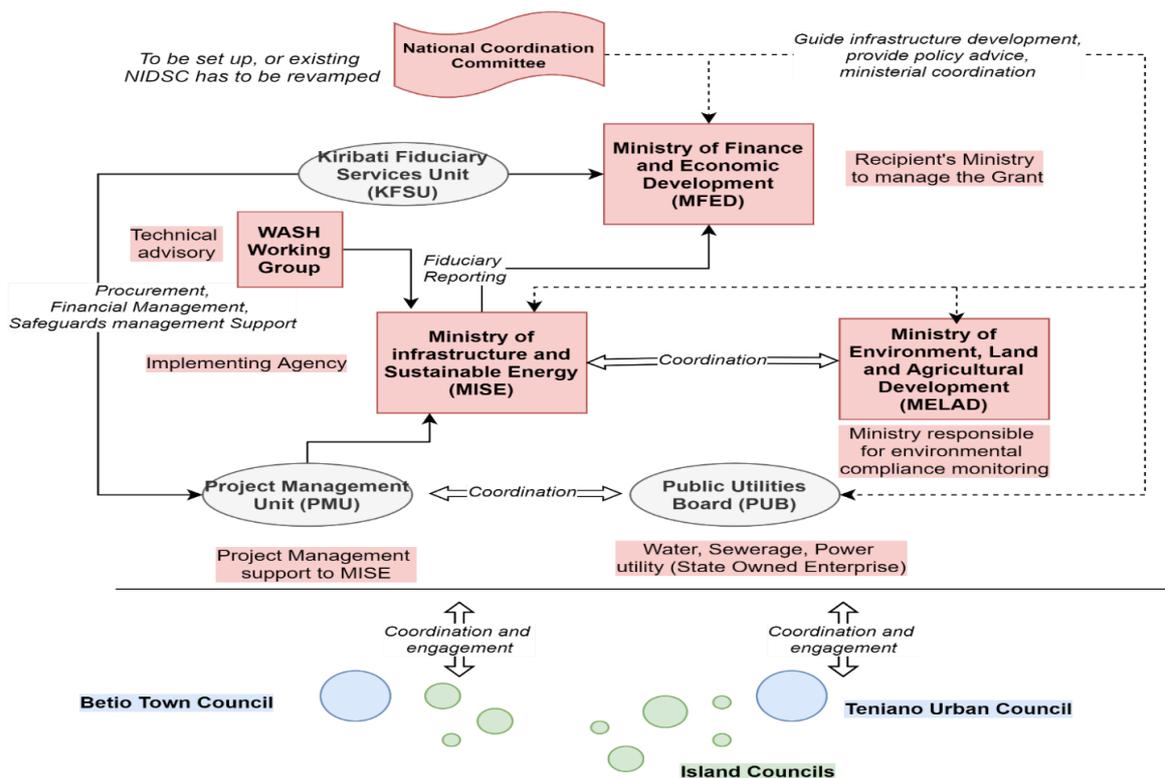


11 ROLES AND RESPONSIBILITIES

The MISE is primarily responsible for implementation of the Project through the PMU. The following positions will be responsible for the implementation of this SEP:

- The MISE PMU PM is responsible for overseeing and coordinating all activities associated with the Project.
- PMU E&S Officer is responsible for implementing this SEP and any associated community engagement activities.
- PMU Procurement Officer and Contract Manager are responsible for communicating proposed contract opportunities to industry and members of the general public that include required E&S obligations.

Figure 2: STSP Implementation diagram



There are a number of other responsibilities with regards to grievances outlined in Section 12.

11.1 PMU PM

The PMU Project Manager will be responsible to develop and maintain relationships whilst communicating with Government ministries and departments and the media. Media engagements may be required throughout the Project’s life and decisions taken as a result of these engagements could potentially impact MISE’s relationships with communities.

Stakeholder engagement activities may influence the activities of other departments or require their inputs. The PMU PM is to facilitate communication with the managers of other projects, ministries and departments to keep them informed on the stakeholder engagement process. The flow of information from these managers to the PMU PM is also important as activities that they may be undertaking can impact project outcomes and create risk.

11.2 PMU E&S Officer

The PMU E&S Officer needs to manage and facilitate all stakeholder engagement. Responsibilities of the PMU E&S Officer including:

- Manage all stakeholder engagement related activities for the Project and the implementation of this SEP.
- Manage the GRM as described in Section 9.
- Support the development, implementation and monitoring of all stakeholder engagement activities for Project ESMP by external consultants.

- Facilitate the public disclosure of ESMP documents and collate and analyse public responses to these and facilitate changes to ESMP, SEP and any other relevant E&S documents from public comments.

- Facilitate the movement of information between key stakeholders and ensure all relevant documents are disclosed.
- Provide support for any activities that require *ad hoc* or intensive stakeholder engagement (community development and land acquisition/resettlement planning and implementation).
- Liaise with other WB Project Managers and E&S Specialists/consultants to confirm that stakeholder engagement requirements/protocols are understood.
- Proactively identify stakeholders, project risks, impacts and opportunities and inform the PMU PM to facilitate the necessary planning to either mitigate risk and impacts or take advantage of opportunities.

The PMU E&S Officer needs to remain actively involved with the community development and land acquisition/resettlement planning (if any) and implementation of these activities in order to identify potential risks or opportunities and ensure that appropriate administrative support is provided.

11.3 PMU Procurement Officer and Contract Manager

The PMU Procurement Officer and Contract Manager will be required to facilitate the necessary terms and conditions for E&S commitments in bidding documents and contracts. There is also a need for these positions to manage the opportunities for contracts and contractor's employment as these can become key issues with industry and the community if not seen to be open, fair and transparent. There are sensitivities around local employment and contracting that need to be managed with appropriate messaging. This requires clear and transparent contracting processes be adhered to and clearly communicated to the communities.

12 GRIEVANCE REDRESS MECHANISM

A GRM is a locally based, formalised way to accept, assess and resolve community feedback or complaints. The GRM provides important feedback for the continued improvement of projects. The GRM is a process for receiving, evaluating and addressing project-related complaints from communities at the level of project component or activity. The terms complaints⁴ and grievances⁵ are used interchangeably.

The following are the GRM objectives:

⁴ **Complaint:** an expression of dissatisfaction that is related to an impact caused by a project activity, which has affected an individual or group. Adversely, the interests of an individual or group and the individual or group wants a proponent or operator (or contractor) to address and resolve it (e. g. problems related to dust deposition, noise or vibration). A complaint is normally of a less serious nature than a grievance

⁵ **Grievance:** a claim raised by an individual or group whose livelihood, health and safety, cultural norms and heritage are considered to have been adversely affected (harmed) by a project activity which, if not addressed effectively, may pose a risk to the MISE Project.

-
- To address complaints and enhance conflict resolution arising from, and during project implementation.

To provide transparency and accountability throughout the implementation of components/activities amongst the relevant stakeholders including project beneficiaries.

- To resolve any emerging environmental and social complaints/issues at project sites.
- To promote good relations between the project implementers, contractors and beneficiaries.

Grievances raised by stakeholders need to be managed through a transparent process, readily acceptable to all stakeholders (particularly PAP), at no cost and without retribution. The grievance mechanism is appropriate to the scale of impacts and risks presented by the Project. The GRM does not impede access to other judicial or administrative processes.

This GRM sets out a number of steps to be taken to resolve grievances, the role of different staff members involved and timeframes to reach a decision on grievances. The types of grievances stakeholders may raise include, but are not limited to:

- Negative impacts on communities, which may include, but not limited to financial loss, physical harm and nuisance from construction or operational activities.
- Health and safety risks.
- Negative impacts on the environment.
- Unacceptable behaviour by staff or employees.

It is critical that stakeholders understand that all grievances lodged, regardless of the Project phase or activity being implemented, will follow this process. The GRM described in this section is distinct from the grievance mechanism to be used by the Project's workforce as detailed in the STSP Labour Management Procedures (LMP).

12.1 Principles of the GRM

The following are broad principles of the GRM:

- **Legitimate:** enabling trust from the stakeholders and being accountable for the fair conduct of grievance processes. Accountability for ensuring that the parties to a grievance process cannot interfere with its fair conduct, is typically one important factor in building stakeholder trust.
- **Accessible:** being known to all stakeholders and providing adequate assistance for those who may face particular barriers to access. Barriers to access may include a lack of awareness of the mechanism, language, literacy, costs, physical location and fears of comeback.
- **Predictable:** providing a clear and known procedure with an indicative timeframe for each stage, and clarity on the types of process and outcome available and means of

- monitoring implementation. In order for a mechanism to be trusted and used, it will provide public information about the procedure it offers.
- **Equitable:** seeking to ensure that complainant has reasonable access to sources of information, advice and expertise necessary to engage in the process on fair, informed and respectful terms. Where imbalances are not redressed, perceived inequity can undermine both the perception of a fair process and the GRM's ability to arrive at sustainable solution.

Transparent: keeping parties to a complaint informed about its progress. Providing transparency about the GRM to wider stakeholders will be important to demonstrate its legitimacy and retain broad trust. At the same time, confidentiality of the dialogue between parties and of individuals' identities will be provided where necessary.
- **Rights compatible:** are consistent with applicable Kiribati national recognised rights and customs.
- **Enabling continuous learning:** drawing on relevant measures to identify lessons for improving the mechanism and preventing future grievances and harm.
- **Based on engagement and dialogue:** consulting the stakeholders and focusing on dialogue as the means to address and resolve grievances
- **Consistent:** that all complaints, irrespective of their nature or who makes them are treated the same.
- **Capable:** seeking the necessary technical team to address grievances in a timely manner.

12.2 Confidentiality

Complaints may be made anonymously and confidentiality with the details of complainants being kept confidential in all instances, including when the person making the complaint is known. For this reason, multiple channels (email, phone, web based etc) to make a complaint will be established and conflicts of interest avoided. Specific procedures for Gender Based Violence/Sexual Exploitation and Abuse (GBV/SEA) and Sexual Harassment (SH) including confidential reporting with safe and ethical documentation of GBV/SEA cases will be undertaken through Kiribati Police Service (KPS) and Kiribati Women and Children's Support Centre (KWCS). Details of this mechanism will be included in the CESMPs and ESCOPs when finalised/

12.3 GRM Process

The purpose of the GRM is to address and record any complaints that may arise during the implementation of the project. The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the local, project level.

The key objectives of the GRM are:

- Settle the grievances via consultation with all stakeholders (and inform those stakeholders of the solutions).
- Forward any unresolved cases to the relevant authority.
- Record, categorize and prioritize the grievances.

-

12.4 Community Level Disputes

Local communities have existing traditional and cultural GRMs. It is expected that some disputes at the community level will be resolved using these mechanisms, without the involvement of the contractor(s), and or Government representatives at local and national levels.

With disputes that include differences between households over land, or boundaries, even on issues triggered indirectly by the Project, the mechanism will involve the Community

Leader, landowner(s) concerned, and if required, the representative from the MELAD and MISE.

It is expected that any land dispute issues pertaining to the Project would be resolved at this level given the nature of land ownership and the significant authority vested under the MELAD.

Where issues caused by the project are raised and resolved through these existing community level mechanisms, it is important that a mechanism for reporting them to the MISE is established. MISE will record all complaints/outcomes, and if it involves land disputes, the MELAD will lead and record all complaints/outcomes.

12.5 Project Level Disputes

Many Project related grievances will be minor and site-specific, and can be easily resolved on-site by the Contractor's Site Supervisor (CSS). They usually revolve around nuisances generated during construction such as obstruction of access, noise, dust, vibration, workers dispute's etc. On-site grievances that are easily resolved still need to be communicated to the PMU E&S Officer for recording, including how the dispute came about and how it was resolved. However, some complaints are likely to be unresolved on site. The CSS will then inform the PMU E&S Officer and the formal GRM will be activated.

