

Republic of Kiribati



STAKEHOLDER ENGAGEMENT PLAN

*MINISTRY OF INFRASTRUCTURE
SUSTAINABLE ENERGY*

South Tarawa Sanitation Project (P174434)



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Document history

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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

Contents

South Tarawa Sanitation Project (P174434).....	1
DRAFT V	2
Document history	2
Abbreviations and Acronyms	ii
1 INTRODUCTION	1
2 OBJECTIVES OF THE SEP	3
3 PREVIOUS ENGAGEMENT ACTIVITIES	4
4 STAKEHOLDER IDENTIFICATION.....	5
5 SEP Programme	12
6 Communication and engagement methods recommended for use include:	13
7 Stakeholder Engagement During Project Implementation	16
8 Project launch.....	16
9 Implementation of the Grievance Redress Mechanism	16
10 SEP IMPLEMENTATION	23
11 ROLES AND RESPONSIBILITIES.....	24
12 GRIEVANCE REDRESS MECHANISM	27
13 MONITORING, EVALUATION AND REPORTING	32
APPENDIX 1: PROPOSED WORDING FOR THE PROJECT WEBSITES	33
APPENDIX 2: COMMUNICATION PLAN.....	33
4 RISKS AND MITIGATION.....	34
APPENDIX 3: COMPLAINT FORM	35
APPENDIX 4: GRM REGISTER.....	38
APPENDIX 5: GRM STANDARD RESPONSE LETTER	39
APPENDIX 6: GRM PLAN OF ACTION (POA)	40
APPENDIX 7: WORLD BANK GRIEVANCE REDRESS SERVICE	41
APPENDIX 8: GRM summary at Project Level (Figure 1 includes the steps for the GRM)....	43
APPENDIX 9: Relevant consultations for South Tarawa Sanitation Project - Finnish Consulting Group (FCG)	43
APPENDIX 10: Progress of the consultations for South Tarawa Sanitation Project (2023 – 2025).....	47
APPENDIX 11: Consultation reports for South Tarawa Sanitation Project.....	74

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 behavior 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.

1. 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 consultancy will be engaged to assist with Behaviour Change marketing and engagement planning followed by broad/targeted community engagement prior to the construction phase. The process for community engagement on sanitation is covered under the work of the NGO contracted to implement the Community Engagement and Behavior Change Strategy. This includes the following specific tasks related to stakeholder communication:

- Undertake community consultation including on: support for communal toilets, voluntary land contributions, operations and maintenance agreements; sewerage tariffs, affordability, willingness to pay; and sanitation service standards.

- Implement the community engagement and behaviour change communication plan. Collaborate with the WASH Awareness Program Part B to maximise reach, and to avoid duplication or conflicting messages.
 - Conduct additional formative research with target groups as needed to inform specific behaviour change communication campaigns and activities. Identify the key drivers and potential bottlenecks for change, as well as the touch points that will trigger behaviour change in the targeted audiences.
 - Use the institutional survey data (schools and health care facilities) to develop specific behaviour change strategies and approaches for schools and health care facilities in South Tarawa.
 - Develop a working draft of the behaviour change communication plan and present the strategy and interventions to the various stakeholder groups.
 - Directly design and/or manage the development of communication materials by others. This may include contracting a range of services (e.g., creative design, photography, production etc) from within Kiribati and internationally.
 - Conduct pre-tests of communication materials, and adjust accordingly.
 - Track and monitor communication activities, and adapt as necessary.
- Ensure that all community engagement and communication materials are gender inclusive and sensitive to different gender needs and priorities and sensitive to vulnerable and marginalized population such as persons with disabilities.
- Actively coordinate and engage with the Project Management Unit, MISE, PUB, contractors, hardware stores, STWSP WASH Awareness Program Part B, local councils, Ministries, NGOs, development agencies, and other stakeholders with an interest in sanitation.

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)
King Holdings Limited (STSP Contractor)	Regular update on the progress of community consultation, and progress of consultation with target households in Abarao and KHC tenants. 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 Regular update on site clearance for access, safeguard matters, households feedback and handing over of sanitation systems to HH.
China Railway First Group (CRFG)	Regular update on the progress of community consultation, and progress of consultation with target households in the STSP 4 OSS villages. 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

	Regular update on site clearance for access, safeguard matters, households feedback and handing over of sanitation systems to HH.
Public Health and Forensic Science NZ	Regular update on progress of community consultation and acceptance. Data and information sharing on findings and awareness on linkages between proper toilet use, good sanitation and protection of marine and ground water resources.
Reeves Envico (STSP Contractor for Sewer Connection)	Regular update on the progress of community consultation, and progress of consultation with target communities and high-priority areas from PUB within the 3B villages. Regular monitoring and reporting, update on safeguard matters, community feedback, grievances from communities and PUB existing customers.
RPA Group Fiji Limited	Regular update on the progress of community consultation, and progress of consultation with target households in Bikenibeu Regular update on site clearance for access, safeguard matters and households feedback.
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: • 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: - technical options and solutions - community ownership/support of the project - behaviour change campaigns - vulnerable community identification and support - risks/opportunities.
Vulnerable stakeholders - 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

- Single parents - Children/young people (key consultation group and focus group to ensure sustainable access arrangements)	- 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, implementation and operations)	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 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 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 sewerage 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, Teoraereke 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

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: Manila

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

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)

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	-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	-Updated Project's ESF instruments -Feedback of project consultations - Information about the project's activities Behavioral Change and Education Campaign/Marketing Activities	South Tarawa	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	-ESMF -Project Plans - Draft project scope and rationale	South Tarawa	Project delivery Project amendments
	Project interested Parties	-Project information-scope and rationale and E&S principles -Coordination activities -Grievance mechanism process -Health and safety impacts -Employment opportunities -Environmental concerns	-Updated Project's ESF instruments Feedback of project consultations Information about the project's activities	South Tarawa	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

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

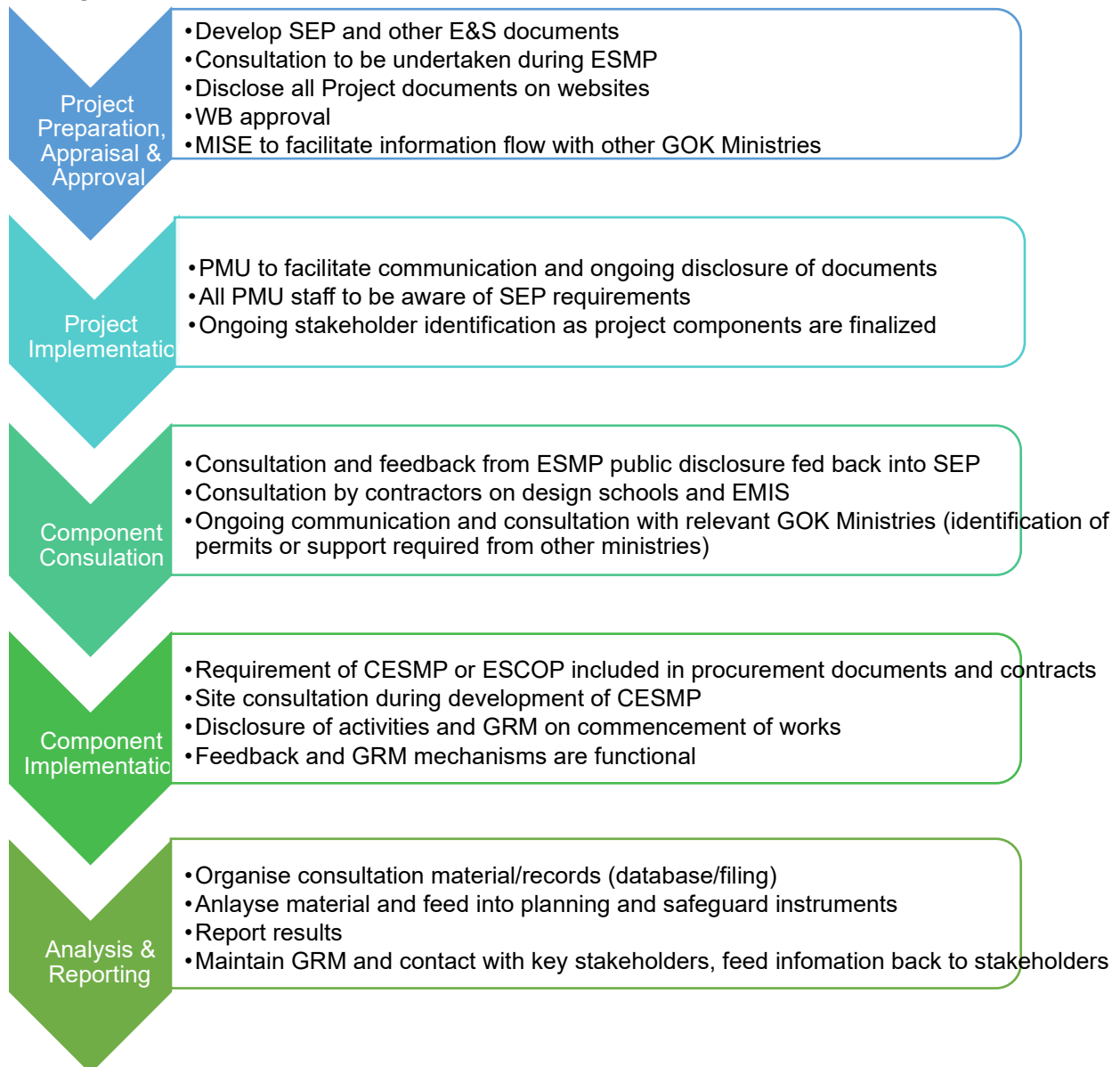
As described earlier this Project does not present significant risks with regards to stakeholder engagement.

