

CAMBODIA

MINISTRY OF AGRICULTURE, FORESTRY AND FISHERY



CAMBODIA INCLUSIVE LIVESTOCK VALUE CHAINS AND ONE HEALTH
PROJECT

(P180535)

Stakeholder Engagement Plan (SEP)

September 2023

Table of Content

Table of Content.....	ii
Abbreviations	iii
1. Project Description.....	1
2. Objective of SEP	3
3. Stakeholder identification and analysis	3
3.1 Methodology.....	3
3.2. Affected parties and other interested parties	4
3.3. Disadvantaged/vulnerable individuals or groups	5
3.4. Stakeholder Analysis	5
4. Stakeholder Engagement Program	8
4.1. Summary of stakeholder engagement done during project preparation.....	8
4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement	9
4.3. Stakeholder engagement plan	9
4.4. Reporting back to stakeholders	11
5. Resources and Responsibilities for implementing stakeholder engagement activities	11
5.1. Resources	11
5.2. Management functions and responsibilities.....	12
6. Grievance Redress Mechanism (GRM)	13
6.1. Description of GRM	13
7. Monitoring and Reporting (suggested length: half a page)	14
7.1. Summary of how SEP implementation will be monitored and reported.....	14
7.2. Reporting back to stakeholder groups.....	15
Annexes.....	15
1. Records of meetings or consultations	15
2. Stakeholder consultations	16
Table 1: Stakeholder Analysis	5
Table 2: SEP through the project cycle	10
Table 3: SEP annual budget plan.....	12
Table 4: GRM of the project.....	13

Abbreviations

AC	Agriculture Cooperatives
CDC	Center for Disease Control
CILVCOHP	Cambodia Inclusive Livestock Value Chains and One Health Project
DoE	Department of Environment
EA	Executive Agency
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
FA	Forest Administration
FGD	Focus Group Discussions
GAFSP	Global Agriculture and Food Security Program
GBV	Gender-Based Violence
GDAHP	General Directorate of Animal Health and Production
GRM	Grievance Redress Mechanisms
IAS	Implementation Agencies
ICT	Information and Communications Technology
IEC	Information, Education, and Communication
IP	Indigenous People
KII	Key informant interview
MAFF	Ministry of Agriculture, Forestry and Fisheries
MoE	Ministry of Environment
MoEF	Ministers, Ministry of Economy and Finance
NGO	Non-governmental organization
OH	One Health
POAHPs	Provincial Office of Animal Health and Productions
RGC	Royal Government of Cambodia
SA	Social Assessment
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
USD	United States Dollar
VAC	Violence Against Children
VAHWs	Village Animal Health Workers
VGs	Vulnerable Groups

1. Project Description

The World Bank is a long-standing development partner of the Royal Government of Cambodia (RGC). With a grant of \$20 million from the Global Agriculture and Food Security Program (GAFSP), the World Bank is supporting the Ministry of Agriculture, Forestry and Fisheries (MAFF), the Ministry of Environment (MoE), and the Ministry of Health (MOH) to prepare a new project, the Cambodia Inclusive Livestock Value Chains and One Health Project (CILVCOHP).

The CILVCOHP aims to (i) promote productivity enhancement measures and market-driven commercialization approaches in selected livestock value chains and (ii) strengthen the animal health system and promote One Health (OH) approaches to reduce the risks from transboundary animal diseases and zoonoses.

The project covers three provinces in Cambodia: Battambang, Tboung Khmum, and Kampong Speu. Tboung Khmum and Battambang provinces are located along the country's borders with Thailand and Vietnam, respectively, providing early warning signs to the rest of the country against significant disease outbreaks. Kampong Speu has a large livestock population and major animal trade activities, making it a high-risk area for diseases. Besides, these provinces are home to indigenous people (IP) and ethnic groups, such as Cham and Suoy.

At the same time, the CILVCOHP would empower disadvantaged and rural poor communities, including indigenous peoples and women. Poverty and vulnerability will be considered as eligibility criteria for selecting project beneficiaries. The project is expected to benefit about 5,000 households, with 52% being female and 48% male.

The CILVCOHP comprises four components: Inclusive livestock value chains, strengthening animal health services, building one health (OH) system, and project management, monitoring, evaluation, and learning project benefits.

Component 1: Inclusive Livestock Value Chains

Priority value chains to be supported under this component would include poultry, pig, and beef, but activities would focus on up to two value chains per province. Sub-component 1.1 would focus on improving livestock productivity through enhanced extension services on animal-raising and supporting the production of high-quality fodder and other animal feeds. With the introduction of simple, cost-effective biogas technologies, animal wastes would be more sustainably managed. The sub-component would also provide in-kind support for the implementation of a breeding program to improve the quality of the animal stock. Sub-component 1.2, which focuses on promoting smallholder involvement in the modernization of livestock value chains, would support the implementation of three activities. First, the institutional strengthening of existing producer groups or agriculture cooperatives (ACs) or the support for the establishment of new ones; second, the development of inclusive value chains, including through promotion of contract farming arrangements and productive partnerships between ACs and SMEs; and, third, the piloting of a modernization process for selected value chains through upgrading of key infrastructure such as slaughterhouses and market facilities.