The PMU E&S Officer will, where possible, request the complainant to fill out the grievance form (Appendix 3), and on receipt of each complaint, note the date, time, name and contact details of the complainant, and the nature of the complaint in the Complaints Register (Appendix 4). The PMU E&S Officer will inform the complainant of the formal receipt of the complaint utilising a standard response letter (Appendix 5) and a timeframe for a response. In the first stage of the GRM the PMU E&S Officer will endeavour to address the issue with direct discussions with the complainant. Should the PMU E&S Officer not be able to resolve the complaint to the satisfaction of the affected persons, it will then be elevated to the PMU PM. The PMU PM and E&S officer will develop a Plan of Action (POA) to resolve the issue and communicate this back to the complainant for resolution. At all stages the complainant must be kept informed about the course of action being taken within a period of two weeks from the date that the complaint was received. If it's a land related issue, the PMU PM will inform the MISE DES who will consult the Secretary MELAD on how best to proceed.

If the complaint is not resolved by the PMU PM to the satisfaction of the complainant, it will then be referred by the MISE DES to the PSC. The PSC will be supported by the PMU to inform and advise. The PSC is required to address the concern within 1 month. The PMU E&S Officer will draft a revised POA to resolve the issue based on the PSC determination and take this POA to the complainant for resolution.

Should measures outlined in the POA fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the Ombudsman's Office for mediation and a decision by the Ombudsman. For land issues, it would be advisable for the complainant to take his/her issue to the Minister of MELAD for a final pronouncement.

It is rare for a complaint to be unresolved after the Ombudsman's decision or for MELAD's resolution to be taken further. If the complainant does not accept any resolution at this stage, the GRM will not impede complainants' access to the legal system. At any time, the complainant may take the matter to the appropriate legal or judicial authority as per the laws of Kiribati. Complainants can also access the WB Grievance Redress System (GRS).

To promote the GRM tool, signs must be erected at the sites of all works providing the public with updated project information and summarising the GRM process, including contact details of the PMU E&S Officer. Anyone will be able to lodge a complaint through a number of methods (including the complaints form, in person, by telephone, via the web in either English or local dialects). The PMU must provide a GRM that makes every effort not inhibit the lodgement of a complaint.

The Complaints Register (Appendix 4) will be maintained by the PMU E&S Officer, who will log the details. This information will be included in PMU progress reports to the WB. A summary table of the GRM is included in Appendix 8.

13 MONITORING, EVALUATION AND REPORTING

Monitoring and evaluation (M&E) will be undertaken as a part of overall Project implementation. Specific key indicators for the SEP should be incorporated into the Project Operations Manual (POM) which will include how stakeholders can provide feedback.

Activities related to the SEP should be reported in the E&S section of the normal reporting cycle for the Project as determined in the POM. Any key indicators for the SEP have been incorporated into the M&E framework for the Project.

APPENDIX 1: PROPOSED WORDING FOR THE PROJECT WEBSITES

South Tarawa Sanitation Project (STSP)

The Government of Kiribati (GOK) has requested funding for the South Tarara Sanitation Project (STSP) under the WORLD Bank (WB) International Development Association 19 (IDA19) grant. The implementing agency (IA) will be the Ministry of Infrastructure and Sustainable Energy (MISE) and funding will cover implementation of technical components, and project management. The project will include the following four components, with funding to be refined during project preparation:

Component 1: Increase access to sanitation services – This component will aim to improve access to sanitation services in South Tarawa and protect fresh water sources. It will include:

- 1.2. Increased connections to the existing sewerage system
- 1.3. Construction of on-site sanitation systems

Component 2: Sector capacity building and performance improvement - Strengthening the capacity of PUB and MISE to better manage sanitation services

Component 3: Sanitation and Hygiene Awareness and Education – Support significant transformation in the population’s sanitation behaviour to contribute to project success.

Component 4: Project Management and Institutional strengthening -

Activities which will be financed by the STSP include (but are not limited to):

- Project Management Unit (PMU) positions
- Local technical consultants and firms to provide design, technical assistance or specialist studies for the project
- International technical consultants and firms to provide design, technical assistance or specialist studies for the project
- Civil works contractors to implement construction works under contract.

For further information or feedback please contact MISE Director for Engineering Services (qs@mise.gov.ki)

APPENDIX 2: COMMUNICATION PLAN

The purpose of the Communications Plan template is to guide strategic thinking through the communications planning process. Specifically, prior to implementing communications, we should understand the purpose and desired outcomes and actions we want to see, who our target audience(s) is/are, the different channels we want to use to reach our audiences, and to understand what risks exist. The tool helps us to plan our activities step by step and provides a shareable document for coordination.

The tool can be filled out in bullet form for simple communications activities and can be expanded for larger communications campaigns with multiple audiences, messages, and materials. The tool is to guide engagement activities.

1 INTRODUCTION

- Provide a brief introduction/overview on the Component and activity this Plan is addressing.

2 PURPOSE

- Describe the purpose of the communications activity. Why we are doing this communication.

3 OBJECTIVES

- What are we trying to achieve?

4 RISKS AND MITIGATION

- List any risk(s) involved in this communication
- Suggest mitigation measure(s) to address the above risk(s)
- Answer the question: What could prevent this communication activity from achieving its desired outcome? Could the communication activity trigger an undesired response?

4.1 Key Stakeholders, Message and Channel

- List your key stakeholders for this engagement
- List your key messages that you will use in your engagement
 - Where possible, test your messages with a test audience
- List the means to which the messages will be communicated (channel):
 - Describe the different channels used to achieve the desired outcomes based on analysis of the target audiences -answers the question: How do we communicate with each target audience?
 - Describe how each channel will be used.
 - Where possible test your communications channel to see if it is effective

Example table to be used

Stakeholder	Key message	Channel	Frequency	Feedback mechanism

5 Frequently asked questions

- List out what you expect to be the FAQs from the audience
- List out standard responses for your FAQs

6 ROLES and responsibilities

- List out those people and organisations responsible for implementing this Communications Plan

APPENDIX 3: COMPLAINT FORM

Name of Person Making the Complaint <i>(information is optional and always treated as confidential)</i>				
Address or contact information for Person Making the Complaint <i>(information is optional and confidential)</i>				
E-mail Phone Address				
Location where complaint/problem occurred <i>(write in)</i>				
Category of Grievance:				
<input type="checkbox"/> Environmental safeguards, including waste, noise, dust and water runoff/pollution	<input type="checkbox"/> Social Safeguards including gender, labour, community health and safety (including traffic) and child safety	<input type="checkbox"/> Grievances regarding worker health and safety and behaviour of workers on-site	<input type="checkbox"/> Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns	<input type="checkbox"/> Grievances regarding abuse of power/intervention by project or government officials
<input type="checkbox"/> Other (describe)				

<p>Brief Description of Complaint <i>(provide as much detail and facts as possible attach additional pages if required)</i></p>
<p>Please include any other information that you consider relevant, other matters or facts, including supporting documents <i>(attach additional pages if required)</i></p>
<p>Do you request that identity be kept confidential?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Have you previously raised your complaint with the on-site Manager or others?</p> <p style="text-align: center;"><input type="checkbox"/> Yes <i>(if YES, please provide the following)</i></p> <ul style="list-style-type: none"> • When, how and with whom the issues were raised • Please describe any response received from and/or any actions taken by the NCU level grievance mechanism. Please also explain why the response or actions taken are not satisfactory <p style="text-align: center;"><input type="checkbox"/> No <i>(if NO, why not?)</i></p>

Complaint Recipient <i>(If Authorized Representatives are not complainants themselves, their names will be disclosed as needed, in order to ensure transparency)</i>			
Name	Position/Organization	Contact number	E-mail address

Signature of the person making the complaint

Signature

Date:

Please send the complaint to

Grievance Redress Mechanism

PMU *(insert appropriate Project and address)*

Email *(insert appropriate Project and address)*

Phone *(insert appropriate Project number)*

Complaints may be submitted by, e-mail or hand delivery

APPENDIX 5: GRM STANDARD RESPONSE LETTER

**MINISTRY OF INFRASTRUCTURE AND SUSTAINABLE
ENERGY**
Government of Kiribati

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 regarding insert date and issue*

Type body of letter.

“All correspondences shall be as courteous, brief and concise as possible. Simple and everyday words shall be used where possible. Previous relevant correspondences or any relevant law, regulation, ruling shall also be quoted” (PSC Policy Manual, 2006)

Thank you for your *visit, letter, email, telephone call* of *insert date*. We welcome and appreciate all feedback regarding our project. Please be assured that we will investigate the issues you have raised and provide you a written response within 2 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 Safeguard Officers name and contact details* who will be very happy to assist you.

Type closing,

APPENDIX 6: GRM PLAN OF ACTION (POA)

Complaint # *(from the complaints log)*

Name and details of complainant

Date complaint received

Date GRM PoA completed

Date Plan discussed with complainant

Nature of complaint *(brief description)*

Proposed Solutions

Consultation with the complainant *(detail date and discussions had with complainant and other stakeholders in developing the solutions).*

Signature of Complainant *(accepting the proposed solutions)*

Signature of on-site Supervisor *(acknowledging implementation of the solutions)*

Signature of PMU Safeguards Officer *(GRM Focal Point)*

APPENDIX 7: WORLD BANK GRIEVANCE REDRESS SERVICE

What is the GRS?

The World Bank's **Grievance Redress Service (GRS)** provides an additional, accessible way for individuals and communities to complain directly to the World Bank if they believe that a World Bank-financed project had or is likely to have adverse effects on them or their community. The GRS enhances the World Bank's responsiveness and accountability by ensuring that grievances are promptly reviewed and responded to, and problems and solutions are identified by working together.



The World Bank is committed to ensuring that Bank-financed projects do not harm people or the environment. The objective of the Grievance Redress Service is to make the Bank more accessible for project-affected communities and to help ensure faster and better resolution of project-related complaints.

For more information: <http://www.worldbank.org/grs>
email: grievances@worldbank.org



GRIEVANCE REDRESS SERVICE

Helping individuals and communities
get faster and better resolution
of their complaints





Which complaints can the GRS handle?

The GRS accepts complaints that are:

- related to an active World Bank-supported project (IBRD or IDA)
- filed by a person or community who believes they have been adversely affected by a World Bank-financed project
- filed by a bidder or potential bidder about the procurement process on a World Bank-financed contract



What information is needed?

Complaints must:

- identify the project subject of the complaint
- clearly state the project's adverse impact(s)
- identify the individual(s) submitting the complaint and whether confidentiality is requested
- specify if the complaint is submitted by a representative of the person(s) or community affected by the project
- if the complaint is submitted by a representative, include the name, signature, contact details, and written proof of authority of the representative

Supporting evidence is not necessary but may be helpful in reviewing and resolving the complaint. The complaint may also include suggestions on how the individuals believe the complaint could be resolved.

The identity of complainants will be kept confidential upon request.



How is a complaint handled?

GRS receives complaint	Within 10 days	Proposed solution
<ul style="list-style-type: none"> • Notifies receipt • Determines eligibility 	<ul style="list-style-type: none"> • Notifies eligibility, or ineligibility, if applicable • Requests additional information, if necessary 	<ul style="list-style-type: none"> • Solution is proposed to complainants within 30 days • If complainants agree, Project team implements and GRS monitors • Complainants are referred to other complaint mechanisms, if not resolved



How can I submit a complaint?