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

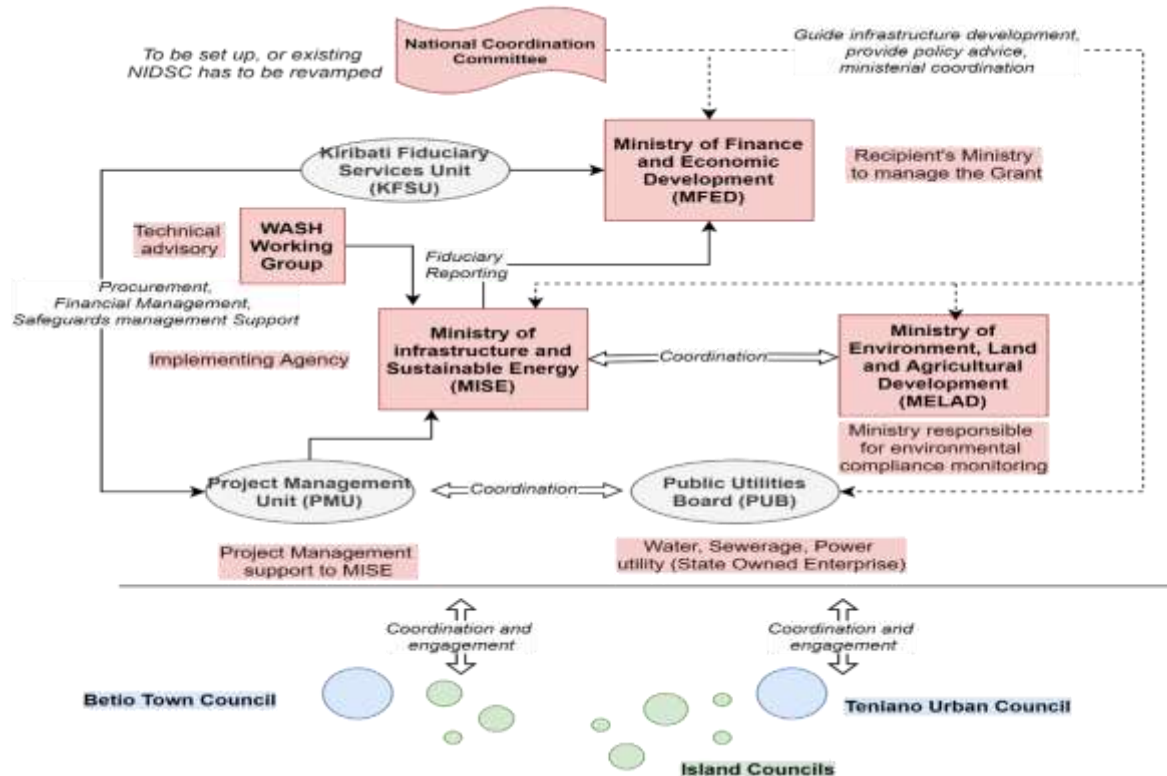
During the procurement of contractors for the implementation of component activities it is important that the requirements for stakeholder engagement are clearly defined in the procurement (bidding docs - RFQ, ROI etc). Contractors undertaking construction will be required to develop a CESMP (for major 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:				
☐ Environmental safeguards, including waste, noise, dust and water runoff/pollution	☐ Social Safeguards including gender, labour, community health and safety (including traffic) and child safety	☐ Grievances regarding worker health and safety and behaviour of workers on-site	☐ Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns	☐ Grievances regarding abuse of power/intervention by project or government officials
☐ Other (describe)				

Brief Description of Complaint *(provide as much detail and facts as possible attach additional pages if required)*

Please include any other information that you consider relevant, other matters or facts, including supporting documents *(attach additional pages if required)*

Do you request that identity be kept confidential?

☐ Yes

☐ No

Have you previously raised your complaint with the on-site Manager or others?

☐ Yes *(if YES, please provide the following)*

- 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

☐ No *(if NO, why not?)*

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

[illegible]

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?



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
Fax: +1-202-614-7313

Letter: The World Bank
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 (OCA) (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 (OI) (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
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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	Location	Purpose	Target Stakeholders /Audiances	Feedback from stakeholders	F M		
2	5/12/2023	Red Cross Office	Orientation Workshop before the start of STSP survey - Project scope and rationale, awareness	Red Cross ennumerators	Workshop type engagement	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	Regarding the disparities in the functionality of communal toilets, community members identified several contributing factors to why some of the communal toilets in Betio are in poor condition. These included cultural habits of open defecation, lack of education on proper toilet usage, inadequate maintenance due to communal ownership, and challenges with inappropriate waste disposal, including flushing inappropriate items like sanitary pads. In addition, with toilets built during the colonial time, these toilets were damaged due to the above condition and as well as old age and damage caused by normal wear and tear as they were built more than 2 decades ago. Furthermore, the participants also request to this project is to fix these colonial toilets to help address the challenge with the lack of toilets in the community. This will accommodate the sanitation need for several households and address most of the challenges discussed earlier.	9	15	

					Betio North affirmed their capacities to construct household toilets without labor cost if provided with materials and supervision. However, they expressed reluctance regarding community toilet construction, citing a preference for labor costs and a lack of perceived community benefit.		
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	Suggestions were put forward for future communal toilet designs, emphasizing features such as footpaths, ramps, adequate lighting, continuous water supply, and gender-segregated facilities including separate shower rooms. The participants also requested improvement for future sanitation communal facilities to have a separate block for males and females and with proper lightings during the night. The participants also suggested that communal toilets users need to be made aware on how to use modern toilets facilities e.g. flushing the toilets, where to sit and good hygiene practices. The team realized that their ideas on the design are closely related to the Handbook for Technical and Service Standard from MISE	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	The community responses highlighted the critical need for communal toilets in the area, while expressing a preference for the provision of individual household toilets. Concerns were raised regarding the inadequate conditions of existing communal facilities, citing issues such as poor sanitation and lack of accessibility for individuals with disabilities and elderly members. Communal toilets that remained functional were attributed to responsible usage, active community and shared maintenance efforts amongst the members, implementation of strict usage regulations, and sometimes nominal user fees. Some communities organized rotational maintenance schedules. In addition, participants also shared their common experience with different personalities of community	9	10

					members which is another important factor that contributed to how communal toilets are well maintained. In their experience, some people participated in toilet maintenance, and some did not want to support and stayed at home to leave it for the others. While others adopted household-based usage systems, ensuring accountability and cleanliness. Additionally, communal toilets managed by housing cooperatives benefited from structured maintenance protocols arranged by the toilet users. However, challenges persisted with some households allowing neighbors to use their toilets without ensuring proper upkeep or contributing to maintenance costs. This underscored the need for broader community education on sanitation practices and fostering a culture of collective responsibility for communal facilities. We are delighted to receive confirmation from the local community in Betio where they confidently expressed their full support for the South Tarawa Sanitation Project. This support was demonstrated through active participation in discussions, constructive feedback provided on various questions asked during the verification and community's view session. In that, the community's positive response underscores their commitment and willingness to continue to look after the toilet facilities that will be provided by the project. This gave us an ending spirit motivation that their support will be instrumental in the successful implementation of the sanitation project in their various communities. It was noted from the participants feedback form that one common question written for the project to answer was related to when will the project start, followed by their great appreciation for the project in addressing one of the challenges Betio communities and households are facing regarding poor sanitation.		
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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	When would the pilot be complete? Matea – Probably next year Is there a plan for STSP for the villages that are not targeted by STSP? 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. 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? 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	7	4

					choosing the best design that will not bring risk to our community and environment.		
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 – 3B	- 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, especially if they are near the sewer line. - The Tebikenikua community is willing to provide labor if materials are supplied, whether for community or household projects.	20	22

					- 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		
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 – 3B	- A family-based community is preferred over a mixed-family community. This type of community offers better assurance of being well-maintained, and it is easier to establish and enforce rules among family members. - Mixed-family communities are not favored by these two groups, as they are likely to lead to conflicts, disorganization, and difficulties in maintenance. - Household toilets are generally preferred over community toilets, although the decision depends on the available space and land within the household. - Both communities can construct their own household toilets at no cost, with assistance from the STSP's Engineer and Supervisor. - In family-based communities, members can contribute labor to complete the work on community toilets without incurring labor costs. - However, in mixed-family communities, success is unlikely due to anticipated conflicts, due to cultural phenomenon that no could clean someone's mess, especially with the toilet. - Some individuals may be unable to contribute due to vulnerabilities, and the project can help in such cases. - These two communities are willing to support the project.	7	28

10	24/08/2024	Tekaibanga ki Maneaba	Consultation with 3B target village - Bikenibeu East - Project components, objective, timeline, GRM, project background information	Target communities and Households - Project Affected people – 3B	- The septic tank overflowed due to a leak, leading to the excavation of a large hole to drain the black water from the tank. There's no flush water, as only poured water is used. - Open defecation on the beach has caused a foul smell, potentially leading to poor hygiene and unhealthy air quality. - There is no proper drainage for grey water, causing it to flow outside and around the house. - A concern raised was the effectiveness of the project in aiding communities and households if they cannot afford a vacuum truck to remove the sludge. The project team addressed this by assuring that among the 16 designs, one or two could be suitable for crowded areas. - The open septic system drains directly into the ground without being connected to a sewer. - The toilet bowl is cracked and unsafe for use. - When will the project start here in Bikenibeu? - Will there be new connections to every HH? - Who will pay for maintenance of these new toilets? - We are very grateful for the project and are very looking forward to give our support to STSP.	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 – OSS	The participants from Teaoraereke 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, ✓ challenge in keeping the toilets clean, ✓ it is likely that many people will not maintain the toilets hygiene	3	15

					✓ 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 Teaoraereke, the following conditions will apply: ✓ 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		
12	19/06/2024	Teaoraereke Council Maneaba	Consultation with Onsite target village - Teaoraereke West - Project components, objective, timeline, GRM, project background information	Target communities and Households - Project Affected people - OSS	- When will the project start? - Can the project change the design from community to Households toilets? - We the communities in Teaoraereke can come up with a policy, rules and agreement if we want to have communal toilets build by the project. - The best way to get the support you need from the project is engaging FBO and targeting the village churches so you have more attendees and support from those communities. - Will the allocated number of toilets for Teaoraereke West is only for Teaoraereke 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?	23	13

					- 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? - Teoraereke west -		
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 – OSS and Sanitation Pilot	- 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?	10	16
14	4/10/2024	Gascony RC Maneaba	Consultation with Onsite target village - Ananau Kotueei - Project components, objective, timeline, GRM, project background information	target communities and Households - Project Affected people - OSS	- The septic tank overflowed due to a leak, leading to the excavation of a large hole to drain the black water from the tank. There's no flush water, as only poured water is used. - Open defecation on the beach has caused a foul smell, potentially leading to poor hygiene and unhealthy air quality. - There is no proper drainage for grey water, causing it to flow outside and around the house. - A concern raised was the effectiveness of the project in aiding communities and households if they cannot afford a vacuum truck to remove the sludge. The project team addressed this by assuring that among the 16 designs, one or two could be suitable for crowded areas.	11	22