Component 2: Strengthening Animal Health Services

This component aims to improve the quality of and access to strengthened national veterinary services in line with international standards. Sub-component 2.1 focuses on capacity building of veterinary services,

strengthening risk assessment, and communication. Key activities under this sub-component involve strengthening the institutional capabilities of the General Directorate of Animal Health and Production (GDAHP) and the Provincial Office of Animal Health and Productions (POAHPs). This includes capacity-building programs for veterinary personnel, paraprofessionals, other technical staff such as scientists and laboratory technicians, and the large cadre of Village Animal Health Workers (VAHW) from both the public and private sectors. This is expected to enable the GDAHP to improve its ability to effectively detect emerging issues nationally, such as pathogen spillovers, to control animal diseases (both major transboundary and endemic animal diseases), and to provide improved public veterinary services. This sub-component would also support risk assessment of diseases, using improved surveillance data and risk mapping. The GDAHP will take the lead in monitoring emerging threats nationally and in the region. At community levels, the VAHWs will lead the identification of risks and how best to mitigate them. Sub-component 2.2 will support the implementation of surveillance and control programs for transboundary animal diseases and zoonoses. The capacities of veterinary laboratories will be strengthened by the establishment of one new laboratory in the Battambang province. "High health and safe" production compartments, in line with OIE guidelines, will be piloted in the project provinces to identify best practices for mitigating disease risks.

Component 3: Building One Health (OH) system

An OH Situation Analysis was conducted in 2020 in Cambodia and found that many zoonotic diseases were prevalent in the country, and the impacts on human health were significant. The main issues included limited interagency cooperation and inadequate core funding. Thus, the National Medium-Term Priority Plan for Animal Health identified the need to "implement collaborative OH approaches to protect human health, animal health and the environment". The project will support the "Zoonotic Technical Working Group (Z-TWG)", co-chaired by the Ministry of Agriculture, Forestry and Fisheries (MAFF) and Ministry of Health (MoH), through the implementation of consultations/workshops and studies to develop cross-sectoral plans against zoonoses. Joint training will be provided to increase staff capabilities in the formulation of relevant policies. In addition, close collaboration will be held between the GDAHP and the wildlife authorities for a pilot mapping of the risks posed by direct exposure to wildlife or by the wildlife trade. This exercise will inform the implementation of a program of awareness raising and enforcement of the ban on illicit wildlife hunting and trade.

Component 4: Project Management, Monitoring, Evaluation, and Learning Project Benefits

The expected project benefits would be accrued from (a) enhanced livestock productivity, (b) increased value addition along the livestock value chains, (c) losses to be avoided by reduction of disease incidence in the project areas, and (e) global benefits, such as reduced Greenhouse Gases (GHGs) emission including through mitigation of pastureland degradation. Other indirect benefits outside the project's target areas would be generated through the replication of the production technologies introduced and policies implemented.

The proposed implementation arrangements. The institutional arrangements for project implementation would follow the Government's Institutional setup. The GDAHP of the MAFF, in close cooperation with the Forest Administration (FA), is the Executive Agency (EA) tasked to manage and coordinate the implementation of the project. The implementation agencies (IAs) are composed of the Center of Disease Control (CDC) under the MoH and the Department of Environment (DoE) under the Ministry of Environment (MoE). They will be involved in the implementation of OH-related activities.

The CILVCOHP is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. Objective of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines how the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or complain about project activities or any activities related to the project.

3. Stakeholder identification and analysis

3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and lifecycle approach*: Public consultations for the project will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback*: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity*: Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- *Flexibility*: If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

3.2. Affected parties and other interested parties¹

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

1. Farmers who are raising and breeding chickens, pigs, and cattle
2. Producer groups involved in the livestock value chains
3. Agriculture cooperatives (ACs) involved in the livestock value chains
4. Small and Medium Enterprises (SMEs) involved in the livestock value chains (traders/buyers, processors (sausage, pate processor)
5. Input supplier companies and depo stores sell input to livestock farmers
6. Slaughterhouse owner who will get support by upgrading key facilities
7. General Directorate of Animal Health and Production (GDAHP) of MAFF
8. Provincial Office of Animal Health and Productions (POAHPs)
9. Veterinary personnel, paraprofessionals and staff such as scientists and laboratory technicians
10. Village Animal Health Workers (VAHW) from both the public and private sectors
11. Zoonotic Technical Working Group (Z-TWG) who will implement collaborative OH approaches
12. Central MAFF staff involved in implementing the project
13. Central MoH staff involved in implementing the project
14. Wildlife authority staff in implementing the project
15. Forest Administration (FA) staff work with the GDAHP to implement the project
16. CDC staff involved in implementing the project
17. Department of Environment (DoE) staff involved in implementing the project
18. Indigenous communities where project activities are located or to be served by nearby project
19. Local authorities and community representatives on livestock development
20. Workers involved in the construction of slaughterhouses, market facilities, and the new laboratory in the Battambang province
21. Those affected by the construction and operation (infectious disease) of slaughterhouses, market facilities, and the new laboratory, whether due to noise, traffic, dust, etc. or impacts from workers' camps.