The GRS accepts complaints in English or the official language of the country of the person submitting the complaint. Submissions to the GRS may be sent by:

Email: grievances@worldbank.org **Letter:** The World Bank
Fax: +1-202-614-7313 **Grievance Redress Service (GRS)**
 MSN MC 10-1018
 1818 H St NW
 Washington, DC 20433, USA



What about other grievance mechanisms?

Affected citizens and communities should use existing project-level grievance mechanisms where possible.

The GRS does not replace other existing accountability mechanisms of the World Bank. Requests can be submitted to the Inspection Panel to determine compliance with World Bank policies (www.inspectionpanel.org).

If a project is funded by the World Bank as well as the International Finance Corporation (IFC) or the Multilateral Investment Guarantee Agency (MIGA), the GRS will refer complaints related to the IFC/MIGA portions of the project to the Office of the Compliance Advisor (CAO) (www.cao-ombudsman.org).

Complaints involving issues related to fraud or corruption in World Bank-financed projects should be reported to the Office of Institutional Integrity (INT) (www.worldbank.org/integrity).



Frequently Asked Questions

Why use the GRS?

The process established by the GRS helps affected individuals and communities engage with the World Bank and the project executing agency to address issues as they happen, for faster and better resolution of complaints.

Does filing a complaint stop a project?

Submitting a complaint does not in itself stop a project.

Is there a statute of limitations for making a complaint?

The GRS will attempt to help resolve every eligible concern in active projects. The GRS cannot review issues related to closed projects.

What is the relation of the GRS to project-level grievance mechanisms?

Project-level grievance mechanisms remain the primary tool to raise and address project-related grievances. The GRS seeks to help resolve issues that cannot be resolved at the project level or where there is no project-level grievance mechanism.

What outcomes can we expect from using the GRS?

Resolution of each complaint depends on the issues at hand. The World Bank will make every effort to resolve all issues in a timely manner, working with the project and affected individuals/communities.

What is the relationship to the Inspection Panel?

There is no sequential relationship between the GRS and the Inspection Panel. The GRS is an additional mechanism for individuals and communities to use. The use of the GRS does not restrict access to the Inspection Panel.

APPENDIX 8: GRM summary at Project Level (Figure 1 includes the steps for the GRM)

Stage	Process	Duration
1	The complainant can take his/her grievance directly to the CSS (if relevant) who will endeavour to resolve it immediately. If not satisfied with the onsite solution, the CSS will refer them to put in a formal grievance to the PMU E&S Officer (or the CSS can offer to do this on their behalf by using a complaints form, Appendix 4). For complaints that were satisfactorily resolved by the CSS, the PMU E&S Officer must be informed to log the grievance and the actions that were taken.	Anytime
2	On receipt of a formal complaint, the PMU E&S Officer will respond (standard letter Appendix 5) and endeavour to resolve it within 2 weeks of receiving the complaint.	Within 2 weeks
3	If the matter cannot be resolved by the PMU E&S Officer, he/she then notifies PMU PM and they develop a POA (Appendix 6) to resolve the issue. The complainant must be notified that as a result of the PMU E&S Officer and the complainant failing to resolve the issue it will be elevated to the PM and another two weeks for the development of a POA will be required. If it's a land issue, the PM will advise the MISE DES, to engage the MELAD	Within 2 weeks
4	If the complainant is not satisfied with the POA, the MISE DES, will refer to matter to the PSC for a resolution. The PSC with the PMU E&S Officer and PM will develop a revised POA to resolve the issue. The complainant must be notified that as a result of the PMs and the complainant failing to resolve the issue it will be elevated to the PSC and 1 month for the development of a revised POA will be required	Within 1 month
5	If the complainant is dissatisfied with the outcome proposed in the POA, he/she is free to refer the matter to the Ombudsman's Office	Anytime
6	If the issue remains unresolved through the Ombudsman's decision or the Minister of Lands decision, then the complainant can take the matter to the Courts or Land Court respectively to deliberate. Any such decisions are final.	Anytime

APPENDIX 9: Relevant consultations for South Tarawa Sanitation Project - Finnish Consulting Group (FCG)

Date	Stakeholders	Location	Consultation

12/10/2020	5 men with toilet	Betio	FGD on building and use of toilets, satisfaction, sewerage/septic tank services, toilet preferences, costs, open defecation practices
12/10/2020	7 women no toilet	Betio	FGD on open defecation, preferences, satisfaction, toilet barriers, costs, willingness to pay
12/10/2020	1 man no toilet	Betio	Interview on open defecation, preferences, toilet barriers, willingness to pay
12/10/2020	5 women with toilet	Betio	FGD on type of toilets, open defecation, anal cleansing, motivations, preferences, costs, emptying
14/10/2020	2 men with toilet	Bairiki	FGD on type of toilets, open defecation, anal cleansing, motivations, preferences, costs, emptying
14/10/2020	4 men no toilet	Bairiki	FGD on open defecation, preferences, satisfaction, toilet barriers, costs, willingness to pay
14/10/2020	4 women no toilet	Bairiki	FGD on open defecation, preferences, satisfaction, toilet barriers, costs, willingness to pay
14/10/2020	4 women with toilet	Bairiki	FGD on type of toilets, open defecation, anal cleansing, motivations, preferences, costs, emptying
19/10/2020	4 men with toilet	Temaiku	FGD on type of toilets, open defecation, anal cleansing, motivations, preferences, costs, emptying
19/10/2020	5 women no toilet	Temaiku	FGD on open defecation, preferences, satisfaction, toilet barriers, costs, willingness to pay
19/10/2020	5 men no toilet	Temaiku	FGD on open defecation, preferences, satisfaction, toilet barriers, costs, willingness to pay
19/10/2020	4 women with toilet	Temaiku	FGD on type of toilets, open defecation, anal cleansing, motivations, preferences, costs, emptying
20/10/2020	5 men with toilet	Teaoraereke	FGD on type of toilets, open defecation, anal cleansing, motivations, preferences, costs, emptying

20/10/2020	5 men no toilet	Teaoraereke	FGD on open defecation, preferences, satisfaction, toilet barriers, costs, willingness to pay
20/10/2020	4 women no toilet	Teaoraereke	FGD on open defecation, preferences, satisfaction, toilet barriers, costs, willingness to pay
20/10/2020	5 women with toilet	Teaoraereke	FGD on type of toilets, open defecation, anal cleansing, motivations, preferences, costs, emptying

23/10/2020	3 men with toilet	Bonriki	FGD on type of toilets, open defecation, anal cleansing, motivations, preferences, costs, emptying
23/10/2020	4 women with toilet	Bonriki	FGD on type of toilets, open defecation, anal cleansing, motivations, preferences, costs, emptying
23/10/2020	4 women with toilet	Bonriki	FGD on type of toilets, open defecation, anal cleansing, motivations, preferences, costs, emptying
23/10/2020	4 men no toilet	Bonriki	FGD on open defecation, preferences, satisfaction, toilet barriers, costs, willingness to pay
01/02/2021	Women and Children's Support Centre	Zoom, South Tarawa	Access to the poor for sanitation, sanitation behaviour change, gender
02/02/2021	Peter Clarke, TL SMEC/STSISP	Zoom	STSISP, lessons learned, sewerage scheme, support for poor households, behaviour change
02/02/2021	UNICEF	Zoom, South Tarawa	WASH program, policies and standards for sanitation, compost toilets
03/02/2021	Representatives from Teinainano Urban Council: Health & Community committee chair; Betio Town Council: Sanitation Committee Chair;	South Tarawa – Zoom meeting	Meeting: Sanitation and hygiene challenges, roles and responsibilities for sanitation, communal sanitation, support for poorest households

	Betio Healthy Mother group; Community Advisor; BAAM Health Mothers Group; Community Advisor; TABON Health Mother Group; Kiribati Community Initiative Association		
04/02/2021	MWYSSA	Zoom	Role, support for poor households, role in sanitation
04/02/2021	NGOs: Child Fund, Red Cross, Live and Learn	South Tarawa, Zoom	Sanitation and behaviour change experience and lessons learned
04/02/2021	Rosemary Faletoese, Community Adviser STSISP	Zoom	STSISP project experiences and lessons learned,. Community approach, support for poor
31/03-13/05/2021	Field survey of 170 sites	South Tarawa	Survey of potential sites for communal sanitation facilities and on-site sanitation facilities. Interviews with community leaders and representatives. Assessment of poverty level of community and open defecation.

APPENDIX 10: Progress of the consultations for South Tarawa Sanitation Project (2023 – 2025)

STSP No of Consultation's - participants - stakeholders & CE - Gender Dissagregated Data. 2023-2025						
#	Date	Venue	Purpose	Target Stakeholders/Audiances	Total participants	
					f	m
1						
2	5/12/2023	Red Cross Office	Orientation Workshop before the start of STSP survey - Project scope and rationale, awareness	Red Cross enumerators	30	10
3	3/4/2024	Betio Town Council Boardroom	Consultation with 3B target village - Betio Maiaki - Project components, objective, timeline, GRM, project background information	3B target community Betio Meang	9	15
4	4/4/2024	Betio Town Council Boardroom	Consultation with 3B target village - Betio Maiaki - Project components, objective, timeline, GRM, project background information	3B target community - Betio Maiaki	8	12
5	5/4/2024	Betio Town Council Boardroom	Consultation with 3B target village - Betio Nuka - Project components, objective, timeline, GRM, project background information	3B target community - Betio Nuka	9	10

6	9/4/2024	Teinainano Urban Council	Courtesy meeting with Mayor, Vice Mayor, Clerk - Project progress update to local council TUC	Local council executive members	1	3
7	11/04/2024	Teinainano Urban Council	Consultation with local council executive team before the start of the pilot activity in Abarao Village. Project background, GRM, Timelind, objectives and pilot village scope	Local council members	7	4
8	21/08/2024	Te Bikenikua Maneaba	Consultation with 3B target village - Bikenibeu Central - Project components, objective, timeline, GRM, project background information	Target communities and Households - Project Affected people	20	22
9	23/08/2024	Ruurete Maneaba Bikenibeu	Consultation with 3B target village - Bikenibeu East - Project components, objective, timeline, GRM, project background information	Target communities and Households - Project Affected people	7	28
10	24/08/2024	Tekaibangaki Maneaba	Consultation with 3B target village - Bikenibeu East - Project components, objective, timeline, GRM, project background information	Target communities and Households - Project Affected people	25	17
11	3/4/2025	Teaoraereke Council Maneaba	Consultation with Onsite target village - Teaoraerke West - Project components, objective, timeline, GRM, project background information	Target communities and Households - Project Affected people	3	15

12	19/06/2024	Teoraereke Council Maneaba	Consultation with Onsite target village - Teoraerke West - Project components, objective, timeline, GRM, project background information	Target communities and Households - Project Affected people	23	13
13	2/7/2024	Abarao KPC Maneaba	Consultation with Onsite target village - Abarao - Project components, objective, timeline, GRM, project background information	target communities and Households - Project Affected people	10	16
14	4/10/2024	Cascony RC Maneaba	Consultation with Onsite target village - Ananau Kotueei - Project components, objective, timeline, GRM, project background information	target communities and Households - Project Affected people	11	22
15	29/10/2024	Betio Town Council Boardroom	Orientation Workshop with Child Fund Ennumerators, 3B baseline data collection - Project scope and rationale, awareness, GRM, timeline, most common asked questions from previous surveys, trials and role plays	Child Fund Ennumerators and Staff	28	9
16	11/12/2024	Abarao Kava Bar	Consultation with Onsite target village - Sanitation Pilot - Project components, objective, timeline, GRM, project background information	Sanitation Pilots target Households and Community	31	33
17	4/2/2024	Betio Town Council Boardroom	Full Council meeting - Development of Sewer Connection selection Criteria for HH connection for the 3Bs	Key Stakeholders - MOE, MCIA, MLAD, PUB, MWYSSA and MISE	8	9