					- The open septic system drains directly into the ground without being connected to a sewer. - The toilet bowl is cracked and unsafe for use. - Two household toilets that previously relied on decomposition are now using well water during the current drought, but the safety of this water for drinking is uncertain. - Several household toilets frequently experience overflow, requiring a new soakway to be dug each time. - A question was raised about whether the project can assist in building ramps for vulnerable people, such as those with disabilities, to access existing toilets in Bikenibeu West. The team will discuss this with the project team.		
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 – 3B	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	28	9

					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.		
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 – Sanitation Pilot	The community has been informed about the blue green activity and the sanitation pilot activity and are well aware of both activities that will be implemented in Abarao. The consultation was held by the STSP team in October and November 2024 using a Maneaba system (Customary setting). The community accepted both activities and supported this activity to be implementation in their village Abarao.	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	i. Will the project cover all the people in Betio and how many toilets can the Project build? Vice- Mayor. ii. Now, there are several existing communal toilets in Betio that need to be refurbished, can the project be helped in this situation? Clerk. iii. Can the project allow the community to do the contract or build their own toilets with materials aided by the STSP? Mayor. iv. In terms of recruiting contractors, will the project liaise with BTC as they know who is licensed and who is not? Mayor.	8	9

18	10/3/2025	3B villages	Focus group discussion STSP awareness	Selected group groups from each 3B Villages	Controlled discussion – SBCC	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 - OSS	When would the pilot be complete? Matea – Probably next year Is there a plan for STSP for the villages that are not targeted by STSP? 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. 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? 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. 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.	4	20

					Why the project said that Ananau Kotueei will be the first village to be targeted and now is has been changed to Abarao? Matea – The project has not started yet, only the pilot activity. We are keen to address this confusion with your community if you needed. 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. It would be good if the STSP share their overall implantation timeline to the TUC so we know what to expect regarding your project. For Nanikaai before it has been 50 years, there has no improvement on the sanitation until your project. Thank you		
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 – 3B	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?	9	15

					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.		
21	8/5/2025	Abarao Ruurete Maneaba	Start of the sanitation pilot activity	13 HH targeted for the pilot	What contribution should HH offer to the project Do we have to pay for anything? After the project, the toilets belongs to the HH or the project? Who will be responsible for fixing the damages of the Sanitation Pilot toilets?	24	6

22	9/5/2025	Abarao KPC Maneaba	Start of the sanitation pilot activity	13 HH targeted for the pilot	When will the Sanitation Pilot start? Should we report any damage to the MISE during the implementation period?	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 – 3B	Q1 Participants were asking about the timeline of the project and will this rehabilitation work will start, how long it will take to complete the construction work. - STSP responded to this question by showing the timeline of the project and the rehabilitation work which is about to start probably next year. - PIAC responded by explaining to the participants the construction process will depend on many circumstances and will take a few months to complete these toilets. Q2 The participants want to know if the disability toilet for everyone or just for the tenants and who will be responsible for cleaning the disability toilet if it is to be shared by tenants? - PIAC responded by stating that the responsibility will be shared by those utilising the disability toilet. Q4 Participants from private HH near the KHC communal toilets want the project to state its target population, if it only targeting the KHC tenant and what the plan for private HH who are also currently utilizing the KHC toilets. - STSP stated that the projects' beneficiaries varies from communities and HH level and if they are not KHC tenants they might be beneficiaries of 3B, Households or community toilets. - The KHC will decide if the private HH can continue using the KHC after rehabilitation or	7	18

					not. But the main project will note this concern and discuss how they will address this issue with this project. Q5 What is the KHC tenants alternative for toilet when the project demolish the current communal toilets? - PIAC responded by explaining how the project will build temporary toilets to use during the duration of the construction. Q6 What is the boundary for the construction site, how far from the nearby tenants HH and the private HH? - PIAC it will be in a safe distant that will be decided by the construction, this is part of the safeguard requirement to build a safety wall around the construction site to prevent noise, dust and for people safety. It is about 2 to 3 meters. Q7 How many toilets blocks to be used in each communal toilets? - PIAC this will be depending on the number of the original block, it will be the same but one extra for the disability. Q8 Can the tenant make changes to the current design? - PIAC yes but not at this stage as everything has been finalized and this has taken a long time to come to this stage as it takes a long process. - It the contract between the STSP and KHC to rehabilitate the KHC communal toilets and improve the current infrastructure with a new structure.		
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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 – 3B	Q1 Participants were asking about the timeline of the project and will this rehabilitation work will start, how long it will take to complete the construction work. - STSP responded to this question by showing the timeline of the project and the rehabilitation work which is about to start probably next year. - PIAC responded by explaining to the participants the construction process will depend on many circumstances and will take a few months to complete these toilets. Q2 The participants want to know if the disability toilet for everyone or just for the tenants and who will be responsible for cleaning the disability toilet if it is to be shared by tenants? - PIAC responded by stating that the responsibility will be shared by those utilising the disability toilet. Q4 Participants from private HH near the KHC communal toilets want the project to state its target population, if it only targeting the KHC tenant and what the plan for private HH who are also currently utilizing the KHC toilets. - STSP stated that the projects' beneficiaries varies from communities and HH level and if they are not KHC tenants they might be beneficiaries of 3B, Households or community toilets. - The KHC will decide if the private HH can continue using the KHC after rehabilitation or not. But the main project will note this concern and discuss how they will address this issue with this project. Q5	21	15
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					What is the KHC tenants alternative for toilet when the project demolish the current communal toilets? - PIAC responded by explaining how the project will build temporary toilets to use during the duration of the construction. Q6 What is the boundary for the construction site, how far from the nearby tenants HH and the private HH? - PIAC it will be in a safe distant that will be decided by the construction, this is part of the safeguard requirement to build a safety wall around the construction site to prevent noise, dust and for people safety. It is about 2 to 3 meters. Q7 How many toilets blocks to be used in each communal toilets? - PIAC this will be depending on the number of the original block, it will be the same but one extra for the disability. Q8 Can the tenant make changes to the current design? - PIAC yes but not at this stage as everything has been finalized and this has taken a long time to come to this stage as it takes a long process. - It the contract between the STSP and KHC to rehabilitate the KHC communal toilets and improve the current infrastructure with a new structure.		
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	Q1	20	15

				Takoronga BTC – 3B	For space not available, how can this project help us those without space but really need a toilet Matea: - If space not available, we will help them through a communal toilets blocks sharing in a space agreed by the community or island council Q2 If you can consider HH to target each HH as we are not keen to the idea of sharing toilet blocks, it seems not working, it better to have individual HH toilets - For private HH, we already experience space unavailbe with the housing blocks as well. Q3 Many people using the KHC communal toilets – it uncomfortable Secondly, for safety during the night time, for young children to access this toilet. Thirdly, as too many people using the block there is an issue with hygiene – nearby neighborhood keep using the KHC blocks and not taking care of the toilet. If can be considered 2 HH per unit to minimize issues. Q4		
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					The best way to support the tenants is to build each HH with a single toilet unit. It is easier to maintain rather than a toilet block. Many people still miss using the communal blocks and it is not fair to some people - Each tenants HH will be allocated with their block to take responsibility in maintaining and keeping their own toilet. - All this toilets will be maintained regularly by the KHC to for cleaning and maintenance to be inspected weekly Q5 For those who are not living in the KHC, do we also use the KHC blocks? - The main project can also address those outside the KHC from the community – all questions related to the KHC can be directed to the KHC, STSP is helping with the design. Q6 Those close to the sea, can the line from the manhole can be extended to HH far away from the main for us to connect ourselves to the main line - This are the information that were collected in the CFK survey and the result will be reviewed and considered. It is under the PUB but the		
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					project can also discuss and consider this. Will note Q7 Housing designs facing one side, just to consider which side it will face to consider which side the toilet will face to make it convenient to tenants - The design is already decided and final, note your concern if we can change but we are not certain at this point. Q8 The space we have for shower is enough to install a toilet, can this be considered if they can provide us with the toilet in our HH. - We consider at the first place the number of blocks and the tanks and pump. - The second question can be asked directly to the KHC Q9 Which body can be contacted to adjust this design to address the concern from the public		
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					- You can lodge your complaints through the KHC and MISE - PUB is another body can also answer queries Q10 Is this the only country who are forcing people to use the shared toilet blocks or just Kiribati - We have taken this into consideration but there are many other things to be considered like space, all will be addressed by the project through HH and community considering the access road and space availability		
26	4/8/2025	St Paul Maneaba Bikenibeu	Start of the 3B Bubble 2 and 3	Beneficiaries and affected people – 3B	- Can Households also contribute to the excavation and construction work when it is start from Bikenibeu? - What happen if Graveyards, buildings and bwabwai pits are in the way of the connection? - Can the project give free connection to FBO groups or build toilets for these groups if they apply?	3	16
						382	380