South Tarara Sanitation Project SEP

V2 June 2021

18	10/3/2025	3B villages	Focus group discussion STSP awareness	Selected group groups from each 3B Villages	45	30
19	9/4/2025	Teinainano Urban Council Boardroom	Full Council meeting - Updating the TUC council prior to the commencement of the Onsite Sanitation Survey - CFK (PUB Stakeholders and Community Engagement Taskforce)	Local Council members TUC	4	20
20	15/04/2025	Betio Town Council Boardroom	Full Council meeting - Updating the BTC council prior to the commencement of the KHC communal toilet rehabilitation, assessment and Safegurds guidelines- (PUB Stakeholders and Community Engagement Taskforce)	Local Council members BTC	9	15
21	8/5/2025	Abarao Ruurete Maneaba	Start of the sanitation pilot activity	13 HH targeted for the pilot	24	6
22	9/5/2025	Abarao KPC Maneaba	Start of the sanitation pilot activity	13 HH targeted for the pilot	19	7
23	11/4/2025	Police Line Betio	Scope of work for the KHC rehabilitation - project information, objectives, timeline, Safeguard requirements, GRM	Project affected people - Tenants of the KHC at the police line Betio	7	18
24	11/4/2025	Teiario Maneaba BTC	Scope of work for the KHC rehabilitation - project information, objectives, timeline, Safeguard requirements, GRM	Project affected people - Tenants of the KHC Takoronga BTC	21	15

South Tarara Sanitation Project SEP

V2 June 2021

25	26/04/2025	St Betero Maneaba BTC	Scope of work for the KHC rehabilitation - project information, objectives, timeline, Safeguard requirements, GRM	Project affected people - Tenants of the KHC Takoronga BTC	20	15
26	4/8/2025	St Paul Maneaba Bikenibeu	Start of the 3B Bubble 2 and 3	Beneficiaries and affected people	3	16
					382	380

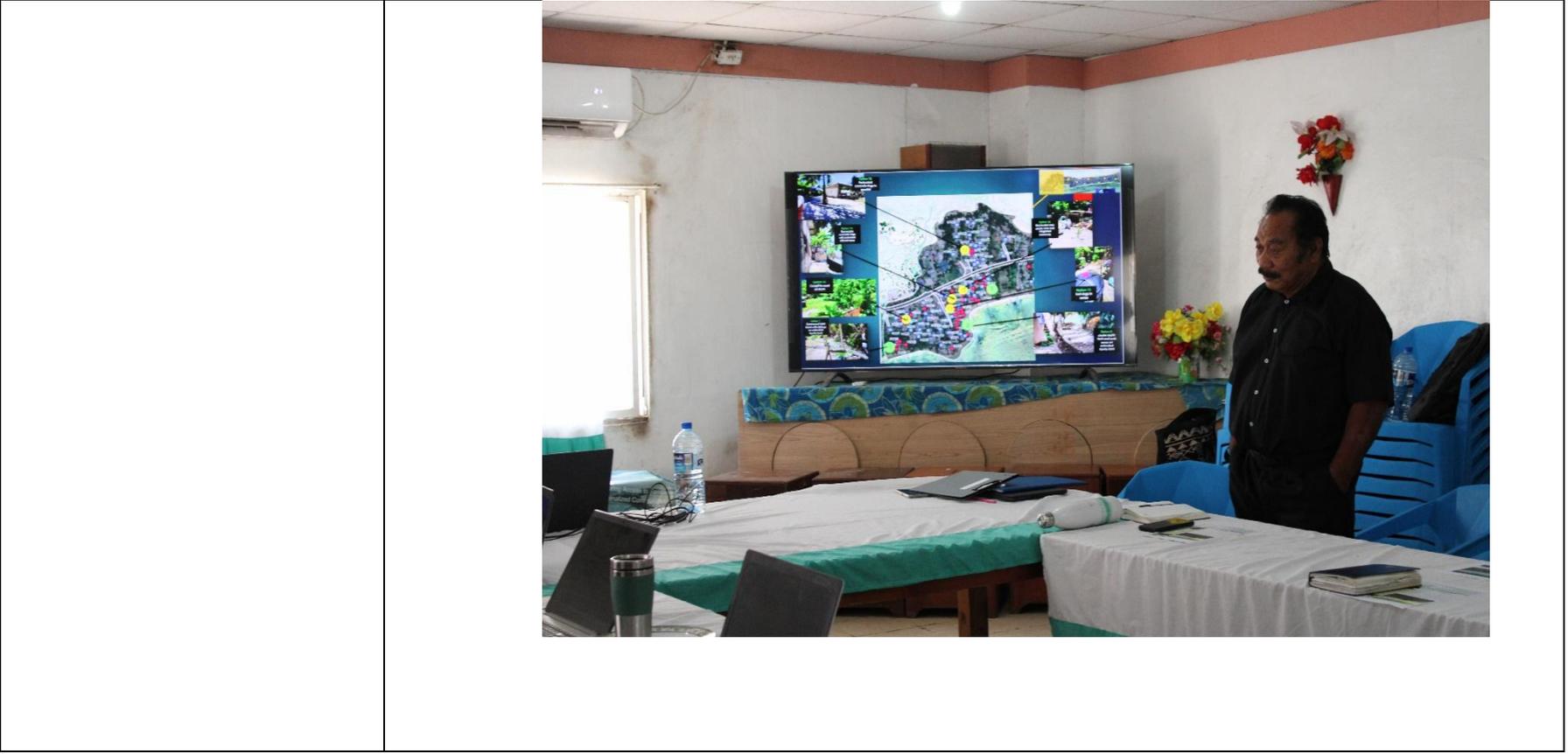
APPENDIX 11: Consultation reports for South Tarawa Sanitation Project
Full council TUC

Date: 17/10/2024	Location: TUC boardroom	Facilitators: Christina Reiher CES Matea Aaran SSS	
Purpose of consultation:	TUC update		
Number of participants: 1. Teariki Bakeua – Bikenibeu East Council 2. Booi Teakai – Bonriki Council 3. Rotika Bauri – Assistance Clerk 4. Bwateiti Bauro – Treasurer 5. Baraniko Baaro – TUC Mayor 6. Karaebwa Bakati – Teoraereke West Council 7. Inatio Tanentoa – TUC Clerk 8. Matea Aran – STSP SSS 9. Christina Reiher – STSP CES 10. Katarina STSP ESS 11. Teuei Aritana – Abarao Council member	# of males: 4	#of females: 7	
Consultation Method:	<input type="radio"/> PowerPoint presentation <input type="radio"/> Formal meeting		
Questions raised during the consultation	<p>When would the pilot be complete?</p> <p>Matea – Probably next year</p> <p>Is there a plan for STSP for the villages that are not targeted by STSP?</p> <p>Matea – The targeted villages have been identified before the start of the project by the government based on the need for sanitation intervention in this villages, it is reflected in the MOP that the remaining villages may be targeted in the next phase of the project.</p>		

	<p>Do the 16 designs consider the location of the households, those close to the sea and those who are in the center of the island considering marine life and fresh water not to be affected by the project?</p> <p>Christina – We have Safeguard team on board who regularly do screening and monitoring of the environment and social side. Identified risks will be addressed and mitigated by the project and WB. This is the purpose of the pilot to do a study on these locations and designs considering the risks for each design and choosing the best design that will not bring risk to our community and environment.</p> <p>Can be project include a manual for the operation of these toilets and their septic tank? Christina YES this is an important suggestion, will take note of this and raise it to the project.</p> <p>Why the project said that Ananau Kotueei will be the first village to be targeted and now is has been changed to Abarao?</p> <p>Matea – The project has not started yet, only the pilot activity. We are keen to address this confusion with your community if you needed.</p> <p>There is a need for another consultation at Ananau Kotueei to address this???? Christina – Will note this and discuss with the team and will get back to you on this.</p> <p>It would be good if the STSP share their overall implantation timeline to the TUC so we know what to expect regarding your project.</p>
--	--

	For Nanikaai before it has been 50 years, there has no improvement on the sanitation until your project. Thank you			
Challenges	<ul style="list-style-type: none"> - Engineer expertise is required to answer some of the questions related to option designs and to clarify more on these designs - Village Council from Bikenibeu East is questioning why the project started from Abrao and not from Bikenibeu East, blaming the project to not keeping it promise of starting the project form his village. - Taking note of some questions needs more high level explanations such as why the STSP did not target some of TUC villages such as Ambo, Eita, Taborio etc.. 			
Recommendations				
Way forward				
Attachments	Participation list	Feedback form	Receipts and claims	Invitation letter
		Other supporting documents		
Pictures				









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Community Engagement Activities update report 2024

The community engagement team was also actively involved with the community in their engagement activities during the second quarter of 2024. These are the main activities that were carried out within the last quarter:

- Community Consultation with STSP Target villages
- Distribution of STSP Pamphlets to communities
- Courtesy meeting with Teinainano Urban Council (TUC)
- Update with STSP activities on STSP Facebook page
- STSP radio awareness during parliament week

Community Consultation with STSP target villages

Below is a summary result of a total number of participants reached out by the project through STSP Community engagement and safeguard team during the second quarter of 2024.

STSP Target Village	Date of consultation	Number of participants	Male	Female
Bairiki	7 th June 2024	25	5	20
Teaoraereke	19 th June 2024	36	23	13

The main highlights of the discussion

with these communities are as follows:

- Bairiki and Teaoraereke West villages are now aware of the STSP scope and rationale
- The communities listed have been engaged with STSP through consultation
- Addressed question raised regarding the project
- Recorded positive feedback regarding the STSP benefits to the communities and looking forward to implementation at their respective villages.
- From the Q and A, The majority of participants are willing to build their own household toilet without labor cost but reluctant to contribute to building community toilets as it harder to share with community members and manage labor work with other community members taking account of negative past experience from previous community project similar to this.
- A commonly shared interest by the two communities is a preference toward household toilet rather than a communal toilet.



Bairiki Community Consultation

Distribution of STSP Pamphlets to communities

The distribution of STSP pamphlets is another ongoing activity that was started from May 2024 and still ongoing in all STSP target villages on South Tarawa. The STSP team distributed STSP information pamphlet by:

- Sharing via emails to key stakeholders
- Posting on STSP Facebook Page
- Putting up pamphlets at public places of STSP target villages
- Distribution during consultations with communities



Pamphlets at Target village



Courtesy meeting with Teinainano Urban Council (TUC)

STSP Community Engagement team has carried out a courtesy meeting with TUC regarding the start of STSP community consultation within TUC target villages. The consultation took place at TUC office on 28TH May 2024. The outcome of the consultation are as follows:

- Importance of early engagement of the Island council as a formality is addressed
- TUC support to STSP is strengthened and maintained
- STSP upcoming activities updated to TUC
- Support and assistance was given to STSP in upcoming community engagement activities on TUC
- TUC aware of STSP scope, components, target village with intended activities, timeframes of the activities was also confirmed and booked via island councils.
- STSP pamphlets was shared.



TUC update meeting

Establishment of STSP Facebook page

The STSP Facebook page was created on 2nd May 2024. The Facebook page was one effective platform for delivering STSP updates to the public. So far, the page followers has reached 188 people and still increasing in numbers. There are some improvements needed to the page but this is a good start and the page has gain interest and reactions from internet users in South Tarawa and Kiribati as a whole.



eeek

**South Tarawa Sanitation Project
-STSP**

32 likes • 188 followers

As part of STSP awareness and campaign, the team have used the opportunity during the Kiribati Parliament week to do a two week special rate Mass Media Radio advertisement for the project. The radio advertisement was based on the advertisement on the project main information, which includes, objectives, scope, components, timeframes and target villages. The second part of the advertisement was on promotion of wash and behavioral change within households and communities. The radio advertisement was aired on 19th April 2024.

South Tarawa Sanitation Project Radio Advertisement

Kam na mauri man te Bootaki ni mwakuri ibukin Mwakurian Karikirake ao Kateimatoaan Korakora ke te MISE man ana karikirake ae te South Tarawa Sanitation Project ke te STSP.

Te STSP bon ana karikirake te Tautaeka are e mena iaan ana tararua te MISE man mwanenaki man Banken te aonnaba ke te world Bank. Te karikirake ae te STSP ena bon boboto iaon:

- Buokan kainanon te bootanaomata ni kanganga n irekereke ma kainanoan te kai n nako tinaniku ae Tamaroa iaon South Tarawa.
- Kaawa aika ana taaketenaki moa nte karikirake aei bon, Betio, Bikenibeu, Bairiki, Nanikaai, Teoraereke west, Ananau Kotueei ao ai Abarao.

Iai mwakoron te karikirake ae STSP aika 4 mwaiitiia ake a bon boboto iaon:

- Makuri ni katamaroa nakon te roki iaon kawa ake a tia n rineaki moa bwa ana katabwenaa te karikirake aei.
- Katomaan rooki ma te main sewer system iaon Betio, Bikenibeu ao Bairiki.
- Katean ao katamaroan rooki (Iaan auti, communities) iaon Nanikaai, Teoraereke west, Ananau Causeway, ao Abarao.
- Katamaroa iaon kabonganaan te roki iaon south Tarawa ao kamanoan ranin te aba bwa enaaki rootaki.
- Katean ma kateimatoaan rooki ake a kabonganaa taari ibukin te flush. Reiakinaia ma Karikiraia taan mwakuri iaon kateimatoaan tamaroan te roki.
- Kateimatoaan te reitaki ma communities, reirei, clinics ao ai bon te bootannaomata ao te reirei iaon kateimatoaan te kakaitiaki ao tamaroan rooki iaon South Tarawa.

Te karikirake ae te STSP e na bon mwakuri naba ma communities, aaro, kawa n reirei ao clinic ibukin reirei iaon anua ibukin kateimatoaan te kakaitiaki ibukin karikirakean te maururung iaon S Tarawa.

Ibitakin te anua nakon ae Tamaroa iaon abara ae Kiribati ena bon uota rake abara nakon te mwaneka riki are iaona. Ti kakoaua bwa e moa te bitaki bon mai iroun temanna ma temmana.

Teuana mai ibuakon kanganga are ena taaketenaki nte karikirake ae te STSP bon katokan te anua ae te nako tinaniku ke te nakotaari n akia kaka (Open defecation) irouia aomata. Aio bon teuana mai ibuakon te Kanganga ae teimatoa n nooraki iaon abara ae Kiribati ao iaon South Tarawa.

Te nakotaari n aki akaka bon te kanganga ae bubura are e teimatoa n rootaki iai marurungia te bootannaomata ao ara otabwanin. Man te anua aio, ena rootaki itiakin te air are ti ikeike

mai iai, ena rootaki ranin te aba, te otabwanin, ao ena kakai buti te Aoraki man te nakotaari ike a kakai rootaki riki iai marurungia ma maiuia ataei ake a bwaka iaan 5 te ririki n aron te beka ao te mumuta.

E moa te bitaki ae Tamaroa bon mai iroun temanna ma temmana.

Tia ikarekebai ma ami karikirake ae te STSP ni katoka te nako tinaniku n akia kaka ibukin marurungira ma kain ara utu, kain rarikira, ara community, Ara abwamwakoro ao ai Kiribati ae bwanin.

Ibukin titiraki ma kan oota nte project ae Te South Tarawa Sanitation Project ke te STSP. Kawariira n ara office iaon Betio, n aobitin ngkoa te Mc Dowells . Ibukin titiraki ao kamataata, ti kona n reke n aoan te mwakuri n aobitin te MISE ke ni bon ara office I Betio ke nte number n tareboon ae:

74026192, 63030120 ma te Email ae stsp@mise.gov.ki. **KAM BATI N BABWA.**

Date: 11 th July 2024 to 13 th July 2024	Independence Day Awareness Location: Betio Sport Complex compound																															
Purpose of Activity:	The purpose of the activity is an awareness and campaign activity to increase the visibility of the STSP on South Tarawa and Betio.																															
Engagement Method used:	<ul style="list-style-type: none"> ○ Drama Group ○ Pamphlets distribution ○ Small quizzes ○ T-shirt ○ Questions and Answers ○ Audio spots with STSP key messages ○ Banner ○ Integration approach – with key STSP partners and mother ministry 																															
Awareness Program	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;">Items</th> <th style="width: 40%;">Facilitators/Performers</th> </tr> </thead> <tbody> <tr> <td colspan="2">DAY 1 – 11th July 2024 (12pm to 4pm)</td> </tr> <tr> <td>Start with Welcoming – Link with National Theme & General Overview of the program</td> <td>Matea & Aneta</td> </tr> <tr> <td>Ice-Breakers & Attracting the audiences</td> <td>Eita Boys</td> </tr> <tr> <td>MISE awareness</td> <td>MISE</td> </tr> <tr> <td>Awareness – Project Information (Scope & Objectives), STSP, STWSP</td> <td>Christina & Berite</td> </tr> <tr> <td>Fun Skit</td> <td>Eita Boys</td> </tr> <tr> <td>Safeguards Messages</td> <td>STSP & STWSP</td> </tr> <tr> <td>STSP & STWSP Key Messages</td> <td>KAFA</td> </tr> <tr> <td>Questioning Time & Reward</td> <td>Teriinga & Berite</td> </tr> <tr> <td>Fund Dancing</td> <td>Eita Boys</td> </tr> <tr> <td colspan="2">DAY 2 – 12th July 2024 – Independence Day – (11pm to 5pm)</td> </tr> <tr> <td>Start with Welcoming the people – Link with National Theme & General Overview of the Awareness</td> <td>Betero & Christina</td> </tr> <tr> <td>Ice-Breakers & Attracting the audiences</td> <td>Eita Boys</td> </tr> <tr> <td>MISE awareness</td> <td>MISE</td> </tr> </tbody> </table>		Items	Facilitators/Performers	DAY 1 – 11th July 2024 (12pm to 4pm)		Start with Welcoming – Link with National Theme & General Overview of the program	Matea & Aneta	Ice-Breakers & Attracting the audiences	Eita Boys	MISE awareness	MISE	Awareness – Project Information (Scope & Objectives), STSP, STWSP	Christina & Berite	Fun Skit	Eita Boys	Safeguards Messages	STSP & STWSP	STSP & STWSP Key Messages	KAFA	Questioning Time & Reward	Teriinga & Berite	Fund Dancing	Eita Boys	DAY 2 – 12th July 2024 – Independence Day – (11pm to 5pm)		Start with Welcoming the people – Link with National Theme & General Overview of the Awareness	Betero & Christina	Ice-Breakers & Attracting the audiences	Eita Boys	MISE awareness	MISE
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	Questioning Time & Reward	Teriinga & Berite									
	Fund Dancing	Eita Boys									
	DAY 3 – 13th July 2024 (10am – 4pm)										
	Start with Welcoming the people – Link with National Theme & General Overview of the Awareness	Berite & Katarina									
	Ice-Breakers & Attracting the audiences	Eita Boys									
	MISE awareness	MISE									
	Awareness – Project Information (Scope & Objectives), STSP, STWSP	Christina & Aneta									
	Fun Skit	Eita Boys									
	Safeguards Messages	STSP & STWSP									
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	<ul style="list-style-type: none"> - Manimwemwe Terikaua Office Cleaner - Titan Toani Driver - Bentaake Kiima PRO MISE 	<ul style="list-style-type: none"> - Manimwemwe Terikaua Office Cleaner - Titan Toani Driver - Bentaake Kiima PRO MISE 	<ul style="list-style-type: none"> - Terikaua Office Cleaner - Titan Toani Driver - Bentaake Kiima PRO MISE
<p>Adherence to the program</p> <p>Facilitators There was a slight change in STSP facilitators, SSS took most of the STSP awareness on day 1 while on day two was mostly facilitated by CES Christina. There are important logistics arrangement that CES attended to while SSS Matea took mostly the whole day facilitating the activity. The third day was mostly shared by both SSS, CES and as well as other MISE divisions and the STWSP as usual.</p> <p>Key Message from Eita Boys We anticipate playing more key messages through drama group Kafa but we only get few rounds due to shortage of time and multiple MISE divisions and STWSP announcements during the rounds</p> <p>Taking turns for announcement on the PA system This is the same with the drama group, we also plan do more awareness turns on the PA system but only given few rounds due to limited time.</p> <p>Eita Boys entertainers The entertainers were very useful during the awareness activity because they attract the attention of the audience. We have used them more regularly than Kafa boys during the activity. This resulted in more people attending the tent and engaging in our quiz, asking questions and collecting pamphlets to read.</p> <p>Key Safeguard Messages It was an opportunity as well for the safeguards team of both the Environment and the Social Safeguards Officers to relate to the public and the spectators some safeguards information. Including the health and safety for the communities and the protecting the environment from</p>			

any risks and impacts of the project. This is to let the people understand that in the project team there are safeguards officers recruited to look after the people and the environment.

Achievements

1. Full Team arrived at the sport complex on time with an enthusiastic team spirit was observed on day 1 to day 3.
2. Integrated services was seen as very attractive to the public it is one holistic and professional approach to this awareness and campaign program.
3. A smooth flow of the program as most of the tasks were shared by all MISE staff and MISE projects.
4. Entertainers performed and carried out their parts as expected without any unexpected distractions.
5. The proposed program carried out smoothly without unexpected major dilemma.
6. STSP staff allocated with tasks were taken their task seriously which makes the activity especially the start of each day went smoothly.
7. The equipment needed such as, lead wire, chairs, tables, banner, PA system, catering and price for quiz were always at the tent on time as needed.
8. STSP Uniformed was distributed to the staff and as well as the entertainers, which makes the team look professional and welcoming to the public.
9. STSP Banner was displayed on day 1 to day 3, pamphlets distributed to audience and to surrounding tents, and T-shirts carrying STSP, MISE, WB logo was worn for display by full team and entertainers.
10. Audience shows interest by visiting the tents, asking questions about the STSP project, collecting pamphlets and be part of the STSP small quiz.
11. The result of the consultation coverage is summarized in the table below.

Engagement Coverage Day 1 - 3

Days	Method of engagement	Total number distributed
Day 1	Pamphlets distribution	55 To the surrounding tents
		70 To the public
	T- Shirts	6 worn by STSP
		2 worn by STWSP

		6 worn by MISE
		7 worn by entertainers
	Small quiz - STSP Key message	3 STSP questions with prices – Soap, toilet paper, Hand wash
	Key message PA system	4 STSP Rounds
	Banner	1 STSP displayed
	Key message from KAFA	2 Rounds
	Approximate number audience	150
Day 2	Pamphlets distribution	245 To surrounding tents
		50 to the public
	T-shirts	4 worn by STSP
		2 worn by STWSP
		6 worn by MISE
		7 worn by entertainers
	Small quiz- STSP Key message	4 STSP Rounds with prices given - Soap, toilet paper, Hand wash
	Banner	1 STSP displayed
	Short radio spots key messages	3 Rounds on PA System
	Key message from KAFA	3 Rounds
	Approximate number audience	350
Day 3	Pamphlets distribution	85 to surrounding tents

		40 to the public
	Pamphlets distribution	2 worn by STSP
		1 worn by STWSP
		6 worn by MISE
		5 worn by entertainers
	Key message from KAFA	3 rounds
	Small quiz – STSP Key message	6 STSP rounds with prizes – Toilet paper, soap, hand sanitizers, handbag
	Banner	1 displayed
	Key messages radio spots	4 rounds
	Approximate number audience	300

Challenges

1. The turnout on day one was not as many as expected. There were people around the sport complex but lower in number than expected.
2. The team were stuck in a long traffic on day two which was the Celebration of the National Kiribati Independence Day. We started 1 hour late due to the time taken for the team to reach the sport complex.
3. Scorching heat – Entertainers find it hard to perform on the cement because of midday heat.
4. Miss communication regarding other team members lunch which resulted in last minute plan for other team members' lunch.
5. The STSP banner was a bit smaller than expected and it is portrait.