Results of STSP Consultations 2026

No	Date	Location	Target audience	Activity	Feedback	F	M
1	30th March 2026	Nanomatoa maneaba, Takoronga Betio	3B Beneficiaries – HH utilizing KHC Communal toilets	Gender and Sanitation Training session. The gender and sanitation training session lasted 2.5 hours and brought together 16 participants from	The outcomes included improved knowledge of gender-sensitive sanitation practices, stronger collaborative participation of women in sanitation related decision-making, and the development of inclusive strategies that ensure facilities meet the needs of all	14	4

				communities close to the New Toilet block in Nanomatoa, Betio. Participants included 4 men and 12 women. These participants included representatives from church groups, women's groups and local community toilet beneficiaries. The purpose of the workshop was to promote equitable access to safe, dignified sanitation <u>for all</u> by raising awareness of differences in sanitation needs and gender roles between men and women, fostering inclusion, and strengthening advocacy skills of those most vulnerable in communities.	community members (including women and disabled), ultimately reducing inequalities and enhancing sustainability. Strengthening advocacy among those most vulnerable to abuse, violence and harassment was an important target of the awareness session		
2	1st May 2026,	Santa Maria Meeting Hall, 3Bs – Bikenibeu Parish	3B Beneficiaries Existing and future users of the sewer network	To deliver a short, high-impact SBC activation during a community bingo session as part of the Phase 1 SBC Campaign – Short High-Impact Community Engagement Interventions. The goal was to raise awareness of sanitation practices and engage participants through interactive presentations and giveaways.	• Strong engagement and positive feedback were noted from participants during the event. • The interactive quiz and giveaways created excitement and reinforced learning, showing that participants enjoyed the participatory approach. • The large turnout of 156 participants (86 women, ~70 men) demonstrated strong community interest and commitment to supporting the STSP and the SBCC. • Distribution of pamphlets, posters, and merchandise was well-received,	86	70

					helping reinforce sanitation messages beyond the event itself.		
3	08 th May 2026	Bikenikua, Bikenibeu	3B Beneficiaries Existing and future users of the sewer network	The purpose of the training is to address gaps in sanitation awareness and practice across South Tarawa. Recognizing that sanitation challenges affect households differently depending on gender roles. And to improve toilet users'/beneficiaries' awareness in Bikenibeu about current sewer cleaning practices.	Feedback from the community: (evaluation) - Participants requested that nearby manholes in the village be placed closer to some households, especially those who live far from the manhole for easier connection to the sewer system. - The gender session emphasized teamwork, highlighting that sanitation responsibilities should not fall solely on women or men, but that both play important roles in every household. - The session was clear and well-structured from the beginning, ensuring participants understood the objectives. - Participants expressed the urgent need for the project to progress quickly so households can have their own toilets and stop relying on the sea for toileting. - The session reinforced the importance of achieving an open-defecation-free environment, which directly contributes to improved community health. - Participants realized that health is a priority, and that cleaning toilets is a shared responsibility. - Participants expressed gratitude for the project's goals, and the support provided by funding agencies,	10	10

					recognizing its importance for community health and sanitation. • Good toilet manners were highlighted as an important way to maintain facilities and ensure their sustainability.		
4	21 st May 2026	Ionatia Maneaba Bikenibeu	3B Beneficiaries Existing and future users of the sewer network	The purpose of the training is to address gaps in sanitation awareness and practice across South Tarawa. Recognizing that sanitation challenges affect households differently depending on gender roles. And to improve toilet users'/beneficiaries' awareness in Bikenibeu about current sewer cleaning practices.	Feedback from the community: (evaluation) • Participant requested to know why the coverage of the project is not 100% covering every household in Bikenibeu • They also want to know more information on the project and how they can be involved in the project when their names are not on STSP list • They want to know when will be connection start in Bikenibeu • They requested to know specifically on where the sewer cleaning has completed and where else to be covered by the project • Thankful for the project and are willing to change their behaviour and encourage their family and communities to help maintaining the sewer by flushing only water and toilet paper into the main sewer. • No question and feedback regarding the safeguard requirement for the ongoing sewer cleaning – very clear and are very supportive. • Participants now aware of the STSP office location and GRM procedure for complaint and feedback.	12	15

5	25 th May 2026	KGV & EBS compound - Bikenibeu	3B Beneficiaries Existing and future users of the sewer network	Background: Schools in Bikenibeu are connected to the PUB sewage system, making proper use and maintenance critical. Purpose: To ensure students and staff at KGV & EBS understand their shared responsibility in keeping the system clean and functional.	- The Deputy Principal is acknowledging that the awareness session is new and informative for them, which is a positive sign that the project is reaching fresh audiences - The consultation is their initial exposure to ideas such as sewer cleaning, debris problems, gender roles in sanitation, or hygiene awareness. - It shows that the session is introducing new knowledge and helping them understand issues they hadn't been aware of before.	323	68
6	26 th and 27 th May 2026	ST Maria maneaba - Bikenibeu	3B Beneficiaries Existing and future users of the sewer network	Background: Schools in Bikenibeu are connected to the PUB sewage system, making proper use and maintenance critical. Purpose: To ensure students and staff at Sacred Heart understand their shared responsibility in keeping the system clean and functional.	The OIC did and the school were not aware of the issue and how they can contribute to sewer blockage if they are not aware of the issue and how to maintain the sewer system. They are thankful and now will commit with their student on keeping the sewer network working, flushing only water and toilet paper and report damage asap.	513	361
7	29 th May 2026	School Maneaba-Bikenibeu	3B Beneficiaries Existing and future users of the sewer network	Background: Schools in Bikenibeu are connected to the PUB sewage system, making proper use and maintenance critical. Purpose: To ensure students and staff at St Maria	The principal re enforced SBCC messages, Sanitation Hygiene is now one strict school rule that they will follow and report of any mistreatment to the sanitation system, they will be committed in making sure the sewer network is maintained from their school. Use proper waste disposal and report any student	140	295

				understand their shared responsibility in keeping the system clean and functional.	who miss use the sewer network and flush unnecessary rubbish into the sewer system.		
9	30 th June 2026	Abarao Sanitation Pilot	Abarao Sanitation Pilot Beneficiaries and Stakeholders	To engage the Abarao community and stakeholders in the official launch of the sanitation pilot, reinforcing awareness of improved hygiene, sanitation, and community ownership under the STSP–PIAC & SBCC framework and collective team efforts.	The Groundbreaking Ceremony for the South Tarawa Sanitation Project (STSP) was held at Abarao on 30 June 2026 (refer to Appendix 2). This event marked the official commencement of the sanitation pilot under the South Tarawa Water Supply Project (STWSP) and STSP, implemented by the Ministry of Infrastructure and Sustainable Energy (refer to Appendix 1) (MISE) with support from the World Bank. The contractor, King Holdings Limited, will carry out works over the next five to six months.	34	46
8	8-9 July 2026	Independence Week Awareness	General Public, OSS and 3B Beneficiaries	To link national Independence celebrations with sanitation and hygiene awareness, reinforcing behaviour change messages and community responsibility.	The Independence Week Awareness Plan was implemented as a complement to Component 3 of the STSP–SBCC framework. The purpose was to ensure public engagement in sanitation and hygiene awareness, promote behavioural change in WASH practices, and highlight women's role in community leadership targeting public audience during a national celebration of Kiribati Independence anniversary. .	250	275
9	4 th September 2026	Sewer Cleaning Awareness	3B Beneficiaries – Betio	To inform communities and HH close to manholes and pump station the start of sewer Cleaning in Betio	What to be expected from the sewer cleaning When would be the sewer cleaning start Why are some of the PUB water systems are not working at some of the HH in Betio Would this sewer cleaning solve the issue of overflowing and blockages.		

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. Boo 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:	○ PowerPoint presentation ○ Formal meeting		
Questions raised during the consultation	When would the pilot be complete? Matea – Probably next year Is there a plan for STSP for the villages that are not targeted by STSP? 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.		

	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? 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. 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. Why the project said that Ananau Kotueei will be the first village to be targeted and now is has been changed to Abarao? Matea – The project has not started yet, only the pilot activity. We are keen to address this confusion with your community if you needed. 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. It would be good if the STSP share their overall implantation timeline to the TUC so we know what to expect regarding your project.
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	For Nanikaai before it has been 50 years, there has no improvement on the sanitation until your project. Thank you			
Challenges	- 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.



STSP radio awareness during parliament week

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 Kateimatoan Korakora ke te MISE man ana karikirake ae te South Tarawa Sanitation Project ke te STSP.

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

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

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

- Makuri ni katamaroa nakon te roki iaon kawa ake a tia n rineaki moa bwa ana katabwenaa te karikirake ae.
- Katomaan rooki ma te main sewer system iaon Betio, Bikenibeu ao Bairiki.
- Katean ao katamaroan rooki (laan 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 kateimatoan rooki ake a kabonganaa taari ibukin te flush. Reiakinaia ma Karikiraia taan mwakuri iaon kateimatoan tamaroan te roki.
- Kateimatoan te reitaki ma communities, reirei, clinics ao ai bon te bootannaomata ao te reirei iaon kateimatoan 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 kateimatoan 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 kakosusa bwa e moa te bitaki bon mai iroun temanna ma temmana.

Teuana mai ibuakon kanganga are ena taaketanaki nte karikirake ae te STSP bon katokan te anua ae te nako tinaniku ke te nakotaari n akia kaka (Open defecation) iroula 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 itiaikin 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 maiula 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 ikarekebei ma ami karikirake ae te STSP ni katoka te nako tinaniku n akia kaka ibukin marurungia 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 kamatata, 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 BARWA.**

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:	○ 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	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

	Awareness – Project Information (Scope & Objectives) (STSP, STWSP)		Matea, Aneta	
	Fun Skit		Eita Boys	
	Safeguards Messages		STSP & STWSP	
	STSP & STWSP Key Messages		KAFA	
	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	
	STSP & STWSP Key Messages		KAFA	
	Questioning Time & Reward		Teriinga & Berite	
	Fun Dancing		Eita Boys	
Result of awareness				
Day 1		Day 2		Day 3
11 th Junly 2024 12:00 noon to 04:00pm		12 th July 2024 11:00 am to 3:30 pm		13 th July 2024 02:00 pm to 4:30 pm
Staff attended:		Staff attended:		Staff attended:
- Christina Reiher CES		- Christina Reiher CES		- Christina Reiher CES
- Matea Aaran SSS		- Matea Aaran SSS		- Matea Aaran SSS
- Teriinga Tiroia OA		- Teriinga Tiroia OA		- Teriinga Tiroia OA

	- Manimwemwe Terikaua Office Cleaner - Titan Toani Driver - Bentaake Kiima PRO MISE	- Manimwemwe Terikaua Office Cleaner - Titan Toani Driver - Bentaake Kiima PRO MISE	- Terikaua Office Cleaner - Titan Toani Driver - Bentaake Kiima PRO MISE	
	Adherence to the program 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. 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 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. 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. 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			

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 cerebration.
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



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:	○ PowerPoint presentation ○ Focus group	○ Informal Meeting ○ One on one	○ Pamphlet ○	○ Questionnaires ○ Open discussion - Other: ○ ○
Findings	✚ The participants from Teaoaraereke 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, ✓ 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 Teaoaraereke, the following conditions will apply: ✓ 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 ✚			

Questions raised during the consultation	- Will the allocated number of toilets for Teaoraereke West is only for Teaoraereke 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 Teaoraereke 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 Teaoraereke?
Lesson learnt	- 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 ✓ 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.
Challenges	- Time consuming when only less than half participants turn up - Participants did not want community toilet at Teaoraereke west but only requested household toilet as they anticipated the risk effective and sustainability issue from the community.
Recommendations	- 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.
Way forward	To re consult the rest of communities that did not turn up to the proposed time