6. T-shirts designs are not very visible for reading the messages that are written on them.

Recommendation

1. To allow more time to plan in future awareness program in order to avoid last minutes plans and unexpected dilemma and issues
2. To hire two or bigger groups of entertainers in the future in order for the entertainers to take turns and have a rest in between – this is especially during independence celebration awareness.
3. To make sure all staff involved have arranged their divisional lunch with a budget approved from MISE.
4. To avoid being stuck in the traffic, the team need to start early and be at the Sport Complex before the end of the field program during national day cerebation.
5. To print bigger banner and in landscape format.
6. Change T-shirt design to clear key message and STSP name
7. Finalize STSP logo

Pictures

Day 1



Day 2



Day 3



Attendance List of STSP

DAY 1

PARTICIPATION LIST
 Activity Title: Independence exercises
 Date: 11/07/2024
 Location: Sport Complex

Name	Male-Female	Title	Organization	Signature
Terunga	F	OA		
Matea	M	SSS		
Katarina	F	JPO		
Titan	M	OD		
PBO Bwankalce	F	PRO		
Maniawe ²	F	OC		
Christina	F	OC		

DAY 2

12/07/2024 Sport Complex

Terunga	F	OA		
Manimwawe	F	OC		
Titan	M	OD		
Matea	M	SSS		
Katarina	F	JPO		
Bwankalce	F	PRO		
Katarina Christina	F F	JPO CES		
Christina	F	CES		

DAY 3

13/7/24 Sport Complex

Terunga	F	OA		
Katarina	F	JPO		
Bwankalce	F	PRO		
Christine	F	CES		
Titan	M	OD		
Matea	M	SSS		

PARTICIPATION LIST				
Activity Title: Independence exercises				Date: 11/07/2024
				Location: Sport Complex
Name	Male-Female	Title	Organization	Signature
DAY 1				
Teranga	F	OA		
Matea	M	SSS		
Katarina	F	JPO		
Titau	M	OD		
PRO/Bwatafaka	F	PRO		
Naninwe	F	OC		
Christina	F	OIC		
DAY 2				
12/07/24 Sport Complex				
Teranga	F	OA		
Naninwe	F	OC		
Titau	M	OD		
Matea	M	SSS		
Katarina	F	JPO		
Bwatafaka	F	PRO		
Christina	F	OC		
Christina	F	OC		
DAY 3				
13/7/24 Sport Complex				
Teranga	F	OA		
Katarina	F	JPO		
Bwatafaka	F	PRO		
Christina	F	OC		
Titau	M	OD		
Matea	M	SSS		

Teoraereke West report STSP

Date: 19 th June 24	Location: Teinaninano Urban Council Maneaba		Facilitators: SSS Matea Aaran and CES Christina Reiher	
Purpose of consultation:	To verify information collected by Red Cross survey, identify pilot location, seek community support and views and to share project information to the community			
Number of participants: 18	# of males: 15	#of females: 3		
Consultation Method:	<ul style="list-style-type: none"> ○ PowerPoint presentation ○ Focus group 	<ul style="list-style-type: none"> ○ Informal Meeting ○ One on one 	<ul style="list-style-type: none"> ○ Pamphlet ○ 	<ul style="list-style-type: none"> ○ Questionnaires ○ Open discussion Other: <ul style="list-style-type: none"> ○ ○
Findings	<ul style="list-style-type: none"> ✚ The participants from Teoraereke were in favor of Household Toilet than Community toilet. ✚ All participants indicated a willingness to provide a household space for their toilet and not willing to provide space for community. ✚ The reasons for not favoring community toilets are as follows, <ul style="list-style-type: none"> ✓ challenge in keeping the toilets clean, ✓ it is likely that many people will not maintain the toilets hygiene ✓ Community members are harder to control than those of your household members ✓ Participant indicated reluctance toward cleaning of community toilets as they specified sanitation waste of other community member. ✚ If community toilets are to be built in Teoraereke, the following conditions will apply: <ul style="list-style-type: none"> ✓ A security guard at the communal toilet ✓ A cleaner to look after the toilets hygiene ✓ Paid money to use a toilet ✓ Use the money generated from the toilet use for toilet maintenance ✚ Family Communal toilets will be more likely to be more effective than those of general community members as shared by community members ✚ 			

<p>Questions raised during the consultation</p>	<ul style="list-style-type: none"> - Will the allocated number of toilets for Teoraereke West is only for Teoraereke and not shared with other villages? - How will the project select beneficiaries, how the project will make sure there are no complaints from the communities? - Can Teoraereke West only have Households Toilet and not Community Toilets? - Why the project engaged Kiribati Red Cross Society to do the survey and not us villagers from Teoraereke?
<p>Lesson learnt</p>	<ul style="list-style-type: none"> - We expect 50 participants and only 18 turned up, the lesson we get from this is to find a strategy on how to make sure 50 participants turn up, the following options can be applied <ul style="list-style-type: none"> ✓ Use of invitation letter to all participants ✓ Consultation to be held at their respective villages ✓ Targeting community leaders for invitation to their members and assisting in distribution of invitation ✓ Re consulting those who did not make it to the consultation to make sure full utilization of funding provided. - The use of individual catering funding is applicable in situations where only a few participants turn up. This is because the project only pays for those who turns up and can save the remaining funds for other consultation time.
<p>Challenges</p>	<ul style="list-style-type: none"> - Time consuming when only less than half participants turn up - Participants did not want community toilet at Teoraereke west but only requested household toilet as they anticipated the risk effective and sustainability issue from the community.
<p>Recommendations</p>	<ul style="list-style-type: none"> - Targeting family community for communal toilet will be more meaningful, beneficial and can be more sustained than those of general community toilets as shared by the participants. - Community toilets may be workable if looked after carefully and managed carefully by the community members.
<p>Way forward</p>	<p>To re consult the rest of communities that did not turn up to the proposed time</p>

	Booked another date and venue with the village council for consultation with the rest of Teoraereke			
Attachments	Participation list:  Teoraereke West participants.pdf	Presentation:  Teoraereke West ppt.pptx	Pamphlet:  STSP Pamphlet.pdf	Verification and views from the community  Community Views Form (1).docx
	Pictures	Other supporting documents		

Community Consultation – Bikenibeu Central report

Date: 21 August 2024

Venue: Tebikenikua Maneaba

Community Rep- Takaria Ubwaitoi

- We kindly request other strategies to address this issue or investigation to verify this information by our Engineer
- Urgent request for Community Toilet to Tebikenikua Community as this is a long-effected area in terms of OPD

Community Discussion

Community	General Views about current sanitation and OPD	Capacity of Community and Preferences
Taakeria	<ul style="list-style-type: none"> - Rehabilitation and maintenance of the salt flushing system, including running pipes from households to the sewerage system. This applies to both individual households and the community. - There is also a request for direct pipe connections from household and community toilets to the sea; however, it is recommended to reconsider this and instead connect them to the sewerage system. - The communal toilets are damaged and require renovation, including repairs to the septic tank and overhead structures. - Can this project provide toilet bowls for household toilets? 	<ul style="list-style-type: none"> - The community is willing to provide labor at no cost if toilet materials and supervision are provided. - However, they would prefer some compensation when working on community toilets as a token of appreciation for their collective effort. - If the project cannot offer financial support, the community is still prepared to proceed with the work using their own volunteer labor.
Karebwetau	<ul style="list-style-type: none"> - Open defecation is a widespread practice here, particularly among children. They defecate on the ground and then use shovels to bury the waste in the soil 	

<p>Teinanoi (Kimatore)</p>	<ul style="list-style-type: none"> - Request public toilet near playfield 	
<p>Tebikenikua</p>	<ul style="list-style-type: none"> - The right corner of the beach at Tebikenikua is currently being used for the OPD. - This area is located near the landfill behind the PUB on the western side. - Special attention is needed for unsanitary areas, especially for those without access to toilets. - Finding the best solution for the OPD issue is crucial, whether through household or community interventions, whichever can be implemented first. - The community has a toilet facility that charges 50 cents per use, but it is insufficient to meet the sanitation needs of the entire population. - Over 40 households in the community are without toilets. - The entire Bikenikua community urgently needs two additional community toilets, one at each end of the area, to meet sanitation needs. - The land in this area is lower than in other parts of Central Bikenibeu, making it unsuitable for the sewerage network. - The community has faced poor sanitation and hygiene issues for many years, with open defecation on the beach or in unoccupied spaces being common. - Proposed sites for community toilets should be carefully considered, 	

	<p>especially if they are near the sewer line.</p> <ul style="list-style-type: none"> - The Tebikenikua community is willing to provide labor if materials are supplied, whether for community or household projects. - To encourage participation, community members could be compensated with \$15 or \$20 per day, or 50 kg of kava. - There is concern about the environmental impact if households choose to build their toilets over the sea, as responded by Katarina 	
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BTC Full council meeting report

Date: 20 th Feb 2025	Location: BTC council	Facilitators: SSS Matea and CES Christina Reiher
Purpose of consultation:	To update the BTC council on the progress of STSP activities in Betio	
Number of participants: 15	# of males: 12	#of females: 3
Consultation Method:	<ul style="list-style-type: none"> ○ Formal meeting ○ Power point ○ Handouts ○ Open discussion 	
Findings	<p>Printed materials distributed: GRM - 15 Social and Environmental Risk management flowchart - 15</p>	
Presentation content		



Agenda

- Introduction
- Project background information
- STSP current activities in Betio and progress
- BTC support to STSP
- Open discussion
- Closing

Project Development Objectives

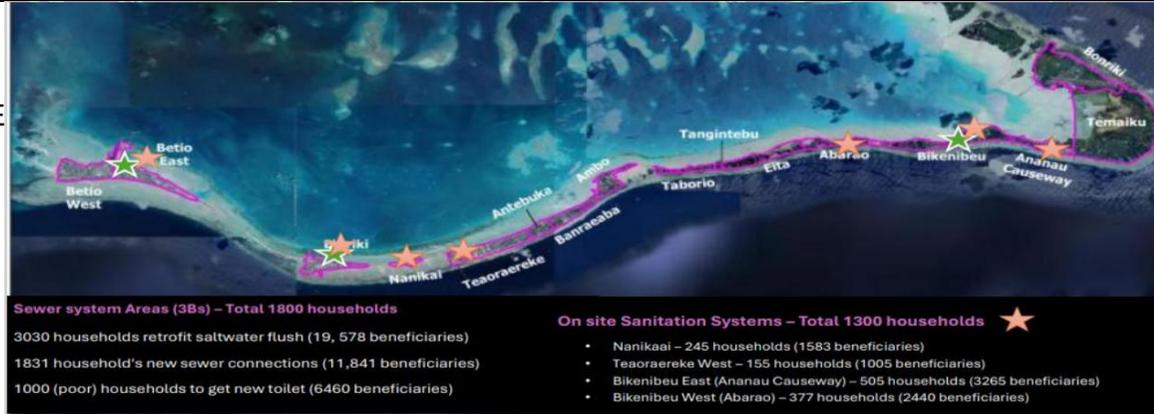
- Connect existing households in the sewerred areas of Betio, Bairiki & Bikenibeu
- Improve sanitation access to households on the villages of Nanikaai, Teaoaraereke West, Bikenibeu East (Ananau Causeway) and Bikenibeu West (Abarao)
- Strengthen Capacity of MISE & PUB for sustainability of systems



STSP Implementation Components & Scope of Work

Sewer system Areas (3Bs) – Total 1800 households

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STSP Timeline & budget

STSP Budget: US\$19.49 million
Financing: IDA Grant (World Bank)

US\$19.49 M / 14.1M Special Drawing Rights

Delivery timeframe: 6 years



STSP Project locations

Communities on the villages of Nanikaai, Teaoraereke West, Bikenibeu East (Ananau Causeway), Bikenibeu West (Abarao) - adjacent to 3Bs



Ea bwaka iaa ngkai am karikirake ae te STSP iaon BTC

- A roko rabwata ake ana buoka aron mwakurian te STSP aika 2
- PIAC – Ibukin te kateitei
- BCC- Ibukin te anga reirei ao bitakin anauaia kain Kiribati iaon te kakaitiaki

E-65 STSP LEAFLET 2022 - 2028

Contact Information: Office Building - Beside Civil Yard in Betto
Contact: 63030120/73059598

Environmental and Social Safeguard

Environmental and social safeguards are policies and procedures aimed at preventing and minimizing potential harm to both the environment and communities affected by a project. Their primary purpose is to protect people and the environment from any risks or negative impacts associated with project activities.

WORLD BANK ENVIRONMENTAL AND SOCIAL STANDARDS

ESS Overview
Welcome to Module 4: The Environmental and Social Standards at a Glance

ENVIRONMENTAL AND SOCIAL SCREENING

Environmental Risks, Impacts and Mitigation

Risks	Solutions
Water pollution	Implement measures to prevent contamination from constructing septic tanks or connecting septic to sewer lines.
Habitat disruption	Conduct a thorough Environment Impact Assessment before the construction project begins to identify potential environmental risks and develop strategies to mitigate them.
Excavation	Conduct a thorough survey with the Office of the President to areas suspected to have left behind exploded materials and human skeletons. The contractor should know from PUB electricity wires, sewer connections and water pipe laid below ground.
Waste disposal	Implement effective waste management practices, including recycling and proper disposal of construction materials and effectively use eco-friendly construction material when possible.

Social Risks, Impact and Mitigation

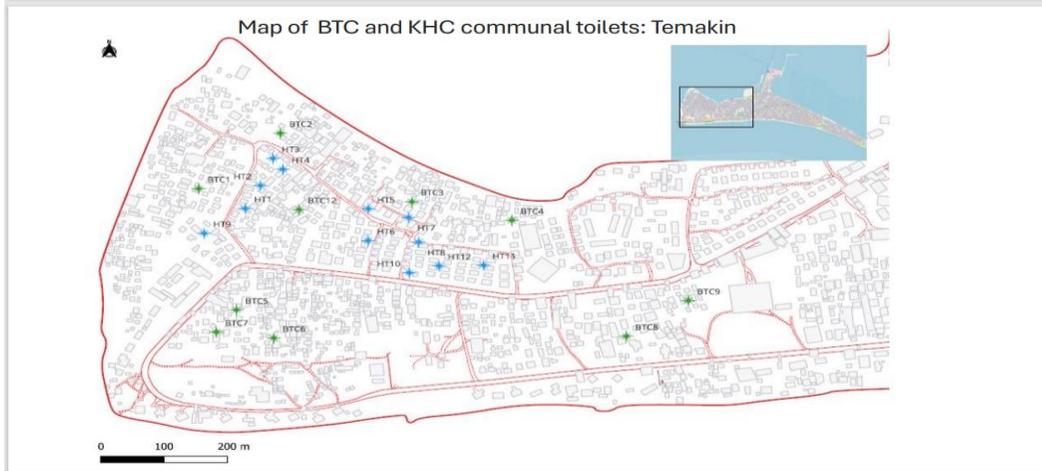
Risks	Solutions
Noises	Machines that will be used for construction must comply with the noise limit set by PUB or will use noise reducing materials/equipment.
Land issue/limited space	Get government and landowners permission for land used for the project – in terms of allowing access and mini rehabilitation-construction.
Removal of trees, fence, pig pens	Avoid removal of trees, fence and pig pens as much as possible. If required, then consult with the owners of those property and provide necessary compensation.
Labor issues (Conflict, Abuse, Immoral Practices, GBV Cases & Road Safety Issues)	Ensure compliance with labor management procedures and Road safety (Laws, Regulations & Code of Conducts) and GRM for complains and feedback.

Grievance Redress Mechanism: For enquiries, comments and grievances, use STSP contact details above

Your Voice Matters
We value your input and ideas. Together we can make this project successful. Please share your thoughts and concerns with us.
Get Involved
You can join our community consultation to support the project in various ways. Your participation is vital to our project. All information shared are kept

STSP GRIEVANCE REDRESS MECHANISM

DEFINITION OF GRIEVANCE REDRESS MECHANISM	CHANNEL OF SUBMITTING GRIEVANCES	PROCEDURES OF HANDLING GRIEVANCES
<p>This GRM serves as a platform to receive, register, review, and resolve grievances and address feedback from the public in the most efficient, effective, transparent, and timely manner, and if necessary, in an anonymous way, during the implementation of the STSP. It allows members of the public to submit complaints or feedback regarding the way the activities of the projects are being conducted and how the activities directly and/or indirectly affects them. Complaints may relate, but are not limited to, for example, excessive noise, damage to plants or property, pollution concerns, workers behaviour, harassment, quality of the works or other concerns. Grievances submitted can be anonymous. It is also a mechanism to inform the Government of Kiribati (GOK) through the Project Management Unit (PMU) of the Ministry of Infrastructure and Sustainable Energy (MISE) of design and implementation risks and impacts that can be used to improve the project and provide an important quality control function for the STSP to continually improve its operations and implementation through engaged community and the public and best practice in resolving the complaints.</p>	<p>In person: The Social Safeguard Specialist/ The Designated Construction Supervisor Drop Box: At South Tarawa Sanitation Project Office near Civil Yard Phone Contact: 63030120/73059598 Online: STSP FACEBOOK A. Facebook Page/Messenger: South Tarawa Sanitation Project - STSP B. Facebook link: www.facebook.com/profile.php?</p>	<p>SOUTH TARAWA SANITATION PROJECT GRM FLOWCHART</p> <p>Contact: 020120720598 Email: chrisna.rehe@stsp.gov.ki STSP Office near Civil Yard, Betto</p>





Ea bwaka iaa ngkai am karikirake ae te STSP iaon BTC

V2 June 2021

- Te anai rongorongō ke te survey iaon mwaitin auti ake toma, aki toma ao auti ake aka rokiia iaon BTC
- Taaketenaki auti tautaeka, private ao business nikabane.
- E a bane ngkai te anai rongorongō
- Iai te selection criteria ae ena manga develop ibukin te katomatoma
- Imwiin rinean auti ao te kamatebwai, enang waaki te mwakuri



Ea bwaka iaa ngkai am karikirake ae te STSP iaon BTC

- Manga kabouan communal toilets iaon Betio – ea waaki te kamatebwai
- KHC
- ✓ Ea tia ni waaki te kamatebwai nakon roki iaon Betio
- ✓ iaon kawaina ni waaki kaongora nakoia communities
- ✓ Imwiin aei ao ena tiaainaki te booraraoi
- BTC
- ✓ Ea tia ni karaoaki te kamatebwai nakon roki aikai
- ✓ iaon kawaina ni waaki te kaongoraa ao imiina ena tiainaaki te booraraoi

Mwaitin Rooki Ake atia n Kamatebwaiakaki

BETIO TOWN COUNCIL



11

KIRIBATI HOUSING COROPRATION



30



Ea bwaka iaa ngkai am karikirake ae te STSP iaon BTC

- STSP – WB is developing an O & M model in collaboration with local councils through – MOU for long lasting benefit to the communities.
- On site sanitation – tatanningaa otinakon te survey – iaon kawaina will update to BTC

**Questions and open
discussions**



<p>Questions raised during the consultation</p>	<ol style="list-style-type: none"> 1. There is one toilet located in Betio Nuuka that it not included in your list, can you check this and add it to your list of BTC communal toilets? 2. When will the report from CFK be completed? It is good information to also share to the local council especially for Betio. 3. Every consultation carried out for STSP will be also attended by BTC council representatives from each ward. Can you make sure STSP note this for their support from the BTC council. 4. Will STSP also build toilets for FBO or just households and communities? 5. What kind of resources will STSP provide for the toilet? 6. When are you going to start your consultation to the communities? This information is also very useful for the communities in Betio. 7. It is better to raise revolving funds for all communal toilets in Betio, for sustainability purposes, one BTC communal toilet that has been rehabilitated by the council is charging 20cent for use, and it is one good example for other communal toilets as we are now receiving funds from this particular toilet, and we are not worrying about raising funds for operation and maintenance. 8. STSP to inform BTC before implantation and make sure you held the meeting here at the island council in order for the council not to miss any major developmental stage of the STSP for support. 9. It is a common issue in Betio where landowners claim the land and stops the community from using it, how are we going to address this kind of issue for STSP toilets. 10. STSP can also build communal toilets on private lands and sign an agreement with the landowners to be in charge of the toilets operation and maintenance while benefiting from the funds raised by these toilets. This is one approach that need to be explained to the land owners by the STSP and BTC.
<p>Response and way forwards</p>	<ul style="list-style-type: none"> - The STSP team will locate and identify the mentioned toilet that has not been included by the project and make informed decision whether to include it this time or not. - Will share the survey report from CFK with BTC when it is finalized from CFK. It is also useful to invite BTC to be part of the survey presentation from CFK when they presented the result of the Betio survey. - Start drafting the consultation plan for BTC communities and share to Betio local council for their participation. Next consultation is with KHC tenants and nearby private households before the signing of the KHC MOA with STSP. - Share toilet design and planning for communal, onsite and sewer connection activities with BTC council for their information. The plan should be clear on beneficiaries and locations for communal toilets. - Taking note of successful communal toilets on Betio e.g. paid communal toilets for revolving funds for operation and maintenance of the toilets. This can be adopted to the newly build BTC communal toilets.

- Another consultation to be held with BTC prior to contractor start implementing construction.
- MOU to address the issue of landowners re-claiming the land in which the STSP build the toilet.
Discuss this further in the coming future.