	Booked another date and venue with the village council for consultation with the rest of Teaoraereke			
Attachments	Participation list:  Teaoraereke West participants.pdf	Presentation:  Teaoraereke 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	- 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?	- 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	- 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	

Teinanoi (Kimatore)	- Request public toilet near playfield	
Tebikenikua	- 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,	

	especially if they are near the sewer line. - 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:	○ Formal meeting ○ Power point ○ Handouts ○ Open discussion		
Findings	Printed materials distributed: GRM - 15 Social and Environmental Risk management flowchart - 15		
Presentation content			



Update meeting with BTC Council
26th February 2021
BTC Council

Logos: BTC Council, The World Bank



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 sewerage 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

South Tarawa Village Boundaries
Boundaries created from 2010 census data

STSP Implementation Components & Scope of Work

Sewer system Areas (3Bs) – Total 1800 households

- 3030 households retrofit saltwater flush (19, 578 beneficiaries)
- 1831 household's new sewer connections (11,841 beneficiaries)
- 1000 (poor) households to get new toilet (8480 beneficiaries)

On site Sanitation Systems – Total 1300 households

- Nanikaai – 245 households (1583 beneficiaries)
- Teaoaraereke West – 155 households (1005 beneficiaries)
- Bikenibeu East (Ananau Causeway) – 505 households (3265 beneficiaries)
- Bikenibeu West (Abarao) – 377 households (2440 beneficiaries)

Callout bubble: Increase improved sanitation coverage on 3/B areas from 18% to 44%



Environmental and Social Safeguards

Environmental and social safeguards are critical to the success of the project. They ensure that the project is implemented in a sustainable and socially responsible manner. The project team has developed a comprehensive set of safeguards to address potential risks and impacts.

Key Safeguards:

- Environmental Impact Assessment (EIA):** A detailed study of the project's potential impacts on the environment.
- Social Impact Assessment (SIA):** A study of the project's potential impacts on the local community.
- Gender Equality and Social Inclusion (GESI):** Measures to ensure that the project benefits all members of the community, including women and marginalized groups.
- Land Use and Planning:** Measures to ensure that the project is consistent with local land use and planning regulations.
- Water and Sanitation:** Measures to ensure that the project is consistent with local water and sanitation standards.

STSP Grievance Redress Mechanism

The STSP Grievance Redress Mechanism (GRM) is a process for addressing complaints and grievances related to the project. It is designed to be accessible, transparent, and effective. The GRM is managed by the STSP Grievance Redress Committee (GRC).

Key Features of the GRM:

- Accessibility:** The GRM is available to all members of the community, regardless of their location or background.
- Transparency:** The GRM process is open and transparent, with clear guidelines and procedures.
- Effectiveness:** The GRM is designed to resolve grievances quickly and effectively, with a focus on finding mutually beneficial solutions.

Map of BTC and KHC communal toilets: Temakin

Map of BTC and KHC communal toilets: Takoronga

[illegible]

	 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 – tataningae otinakon te survey – iaon kawaina will update to BTC 
Questions raised during the consultation	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.
Response and way forwards	- 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

PARTICIPANT LIST

VENUE: St. Rosemary

DATE: 26/06/21

Purpose of the meeting: Update meeting to St. Rosemary

	FULL NAME	SIGNATURE	CONTACT
1	Mr. Joseph	[Signature]	710 21885
2	Mr. Joseph	[Signature]	710 21885
3	Mr. Joseph	[Signature]	73003921
4	Mr. Joseph	[Signature]	73003921
5	Mr. Joseph	[Signature]	73003921
6	Mr. Joseph	[Signature]	73003921
7	Mr. Joseph	[Signature]	73003921
8	Mr. Joseph	[Signature]	73003921
9	Mr. Joseph	[Signature]	73003921
10	Mr. Joseph	[Signature]	73003921
11	Mr. Joseph	[Signature]	73003921
12	Mr. Joseph	[Signature]	73003921
13	Mr. Joseph	[Signature]	73003921
14	Mr. Joseph	[Signature]	73003921
15	Mr. Joseph	[Signature]	73003921
16	Mr. Joseph	[Signature]	73003921
17	Mr. Joseph	[Signature]	73003921
18	Mr. Joseph	[Signature]	73003921
19	Mr. Joseph	[Signature]	73003921
20	Mr. Joseph	[Signature]	73003921
21	Mr. Joseph	[Signature]	73003921
22	Mr. Joseph	[Signature]	73003921
23	Mr. Joseph	[Signature]	73003921
24	Mr. Joseph	[Signature]	73003921
25	Mr. Joseph	[Signature]	73003921

Receipts and claims	Community Engagement Specialist will claim BTC allowance as follows <table><tr><td colspan="3">Claim for CES</td></tr><tr><td>Names</td><td>Amount paid</td><td>Number of participants</td></tr><tr><td>Mayor</td><td>70</td><td>1</td></tr><tr><td>Vice Mayor</td><td>65</td><td>1</td></tr><tr><td>Council members</td><td>60</td><td>11</td></tr><tr><td>Total</td><td>\$675</td><td></td></tr></table>	Claim for CES			Names	Amount paid	Number of participants	Mayor	70	1	Vice Mayor	65	1	Council members	60	11	Total	\$675	
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: 7 th 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:	○ PowerPoint presentation ○ Focus group	○ Informal Meeting ○ One on one	○ Pamphlet ○ survey	○ Questionnaires Other: ○ ○
Findings	Printed materials distributed		Pamphlets: 26	Map of Surveyed area: 20
Feedback from the community regarding the project	- 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.			

	- 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	- 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	When will the project start in Bairiki? Do all household benefit from the project or only a few households? Can the STSP project do damage maintenance to existing toilets? If we have space, can we offer it to the project to build our communal toilet in Tabonkabwauea?
Lesson learnt	- 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	- Open consultation may result in over budgeting as anyone can just walk in the Maneaba

Recommendations	- Making sure we control our consultation audience and communicate with whoever wanting to join about catering which they may not be included in.			
Way forward	- Continue consultation with Nanikaai, Abarao and Ananau Kotueei			
Attachments	Participation list  Participants list Bairiki.pdf	Copy of presentation  TUC presentation.pptx	Receipts and claims Venue cost: TBC	Invitation letter
	Pictures	Other supporting documents	Feedback form	



Abarao consultation report

Abarao consultation report			
Date: 02/07/2024	Location: Abarao Village	Facilitators: Christina CES, Matea SSS, and Katarina JBO	
Purpose of consultation:	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. Share Project background information and rationale with the community Collect views, insight and information regarding the current sanitation situation and need on Abarao		
Number of participants: 26		# of males: 16	#of females: 10
Pamphlets distributed: 26			
Consultation Method:	- Pamphlets - Informal discussion - Questions and Answers - Group discussions - PowerPoint - Sharing of experiences through different districts		
Findings	Umwatoro Community - 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 Mauroin Abarao Community - There are no community toilets in this community - Same situation as above Aontena Community		

	- 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 feces on the beach and on land Etanterawa Community - Same situation as above - They are willing to provide a space for community toilets 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. 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. The communities are willing to build their own toilet when they are given materials for household toilets without labour cost They are willing to help women without men in their families to build their toilets from the materials shared by the project They are reluctant to build community toilets without cost.
Questions raised during the consultation	- 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?
Lesson learnt	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.

Challenges	- 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.
Recommendations Way forward	- 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
Attachments	 

	 Pictures
	Attendance list

PARTICIPATION LIST

Date: 02/07

Activity Title: STSP Awareness

Location: Abarao

Name	Male-Female	Title	Municipal Organization	Signature
✓1. TENEI. A	M	Councillor	Abarao	[Signature]
✓2. TAKAI. K	M	NIL	Abarao	[Signature] X. Apr
✓3. ATAUEA. E	M	NIL	Abarao	[Signature]
✓4. TIOTI. B	M	NIL	Abarao	[Signature]
✓5. REITONGG. T	M	NIL	Abarao	[Signature]
✓6. TIOOQ. R.	M	NIL	Abarao	[Signature]
✓7. KARABANGA	M	NIL	Abarao	Karabanga
✓8. KCHIKUA	F	NIL	Abarao	[Signature]
✓9. KABO. AATA	F	NIL	Abarao	[Signature]
✓10. NTEE. TENARANG	F	NIL	Abarao	[Signature]
✓11. TINABORA. IOTEBWA. F	F	NIL	Abarao	[Signature]
✓12. RATERANGA	F	NIL	Abarao	RATERANGA
✓13. KATATAO	M	NIL	Abarao	[Signature]
✓14. TENESBO	M	Enforcement Officer	Abarao	[Signature]
✓15. TEKABU	M	nil	Abarao	[Signature]
✓16. BINIAMUA. A	M	nil	Abarao	[Signature]
✓17. TERATAAKE	M	nil	Abarao	[Signature]
✓18. TEMOONE	M	nil	Abarao	TEMOONE
✓19. KOOI	M	nil	Abarao	[Signature]
✓20. TERUBETAKE	F	nil	Abarao	[Signature]

AA.

PARTICIPATION LIST

Activity Title: **STSP Awareness**Date: **02/07**Location: **Abarao**

Name	Male-Female	Title	Organization	Signature
✓ 21. Mwanware.	F	nil	Abarao	<i>[Signature]</i>
✓ 22. Butunua.	F	nil	Abarao	<i>[Signature]</i>
✓ 23. Tiio	F	nil	Abarao	Tiio
~~✓ 24. Tidi.~~	~~M~~	~~nil~~	~~Abarao~~	~~Seatra.~~
✓ 24. Teatoba	F	nil	Abarao	Teatoba.
• 25. Kauli.	M	nil	Abarao	<i>[Signature]</i>
• 26. Karekenna	M	nil.	Abarao	<i>[Signature]</i>



South Tarawa Sanitation Project

SBC Community Engagement Activity Report

General Activity Information

Staff Name:	Christina, Betero & Berite, Ruiti
Activity Date:	30 June 2026
Activity Location (Village/Community):	Abarao – Rurute Maneaba (Formal Ceremony), followed by the Groundbreaking Site ritual at Abarao Community.
Names of Staff Involved:	Christina, Ruiti, Jonathan, Kwadwo, Dr Ringo, Betero, Berite, Robeteiti, Iva, Vai, Titan, Simeon, Oritita, Manimwemwe
Time Spent (in hours):	Around 6-7 hrs (from the morning preparation/decoration including formal and informal events in the afternoon)

Activity Description

Briefly describe the purpose of the activity, key activities performed, and any notable outcomes.

Summary of CEAR – Community Engagement Activity Report.

- **The Groundbreaking Ceremony** for the South Tarawa Sanitation Project (STSP) was held at Abarao on 30 June 2026 (refer to Appendix 2). This event marked the official commencement of the sanitation pilot under the South Tarawa Water Supply Project (STWSP) and STSP, implemented by the Ministry of Infrastructure and Sustainable Energy (refer to Appendix 1) (MISE) with support from the World Bank. The contractor, King Holdings Limited, will carry out works over the next five to six months.
- **The ceremony highlighted** the importance of sanitation and hygiene improvements for the Abarao community, with active participation from local leaders and residents. The event reinforced community ownership and collaboration, ensuring that beneficiaries understood the project's objectives and their role in sustaining outcomes.

Purpose of the consultation:

- **To engage the Abarao community** and stakeholders in the official launch of the sanitation pilot, reinforcing awareness of improved hygiene, sanitation, and community ownership under the STSP–PIAC & SBCC framework and collective team efforts.

SBCC inputs:

- **SBCC team assisted** in organizing and facilitating the Groundbreaking Ceremony at Abarao on 30 June 2026, marking the official launch of the sanitation pilot under STSP–STWSP.
- **SBCC team assisted** in mobilizing the community and coordinating with leaders, media, & stakeholders, to ensure strong participation and ownership.
- **SBCC team assisted** in preparing and decorating the venue (Rurute Maneaba and the Groundbreaking site) with pull up banners, merchandise, cultural and formal arrangements, ensuring a respectful and engaging atmosphere.
- **SBCC team assisted** in distributing campaign materials, including more than 40 STSP–SBCC branded caps.
- **SBCC team assisted** in engaging directly with beneficiaries, reaching 80 participants (60 adults and 20 children), ensuring inclusivity across men, women, boys, and girls.
- **SBCC team assisted** in collecting community feedback, which highlighted appreciation for the project's focus on sanitation improvement and inclusivity, and requests for continued engagement.
- **SBCC team assisted** in documenting the event with photos and reports, providing verification of activities and accurate participant numbers.

- **SBCC team assisted** in identifying challenges and gaps, including logistics delays, and the importance of reinforcing hygiene practices among households and youth.
- **SBCC team assisted** in outlining follow-up actions, such as continued awareness sessions, monitoring construction progress, and sharing updates with PMU.

Outcomes:

- **Successful Groundbreaking** Ceremony attended by community leaders, MISE representatives, and project partners.
- **Strengthened collaboration** between MISE, STSP, and King Holdings Limited.
- Media coverage and public awareness raised on sanitation and hygiene benefits.
- **Community appreciation** and commitment to supporting the project.
- **Distribution of more than 40 STSP–SBCC branded caps** to participants, reinforcing campaign visibility and identity. (refer to Appendix 3)

Beneficiaries reached:

Category	Age Group	Number Reached	Category	Age Group	Number Reached
Men	18+	25	Boys	0-17	09
Women	18+	35	Girls	0-17	11
Adults (Total)	18+	60	Children (Total)	0-17	20
TOTAL ATTENDANCE TO COMMUNITY EVENT					80

Feedback from the community: (evaluation)

- Community members expressed appreciation for the project's focus on sanitation improvement and inclusivity.
- They welcomed the initiative as a step toward cleaner, healthier living conditions and requested continued engagement and updates on construction progress.

Challenges - Community Engagement:

- Delay in site clearance due to limited equipment availability.
- Contractor coordination required additional follow-up.
- Weather conditions affected logistics and setup.

Knowledge/ Motivation& Awareness Gaps

- Need for reinforcement of hygiene practices among households and youth.
- Continued awareness on waste disposal and maintenance (O&M) of sanitation facilities.

Photographic confirmation:

We are pleased to share a selection of photos from the Groundbreaking Ceremony. These images provide confirmation that the activity took place and illustrate the level of participation recorded during the event.





Follow-Up Actions:

• **Recommendations & follow ups**

Strengthen Community Engagement

- Continue awareness sessions in Abarao and nearby communities to reinforce sanitation and hygiene practices.
- Maintain regular updates with community leaders to sustain trust and ownership.

Improve Logistics Coordination

- Confirm bookings (tents, chairs, decorations, catering) earlier to avoid last-minute delays and misunderstanding on last minute cancelling of booked tents and chairs.
- Establish a clear backup plan for site clearance and equipment availability (e.g., manual cleanup teams if excavator support is delayed, Arrange for Plan A & B instead of just Plan A.

Enhance Monitoring & Reporting

- Ensure daily syncing of data collected via M-water to avoid loss.
- Forward reports and photos promptly to the Data Management Advisor for archiving and transparency.

Capacity Building for Enumerators & Staff

- Provide refresher training on SBCC messaging (and M-water usage) before each major event.
- Encourage Community Leaders to act as ambassadors of behaviour change.

Resource Management

- Track campaign materials distributed at each event to avoid duplication and ensure equitable coverage.

- Maintain a stock register for items like Caps, T-shirts, wristbands, posters, and soap to support accountability.

Follow-Up Actions

- Monitor construction progress by King Holdings Limited and share updates with stakeholders.
- Schedule post-event evaluation meetings with MISE and World Bank representatives.
- Document lessons learned from this event to refine future community activities.

Next steps:

- Continue community engagement and awareness sessions post-groundbreaking.
- Monitor construction progress and maintain communication with Abarao leaders.
- Prepare post-event report and share with PMU, MISE and World Bank.
- Forward this report and selected photos to the SBCC Data Management Advisor for upload to the SBCC project drive.

Appendix 1



**GOVERNMENT OF KIRIBATI
MINISTRY OF INFRASTRUCTURE & SUSTAINABLE ENERGY**

BOTAKI IBUKIN MWAKURIAN KATEITEI AO KATEIMATOAN KORAKORA

P. O. Box 498, BETIO, TARAWA

Phone Numbers: (686) 75126142/75126192,

Email add: registry@mise.gov.ki, Website: www.mise.gov.ki

MEMORANDUM

From:	STSP - MISE	To:	World Bank, King Holdings Limited, STWSP, KFSU, TUC Mayor, TUC Clerk, Abarao Village Council, Abarao Unimwane for Groundbreaking Ritual.
File Ref:		Attention:	
Date:	30 th June 2026	CC:	

Invitation to The Groundbreaking Ceremony for the STSP/STWSP 13 Sanitation Pilot Abarao

It is with great pleasure for both the South Tarawa Sanitation Project (STSP) and the South Tarawa Water Supply Project (STWSP) through the Ministry of Infrastructure and Sustainable Energy (MISE) to invite you to the groundbreaking event that will be held to officially mark the commencement of the construction work for the 13 Sanitation pilot toilets in Abarao. We are excited to celebrate and witness this important milestone with you.

The construction work of the 13 Sanitation Pilots toilet is anticipated to commence this month June 2026 and will be conducted by our local contractor Kings Holdings Limited. Please join us in celebrating this project milestone.

Details for the events are as follows:

Date: 30th June 2026

Time: 1400hrs to 1630hrs

Venue: Abarao Selected Household OPTION 1. (Tanraken te tabo n ran Abarao) direction attached.

For enquiries regarding the event, please contact these number 73059598 or email: stsp@mise.gov.ki

*Appendix 3****WHAT the SBCC Team Did (SBCC team assisted Christina) Collective Efforts of the CE & SBCC Team***

South Tarawa Sanitation Project

SBCC Independence – Community Engagement Activity Report (Draft)**General Activity Information**

- Staff Names: Betero Fuatia, Christina Rehir
- Activity Dates: 11–13 July 2026
- Activity Locations: Betio Complex, Betio Chinese Park, Radio stations & Social Media outreach
- Team Involved: Christina, Betero, CE & SBCC team
- Time Spent: Approx. 6 hours daily (3 hours per venue + media coordination)

Activity Description

The Independence Week Awareness Plan was implemented as a complement to Component 3 of the STSP–SBCC framework. Its purpose was to foster public engagement in sanitation and hygiene awareness, promote behavioural change in WASH practices, and highlight women's leadership roles during the national celebration of Kiribati's Independence anniversary. The activities were carried out over two days within Independence Week, with the first held on 11 July and the second on 13 July, both designed to complement and reinforce the spirit of the Independence Day celebrations.

Purpose of the Consultation

To link national Independence celebrations with sanitation and hygiene awareness, reinforcing behaviour change messages and community responsibility.

Consultation Strategy

During Independence Week, a range of community-focused and culturally resonant initiatives were carried out. Venue-based activities included posters, youth performances, and the distribution of campaign materials. Media outreach was achieved through a national radio push and social platforms, amplified by FM stations. Cultural pride was integrated with sanitation responsibility, ensuring that national identity was celebrated alongside community health. Pre-recorded STSP and behavioural change campaign messages were broadcast to reinforce key themes of responsibility and inclusion, while interactive engagement was promoted through small quizzes and giveaways supported by STSP–SBCC IEC materials to encourage participation, learning, and a sustainable sense of ownership of the project.

Outcomes

The Independence celebrations served as a powerful reinforcement of SBCC messaging, as citizens connected national pride with sanitation responsibility. Youth and community leaders visibly championed behaviour change, and the campaign’s messages resonated widely across venues, through mass media, and within households, ensuring broad public engagement and impact.

Number of Campaign Materials Distributed

- Round T-shirts: 30
- Custom-made bags: –
- Stickers: 20
- Wristbands: 98
- Posters: 55
- Pamphlets: 156
- Polo T-shirts: 20
- Caps: 21

- Water bottles: 17

Beneficiaries Reached

Category	Age Group	Number Reached	Category	Age Group	Number Reached
Men	18+	250	Boys	0–17	105
Women	18+	275	Girls	0–17	0
Adults (Total)	18+	525	Children (Total)	0–17	105
Total Attendance to Community Event		630			

Challenges – Community Engagement

We achieved large coverage across target locations; however, community engagement posed challenges, particularly in balancing cultural festivities with structured sanitation messaging and in ensuring consistent participation across venues.

Knowledge / Motivation & Awareness Gaps

- Continued reinforcement was needed on proper waste disposal, handwashing, STSP overview and scope of works, and the SBCC merchandise, key messages, and branding.
- Sustained motivation was required for youth peer educators, along with strengthening the sense of ownership among the general public.