Attachments

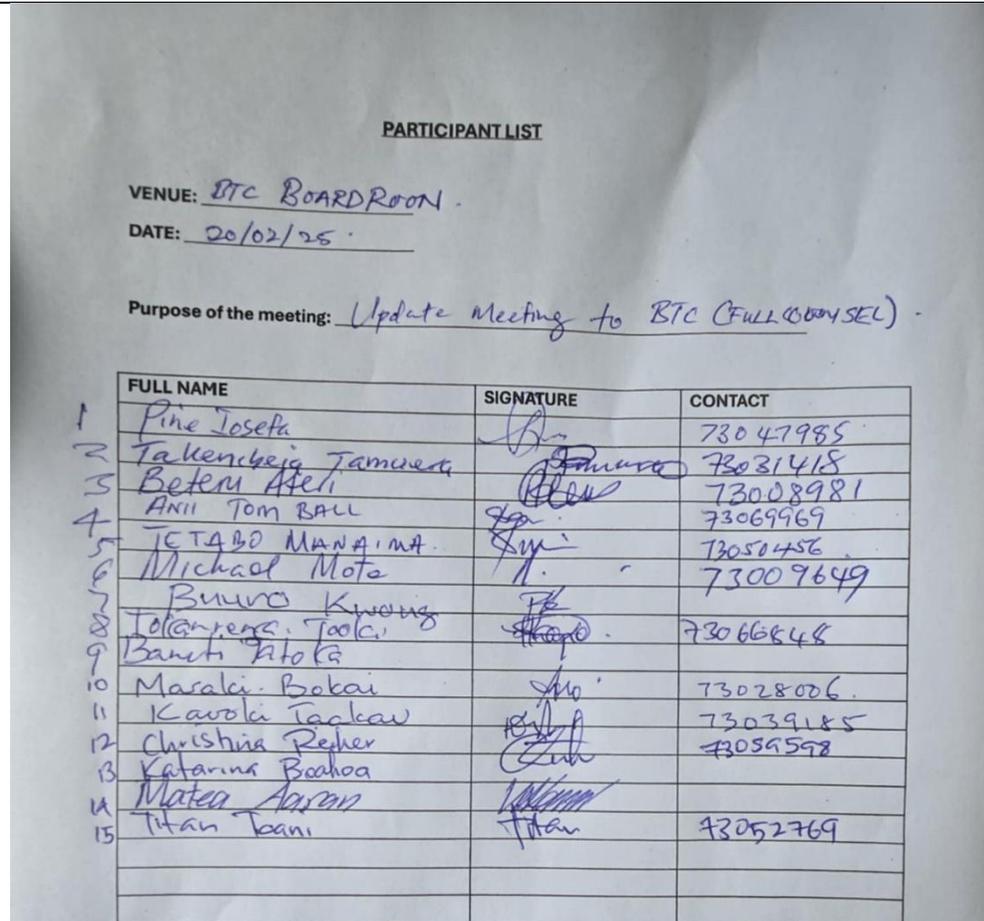
Pictures







Participation list



Receipts and claims

Community Engagement Specialist will claim BTC allowance as follows

Claim for CES		
Names	Amount paid	Number of participants

	Mayor	70	1
	Vice Mayor	65	1
	Council members	60	11
	Total	\$675	

Kawan Bairiki Consultation report STSP				
Date: 7th June 2024	Location: Bairiki – Tabonkabwauea and Kawan Bairiki	Facilitators: SSS Matea and CES Christina Reiher		
Purpose of consultation:	To verify information collected by Red Cross survey, identify pilot location, seek community support and views and to share project information to the community			
Number of participants: 26		# of males: 21	#of females: 5	
Consultation Method:	<ul style="list-style-type: none"> ○ PowerPoint presentation ○ Focus group 	<ul style="list-style-type: none"> ○ Informal Meeting ○ One on one 	<ul style="list-style-type: none"> ○ Pamphlet ○ survey 	<ul style="list-style-type: none"> ○ Questionnaires Other: <ul style="list-style-type: none"> ○ ○
Findings	Printed materials distributed	Pamphlets: 26	Map of Surveyed area: 20	
Feedback from the community regarding the project	<ul style="list-style-type: none"> - Bairiki Communities looking forward to the start of the project physical implementation - Shows interest and the need of the STSP project - Shared issues from the last sanitation project where resources and funding was not well monitored and the target was not met, only few people benefit from the project. The original plan and number of toilets to be built was not achieved and ended up with only few and very small toilet, not even a wheelchair fit into the toilet door. - The majority of Bairiki participants proposed that each household is allocated their own toilet as they can individually manage the toilet better. - Women and girls are not safe in a public toilet and that also leads to participants favor more to household toilet - Proposed by participants that the project may use space behind government buildings for septic tank and community toilets. - Space is limited in Kawan Bairiki, and they are not sure if they can accommodate communal toilet anymore, they can only provide space for household's toilets - Sharing of toilets amongst households is a common practice in Kawan Bairiki where more than 10 household uses one toilet. 			

	<ul style="list-style-type: none"> - Tenarikai Maneaba has sell it toilet to the public for 20 cent per use. - Tabonkabwauea participants have more space, and they are willing to provide space for the communal toilets and as well as household toilets.
Feedback on KRCS Household survey	<ul style="list-style-type: none"> - 20 out of 25 participants reported to be approached by surveyors - Participants confirmed Kiribati Red Cross Society conducted Household survey related to Sanitation situation in Bairiki - No complaints reported regarding the survey performance and behavior in Bairiki - Participants agreed and confirmed situation, mapping of pollution, flooding in Bairiki Village - Data for con compliance with building code, vulnerable groups situation and the number of people without toilet in Bairiki is also confirmed and agreed by the Bairiki Community.
Questions raised during the consultation	<p>When will the project start in Bairiki?</p> <p>Do all household benefit from the project or only a few households?</p> <p>Can the STSP project do damage maintenance to existing toilets?</p> <p>If we have space, can we offer it to the project to build our communal toilet in Tabonkabwauea?</p>
Lesson learnt	<ul style="list-style-type: none"> - It is important to make sure all communications reach the community through Village Councils, - When the Island council make plans to cancel the consultation, we STSP team will make sure the message reaches the community, - We learned that the last consultation was cancelled by the Village Council but did not reach the community in Kawan Bairiki and the result was people turned up expecting STSP consultation team. - This is not a good practice and by all means should be avoided in the future - A checklist of resources to be taken to the community is helpful, CES forgot a file with important documents – will result in consultation delays
Challenges	<ul style="list-style-type: none"> - Open consultation may result in over budgeting as anyone can just walk in the Maneaba

<p>Recommendations</p>	<ul style="list-style-type: none"> - Making sure we control our consultation audience and communicate with whoever wanting to join about catering which they may not be included in. 			
<p>Way forward</p>	<ul style="list-style-type: none"> - Continue consultation with Nanikaai, Abarao and Ananau Kotueei 			
<p>Attachments</p>	<p>Participation list</p>  <p>Participants list Bairiki.pdf</p>	<p>Copy of presentation</p>  <p>TUC presentation.pptx</p>	<p>Receipts and claims</p> <p>Venue cost: TBC</p>	<p>Invitation letter</p>
	<p>Pictures</p>	<p>Other supporting documents</p>	<p>Feedback form</p>	



Abarao consultation report

Abarao consultation report			
Date: 02/07/2024	Location: Abarao Village	Facilitators: Christina CES, Matea SSS, and Katarina JBO	
Purpose of consultation:	<p>To engage Abarao Communities with the project in order for them to get familiar with the STSP project and be able to raise questions and queries to the project if they have any.</p> <p>Share Project background information and rationale with the community</p> <p>Collect views, insight and information regarding the current sanitation situation and need on Abarao</p>		
Number of participants: 26	# of males: 16	#of females: 10	
Pamphlets distributed: 26			
Consultation Method:	<ul style="list-style-type: none"> - Pamphlets - Informal discussion - Questions and Answers - Group discussions - PowerPoint - Sharing of experiences through different districts 		
Findings	<p>Umwatoro Community</p> <ul style="list-style-type: none"> - There are no community toilets in this community - Most households from this community do not have a proper toilet and use the beach and bushes for defecation - This community have space because the households are not close to each other, so they prefer household toilets more than community toilet <p>Mauroin Abarao Community</p> <ul style="list-style-type: none"> - There are no community toilets in this community - Same situation as above <p>Aontena Community</p>		

	<ul style="list-style-type: none"> - This community does not have a community toilet - They reported to have closely packed household without toilets and also practice open defecation - They shared toilets with neighbors most of the time - They reported that most of the time during the nighttime, they always step on human feaces on the beach and on land <p>Etanterawa Community</p> <ul style="list-style-type: none"> - Same situation as above - They are willing to provide a space for community toilets <p>The majority of participants have a positive feedback regarding the STSP. They are mostly looking forward to the start of physical implementation and shared that the STSP will surely have positive impact and improve the households and community sanitation situation in Abarao. The STSP is what they mostly need as they expressed the challenge, they are facing for a long time regarding poor sanitation in Abarao.</p> <p>Health related issues such as diarrhea and skin rash were believed to be the result of water contamination and ground water pollution on Abarao which affect the health of mostly children under the age of five.</p> <p>The communities are willing to build their own toilet when they are given materials for household toilets without labour cost</p> <p>They are willing to help women without men in their families to build their toilets from the materials shared by the project</p> <p>They are reluctant to build community toilets without cost.</p>
<p>Questions raised during the consultation</p>	<ul style="list-style-type: none"> - When will the project start? - Will this project change it target village if the communities do not attend consultations? - Will the project target all households?
<p>Lesson learnt</p>	<p>Low turn up during the consultation – will change our approach e.g. use different location, home visit, letter of invitation to communities or target Religious groups rather than inviting the whole village.</p>

<p>Challenges</p>	<ul style="list-style-type: none"> - Low turn out - We get the impression that some participants add friends' name or family members names on the participant list even though they did not turn up to the consultation.
<p>Recommendations Way forward</p>	<ul style="list-style-type: none"> - Will be more creative in our engagement strategy in order to increase participation of the community - Will count the names of the participants turn up and call out names when distribution catering cost for those who turn up to the consultation only
<p>Attachments</p>	



Pictures

Attendance list

PARTICIPATION LIST
Activity Title: STSP Awareness

Date: 02/07
Location: Abarao

Name	Male-Female	Title	Micro-Organization	Signature
✓1. TENEI. A	M	Councillors	Abarao	[Signature]
✓2. TAKAI. K	M	NIL	Abarao	[Signature] X. Aer
✓3. Atanea. E	M	NIL	Abarao	[Signature]
✓4. Tioti. B	M	NIL	Abarao	[Signature]
✓5. Reitong. T	M	NIL	Abarao	[Signature]
✓6. Tiooa. R.	M	NIL	Abarao	[Signature]
✓7. Karebanga	M	NIL	Abarao	Karebanga
✓8. KCHIKUA	F	NIL	Abarao	[Signature]
✓9. Kabo. Aata	F	NIL	Abarao	[Signature]
✓10. Ntee. Teraranga	F	NIL	Abarao	[Signature]
✓11. TINA BORA. IOTERWA.	F	NIL	Abarao	[Signature]
✓12. Raderanga.	F	NIL	Abarao	Raderanga.
✓13. Katatao	M	NIL	Abarao	[Signature]
✓14. TENEBO.	M	Enforcement Officer	Abarao	[Signature]
✓15. Tekabu	M	nil.	Abarao	[Signature]
✓16. Biniamina. A	M	nil	Abarao	[Signature]
✓17. Terataake	M	nil	Abarao	[Signature]
✓18. Temoone	M	nil	Abarao	Temoone
✓19. Kooti	M	nil	Abarao	[Signature]
✓20. Terubetaake	F	nil	Abarao	[Signature]

AA.

		PARTICIPATION LIST		Date: 02/07	
		Activity Title: STSP Awareness .		Location : Abarao	
Name	Male-Female	Title	Signature	Organization	Signature
✓ 21. Mwanware.	F	nil	Abarao	Abarao	[Signature]
✓ 22. Butunua -	F	nil	Abarao	Abarao	[Signature]
✓ 23. Tiio	F	nil	Abarao	Abarao	Tiio
✓ 24. Tidi	M	nil	Abarao	Abarao	[Signature]
✓ 24. Tearoba	F	nil	Abarao	Abarao	Tearoba.
• 25. Kauli.	M	nil	Abarao	Abarao	[Signature]
• 26. Karekenna	M	nil.	Abarao	Abarao	Karekenna