Photographic Confirmation

(Insert 2–3 photos from Betio Complex, Bairiki Square pledge wall, and youth performances.)





Follow-Up Actions

- Continue integrating SBCC messages into national events.
- Strengthen the PUB Stakeholders and Community Engagement Network.
- Forward this report and selected photos to the Data Management Advisor for upload to the project drive.



South Tarawa Sanitation Project

Community Engagement Activity Report

General Activity Information

Staff Name:	Christina, Dr Ringo, Betero, Berite
Activity Date:	25 th May 2026
Activity Location (Village/Community):	KGV & EBS compound - Bikenibeu
Names of Staff Involved:	Christina, Dr Ringo, Betero, Berite
Time Spent (in hours):	20 minutes

Activity Description

Briefly describe the purpose of the activity, key activities performed, and any notable outcomes.

Background:

Schools in Bikenibeu are connected to the PUB sewage system, making proper use and maintenance critical.

Purpose: To ensure students and staff at KGV & EBS understand their shared responsibility in keeping the system clean and functional.

Key activities performed:

1. **Project overview** - Introducing the Project's objectives, emphasizing the importance of safe, inclusive, and sustainable sanitation systems within the school environment
2. **Sewerage Networking and Cleaning**
 - Work focused on manholes and sewer lines at KGV and EBS, plus nearby community connections.

- **Debris Found:** Plastic bottles, wrappers, food waste, cloth, and other non-biodegradable items.
- **Problems Seen:** Blockages, bad smells, overflow risks, and possible spread of waterborne diseases caused by debris.

3. Gender and Sanitation & Hygiene

- Boys and girls should have equal access to toilets and hygiene facilities.
- Girls need privacy and dignity, especially during menstruation.
- Everyone—men, women, boys, and girls—should share responsibility for keeping facilities clean.
- Sanitation is a duty for the whole school, not just one group/person.

4. Grievance Redress Mechanism (GRM)

- Participants were informed about the GRM process, which provides a structured way to raise concerns or complaints.

5. **Take away Questions** – Participants asked questions to test their understanding of the topics discussed.

Outcomes:

- Students and teachers better understand the importance of proper sewer use and hygiene practices.
- Should reduce disposal of inappropriate materials (plastic, food waste, cloth) into the sewer system.
- Have a clear documentation of recurring issues (blockages, odours, overflow risks) that need ongoing monitoring and solutions

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Feedbacks:

- The Deputy Principal is acknowledging that the awareness session is new and informative for them, which is a positive sign that the project is reaching fresh audiences
- The consultation is their **initial exposure** to ideas such as sewer cleaning, debris problems, gender roles in sanitation, or hygiene awareness.
- It shows that the session is **introducing new knowledge** and helping them understand issues they hadn't been aware of before.

Beneficiaries reached:

Category	Age Group	Number Reached	Category	Age Group	Number Reached
Men	18+	5	Boys	0-17	323
Women	18+	15	Girls	0-17	68
Adults (Total)	18+	20	Children (Total)	0-17	391
				Total	411

Photographic confirmation:

Insert 2–3 photos of the event to verify that the activity took place and that the participant numbers reported are accurate.



Follow-Up Actions:

Outline any recommended follow-ups or next steps to enhance project impact.

- . • **Extend Awareness Sessions:** Continue similar consultations in other schools and communities in Bikenibeu to reach more students, teachers, and households.
- **Waste Management Education:** Teach students and households how to properly dispose of waste to reduce debris entering the sewer system.
- **Strengthen GRM Use:** Encourage teachers, students, and community members to use the grievance redress mechanism to report sanitation issues quickly.

Forward this report and the best photos taken to the Data Management Advisor to load onto the Drive.



South Tarawa Sanitation Project

Community Engagement Activity Report

General Activity Information

Staff Name:	Christina, Dr Ringo, Betero, Berite
Activity Date:	26 th and 27 th May 2026
Activity Location (Village/Community):	ST Maria maneaba - Bikenibeu
Names of Staff Involved:	Christina, Dr Ringo, Betero, Berite
Time Spent (in hours):	20 minutes

Activity Description

Briefly describe the purpose of the activity, key activities performed, and any notable outcomes.

Background:

Schools in Bikenibeu are connected to the PUB sewage system, making proper use and maintenance critical.

Purpose: To ensure students and staff at Sacred Heart understand their shared responsibility in keeping the system clean and functional.

Key activities performed:

6. **Project overview** - Introducing the Project's objectives, emphasizing the importance of safe, inclusive, and sustainable sanitation systems within the school environment

7. **Sewerage Networking and Cleaning**

- Work focused on manholes and sewer lines at Sacret Heart School, plus nearby community connections.
- **Debris Found:** Plastic bottles, wrappers, food waste, cloth, and other non-biodegradable items.
- **Problems Seen:** Blockages, bad smells, overflow risks, and possible spread of waterborne diseases caused by debris.

8. Gender and Sanitation & Hygiene

- Boys and girls should have equal access to toilets and hygiene facilities.
- Girls need privacy and dignity, especially during menstruation.
- Everyone—men, women, boys, and girls—should share responsibility for keeping facilities clean.
- Sanitation is a duty for the whole school, not just one group/person.

9. Grievance Redress Mechanism (GRM)

- Participants were informed about the GRM process, which provides a structured way to raise concerns or complaints.

10. **Take away Questions** – Participants asked questions to test their understanding of the topics discussed.

Outcomes:

- Students and teachers better understand the importance of proper sewer use and hygiene practices.
- Should reduce disposal of inappropriate materials (plastic, food waste, cloth) into the sewer system.
- Have a clear documentation of recurring issues (blockages, odours, overflow risks) that need ongoing monitoring and solutions

**Beneficiaries reached:**

Category	Age Group	Number Reached	Category	Age Group	Number Reached
Men	18+	4	Boys	0-17	361
Women	18+	8	Girls	0-17	513
Adults (Total)	18+	12	Children (Total)	0-17	874
				Total	886

Photographic confirmation:

Insert 2–3 photos of the event to verify that the activity took place and that the participant numbers reported are accurate.



Follow-Up Actions:

Outline any recommended follow-ups or next steps to enhance project impact.

Recommendations**1. Reinforce School Awareness**

- Continue structured awareness sessions for students and teachers on proper sewer use and hygiene practices.
- Integrate sanitation responsibilities into school rules and daily routines to sustain behavioural change.

2. Strengthen Gender-Sensitive Facilities

- Ensure equal access to toilets for boys and girls.
- Improve privacy and dignity for girls, particularly during menstruation, by upgrading facilities and management practices.

3. Improve Waste Management Practices

- Establish clear guidelines on what should not be disposed of in sewer systems.
- Encourage student-led monitoring groups to reduce blockages and odours caused by inappropriate waste.

4. Utilize Grievance Redress Mechanism (GRM)

- Promote awareness of the GRM process among students and staff.
- Ensure timely responses to complaints to build trust and accountability.

5. Ongoing Monitoring and Documentation

- Maintain records of recurring issues (blockages, odours, overflow risks) to inform PUB and school management.
- Use photographic evidence and attendance sheets to validate participation and outcomes.

Way Forward

- **Scale Up Engagement:** Replicate similar awareness sessions across other schools in Bikenibeu and South Tarawa to broaden impact.
- **Youth Leadership:** Empower students as sanitation champions, encouraging peer-to-peer advocacy and responsibility.
- **Community Linkages:** Extend school awareness to nearby households connected to PUB sewage systems, ensuring consistent practices.

- **Infrastructure Support:** Collaborate with PUB and school authorities to improve facility maintenance and address recurring sewer issues.
- **Inclusive Approach:** Continue integrating gender and vulnerable group considerations into all sanitation activities, ensuring equity and dignity.

Forward this report and the best photos taken to the Data Management Advisor to load onto the Drive.



South Tarawa Sanitation Project

Community Engagement Activity Report

General Activity Information

Staff Name:	Christina, Dr Ringo, Betero, Berite
Activity Date:	29 th May 2026
Activity Location (Village/Community):	School Maneaba- Bikenibeu
Names of Staff Involved:	Christina, Dr Ringo, Betero, Berite
Time Spent (in hours):	20 minutes

Activity Description

Briefly describe the purpose of the activity, key activities performed, and any notable outcomes.

Background:

Schools in Bikenibeu are connected to the PUB sewage system, making proper use and maintenance critical.

Purpose: To ensure students and staff at St Maria understand their shared responsibility in keeping the system clean and functional.

Key activities performed:

11. **Project overview** - Introducing the Project's objectives, emphasizing the importance of safe, inclusive, and sustainable sanitation systems within the school environment

12. **Sewerage Networking and Cleaning**

- Work focused on manholes and sewer lines at ST Maria School, plus nearby community connections.

- **Debris Found:** Plastic bottles, wrappers, food waste, cloth, and other non-biodegradable items.
- **Problems Seen:** Blockages, bad smells, overflow risks, and possible spread of waterborne diseases caused by debris.

13. Gender and Sanitation & Hygiene

- Boys and girls should have equal access to toilets and hygiene facilities.
- Girls need privacy and dignity, especially during menstruation.
- Everyone—men, women, boys, and girls—should share responsibility for keeping facilities clean.
- Sanitation is a duty for the whole school, not just one group/person.

14. Grievance Redress Mechanism (GRM)

- Participants were informed about the GRM process, which provides a structured way to raise concerns or complaints.

15. **Take away Questions** – Participants asked questions to test their understanding of the topics discussed.

Outcomes:

- Students and teachers better understand the importance of proper sewer use and hygiene practices.
- Should reduce disposal of inappropriate materials (plastic, food waste, cloth) into the sewer system.
- Have a clear documentation of recurring issues (blockages, odours, overflow risks) that need ongoing monitoring and solutions

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Beneficiaries reached:

Category	Age Group	Number Reached	Category	Age Group	Number Reached
Men	18+	5	Boys	0-17	140
Women	18+	8	Girls	0-17	295
Adults (Total)	18+	12	Children (Total)	0-17	435
				Total	447

Photographic confirmation:

Insert 2–3 photos of the event to verify that the activity took place and that the participant numbers reported are accurate.



Follow-Up Actions:

Outline any recommended follow-ups or next steps to enhance project impact.



Recommendations**1. Strengthen School-Based Awareness**

- Continue regular sanitation awareness sessions in schools, reinforcing shared responsibility for maintaining PUB sewage connections.
- Integrate hygiene education into the curriculum to sustain behavioural change among students.

2. Promote Gender-Sensitive Facilities

- Ensure boys and girls have equal access to toilets and hygiene facilities.
- Provide privacy and dignity for girls, especially during menstruation, by improving facility design and management.

3. Enhance Waste Management Practices

- Introduce clear guidelines on what should not be disposed of in sewer systems.
- Encourage student-led monitoring groups to reduce blockages and odours caused by inappropriate waste.

4. Utilize Grievance Redress Mechanism (GRM)

- Strengthen awareness of the GRM process so students and staff can report sanitation issues promptly.
- Ensure feedback loops are active, with timely responses to complaints.

5. Ongoing Monitoring and Documentation

- Maintain records of recurring issues (blockages, odours, overflow risks) to inform PUB and school management.
- Use photographic evidence and attendance sheets to validate participation and outcomes.

Way Forward

- **Scale Up Engagement:** Replicate similar awareness sessions across other schools in Bikenibeu and South Tarawa to broaden impact.
- **Youth Leadership:** Empower students as sanitation champions, encouraging peer-to-peer advocacy and responsibility.

- **Community Linkages:** Extend school awareness to nearby households connected to PUB sewage systems, ensuring consistent practices.
- **Infrastructure Support:** Collaborate with PUB and school authorities to improve facility maintenance and address recurring sewer issues.
- **Inclusive Approach:** Continue to integrate gender and vulnerable group considerations into all sanitation activities, ensuring equity and dignity.

Forward this report and the best photos taken to the Data Management Advisor to load onto the Drive.



V2 June 2021

South Tarawa Sanitation Project (STSP)

Phase 1 SBC Campaign – Community Engagement Activity Report

General Activity Information

Details	Betero Tiroi Association – SBC Awareness Program Conducted Prior to the Bingo Session
Staff Name	Betero, Berite, Ruiti, Christina
Activity Date	1st May 2026,
Activity Location (Village/Community)	Santa Maria Meeting Hall, 3Bs – Bikenibeu Parish
Names of Staff Involved	Betero, Ruiti, Berite.
Time Spent (in hours)	30 mins

Sign-Off

Prepared by:	Reviewed by:	Approved by:	Date
Betero Fuatia	TL Luke Christina & Betero	SOFRECO	25/05/26 26/05/26

Activity Description**Purpose:**

To deliver a short, high-impact SBC activation during a community bingo session as part of the **Phase 1 SBC Campaign – Short High-Impact Community Engagement Interventions**. The goal was to raise awareness of sanitation practices and engage participants through interactive presentations and giveaways.

Beneficiaries:

The event was conducted with the **Betero Tiroi Association for the Catholic Church**, comprising all Catholic teachers on South Tarawa. Logistics were coordinated between the **Vicar General Fr. Kanoua** and the **Betero Tiroi - Association Coordinator, Catechist Bikiniki**.

Detailed Presentation Components (12–15 minutes)**1. STSP Infrastructure Overview (5 minutes)**

- Brief introduction to the South Tarawa Sanitation Project (STSP): **-Appendix. 2**

- Highlighted the rollout of sanitation infrastructure across seven intervention villages.
- Emphasized the importance of household connections and community participation in sustaining the system.

2. Opinion Leader Messaging (2 minutes)

- Delivered by the CE Lead/Opinion Leader.
- Reinforced key sanitation and hygiene messages in culturally resonant language.
- Positioned opinion leaders as trusted voices to encourage adoption of WASH practices.

3. Campaign Video Spots (3 minutes)

Video Features Summary

- **1-minute video** showcasing *All Leaders*.
- **30-second video** featuring *Vicar General Fr. Kanoua*
- **30-second video** featuring *Dr. Jonty*
- **30-second video** featuring *Hon. Minister Ruth Cross*
- **30-second video** featuring *STSP Project Manager Mr. Areke*

4. Community Quiz and Giveaways (4–5 minutes)

- Interactive quiz with simple, memorable questions about sanitation practices.
- Correct answers rewarded with merchandise (t-shirts, caps, wristbands).
- Created excitement and reinforced learning through participation.

Key Activities Performed

- Equipment setup (projector, laptop, speaker, posters, merchandise packs).
- Distribution of **103 pamphlets**, along with 156 posters, t-shirts, 6 caps, and.
- Micro-evaluation conducted with 4–5 randomly selected participants to assess message recall and usefulness.

Notable Outcomes:

- **Total Participants:** 156 (86 women, ~70 men).
- Strong engagement and positive feedback from participants.
- Increased awareness and commitment to sanitation messages.
- Evaluation forms and photos submitted to SBC Team Leader for documentation.

Beneficiaries Reached

Category	Age Group	Number Reached	Category	Age Group	Number Reached
Men	18+	70	Boys	0–17	0
Women	18+	86	Girls	0–17	0
Adults (Total)	18+	156	Children (Total)	0–17	0
TOTAL ATTENDANCE TO COMMUNITY EVENT		156			

Table of SBCC materials distributed

items	Quantity
SBCC brochures	103
Posters	32

Caps	5
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Participant Feedback & Engagement

- Strong engagement and positive feedback were noted from participants during the event.
- The interactive quiz and giveaways created excitement and reinforced learning, showing that participants enjoyed the participatory approach.
- The large turnout of 156 participants (86 women, ~70 men) demonstrated strong community interest and commitment to supporting the STSP and the SBCC.
- Distribution of pamphlets, posters, and merchandise was well-received, helping reinforce sanitation messages beyond the event itself.

Key Takeaway from Feedback

The report highlights that the community valued the cultural resonance of opinion leader messaging, the clarity of the campaign videos, and the interactive nature of the quiz, all of which contributed to positive reception and message retention

Key Challenges

- **Limited Reach to Children/Youth:** Attendance was entirely adults (156 participants), meaning younger audiences missed direct exposure to sanitation messages.
- **Logistical Dependence:** Coordination relied heavily on church leaders and association coordinators, which may restrict scalability to other community groups.
- **Short Duration of Engagement:** A 12–15 minute activation is impactful but may not allow for deeper discussion or sustained behaviour reinforcement.
- **Incomplete Costing/Resource Tracking:** The receipts is not available so the team will follow up later for the payment - evidence.

Ways Forward

- **Expand Target Groups:** Design future activations to include youth and children (e.g., school-based mini-sessions, child-friendly quizzes, and communities)
- **Broaden Partnerships:** Replicate the model with other associations (Schools, women's groups, youth clubs, village councils) to diversify reach beyond Catholic teachers.
- **Deepen Engagement:** Extend sessions with breakout discussions or testimonies to reinforce sanitation practices more meaningfully.
- **Sustainability Planning:** Track costs of giveaways and explore low-cost alternatives (stickers, pledge cards) to maintain engagement without heavy resource strain.
- **Leverage Opinion Leaders:** Continue positioning trusted voices (church leaders, teachers, community influencers) but train more facilitators to reduce reliance on a few individuals.

Reflection and Conclusion

The SBC awareness program at Santa Maria Meeting Hall demonstrated strong preparation, meaningful engagement, and active participation from the Betero Tiroi Association and Catholic teachers. From the setup of campaign materials to the delivery of opinion leader messaging, video spots, and interactive quizzes with giveaways, the event flowed smoothly and achieved its intended impact. The distribution of pamphlets and merchandise reinforced key sanitation messages, while the large turnout of 156 participants highlighted the community's commitment to supporting the STSP initiative.

Overall, the activity successfully combined structured presentation, cultural resonance, and interactive learning, leaving participants more informed, motivated, and aligned with the sanitation goals of the campaign.

Photographic Confirmation

Appendix 1: -

The photo attached shows the **Betero Tiroi Association** members and participants gathered at **Santa Maria Meeting Hall, Bikenibeu Parish**, during the awareness event. The image captures the large turnout and active engagement of Catholic teachers and community members in the SBC campaign activities.

Appendix 1: -

(Photos: Betero Tiroi Association – SBC awareness program conducted prior to the Bingo session at Santa Maria Meeting Hall, Bikenibeu Parish (1st of May 2026))





Project Development Objectives

1. Connect existing households in the sewerage areas of Betio 643, Bairiki 96 & Bikenibeu 226
2. Improve sanitation access to households on the villages of Nanikaai 87, Teaoaraereke West 173, Bikenibeu East (Ananau Causeway) 111 and Bikenibeu West, 164 (Abarao) – Cabinet paper reviewed
3. Strengthen Capacity of MISE & PUB for sustainability of systems

South Tarawa Village Boundaries

Boundaries adopted from 2018 census zones

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



Project Components

Component 1: Access to safely managed sanitation services:

Household sewer connection – Betio, Bairiki, Bikenibeu

Onsite sanitation systems – Nanikaai, Teaoaraereke West, Abarao, Ananau Kotueei

Component 2: Management Services
Sector capacity building and institutional improvement: To strengthen the capacity of PUB, MISE and MELAD to provide, manage, operate and regulate sanitation services and to ensure the sustainability of the systems implemented under Component 1, supported by sector-wide measures.



South Tarara Sanitation Project SEP

V2 June 2021

Component 3: Community Engagement and Social Behavior Change Communication:

- Firm contracted under NGO - FSPK
- Ginger Sofreco - France - Social and Behavioral Change Campaign
- To implement Community Engagement and Behavioral Change Strategy for the STSP
- Support for communal toilets, voluntary land contributions, operations and maintenance agreements; sewerage tariffs, affordability, willingness to pay; and sanitation service standards. -O&M manual for shared communal toilet in Betio, ODF criteria (under SBCC), Vulnerability Assessment for Households
- Conduct formative research with target groups as needed
- Use the institutional survey data (schools and health care facilities) to develop specific behavior change strategies and approaches for schools and health care facilities in South Tarawa
- Develop a working draft of the behavior change communication plan and implement
- Ensure that all community engagement and communication materials are gender inclusive and sensitive to different gender needs and priorities and sensitive to vulnerable and marginalized population such as persons with disabilities

Project Development Objectives

- Connect existing households in the sewerage areas of Betio, Bairiki & Bairiki - Original Plan 100% coverage, additional 10% needed sub-sewer flushing system
- Improve sanitation access to households in the villages of Bairiki, Tuapetaka West, Bairiki East (Aparua-Causeway) and Bairiki West (Aparua) - Original plan 100% coverage
- Investigate Capacity of M&B & O&M for sustainability of systems