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

1. Universities and Think Tank that conduct study or research on livestock development.
2. Development Partners, NGOs or civil society groups at the local and national levels who work on livestock development

¹ For the purposes of effective and tailored engagement, stakeholders of the proposed project can be divided into the following core categories:

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

3. Private companies, businesses and service providers on livestock business within the project area,
4. Other government officials

3.3. Disadvantaged/vulnerable individuals or groups

Within the project, vulnerable or disadvantaged groups may include but are not limited to the following:

1. Persons with disabilities
2. Elderly people
3. Ethnic minorities
4. Women headed households
5. The poor and vulnerable and disadvantaged groups like smallholders, and marginalized farmers who depend on livestock-based livelihoods.

Vulnerable groups within the communities affected by the project may be added, further confirmed, and consulted through dedicated means, as appropriate. A description of the methods of engagement that will be undertaken by the project is provided in the following sections.

3.4. Stakeholder Analysis

The list of stakeholders identified above is further described in the following table.

Table 1: Stakeholder Analysis

Group	Characteristics	Interest or Concern	Proposed Stakeholder Engagement Strategies
Affected stakeholders			
Livestock farmers, producer group, and AC members (include disadvantaged and vulnerable groups)	Farmers, producer group, and AC members who are raising and breeding chickens, pigs, and cattle in the target provinces. Special attention will be given to more remote areas, which is also where most of the disadvantaged and vulnerable groups reside.	Farmers, producer group, and AC members will form the core of project beneficiaries. By enhancing production techniques, expanding market access, upgrading market facilities, and implementing better disease and loss management, they can elevate livestock productivity, sales, and incomes. (sub-components 1.1, 1.2) Special focus will be on vulnerable groups to include into the	Selected farmers and AC members were consulted using field work, telecommunications, one-on-one interviews, and focus group discussions (FGDs) on August 21-22 and 28-29, 2023, in Battambang, Kampong Speu, and Tbong Khmum during the concept stage to understand their views, expectations, and concerns. The Social Assessment provides an analysis and the results of this rapid appraisal. After project sites are selected, village level consultations will be held to introduce the project, including a special focus on

		value chains. (sub-components 1.1, 1.2)	<p>gender issues, access to farmers from disadvantaged and vulnerable groups, issues concerning indigenous people, and the Grievance Redress Mechanism (GRM). Brochures and presentations will be in language and method accessible to the community.</p> <p>Where there are civil works, will be informed of the timeline before construction. The ESCOP or, if required, draft ESMP will be presented. If there are workcamps, will be consulted on placement of camps and informed of potential community health, gender, and road safety issues.</p> <p>Livestock farmers will be consulted about violence against children and gender-based violence, including how to report any cases that may arise, whether through the GRM or through the existing GRM systems.</p>
Veterinary personnel, paraprofessionals and staff, VAHWs, ACs, SMEs, supplier companies and depo stores, and slaughterhouse owner	Veterinary personnel, paraprofessionals and staff, VAHWs, ACs, SMEs, supplier companies and depo stores, and slaughterhouse owner who are involved in livestock value chains in the target provinces. Special attention will be given to more remote areas, which is	These groups will be benefited from the project by improvement of production techniques, market facilities, IECs, training, laboratory access, and One-Health related activities. (sub-components 1.1, 1.2, 2.1, 2.2)	Selected Veterinary personnel, paraprofessionals and staff, VAHWs, ACs, SMEs, supplier companies and depo stores, and slaughterhouse owner were consulted using field work, telecommunications, one-on-one interviews, and focus group discussions (FGDs) on August 21-22 and 28-29, 2023, in Battambang, Kampong Speu, and Tbong Khmum during the concept

	also where most of the disadvantaged and vulnerable groups) reside.		<p>stage to understand their views, expectations, and concerns. The Social Assessment provides an analysis and the results of this rapid appraisal.</p> <p>Separate consultations will be held on violence against children and gender-based violence, including how to report any cases.</p>
POAHPs, GDAHP, Z-TWG, Central MAFF staff, Central MoH staff, and local authorities and community representatives	<p>POAHPs, GDAHP, Z-TWG, Central MAFF staff, Central MoH staff, and local authorities and community representatives who are responsible for and directly involved in project implementation.</p> <p>Special attention will be given to more remote areas, which is also where most of the disadvantaged and vulnerable groups) reside.</p>	<p>These groups will be benefited from the project by improvement of production techniques, IECs, training, laboratory access, One-Health related activities, project implementation and management and monitoring and evaluation. (components 3, 4)</p>	<p>Selected POAHPs, GDAHP, Z-TWG, Central MAFF staff, Central MoH staff, and local authorities and community representatives were consulted using field work, telecommunications, one-on-one interviews, and focus group discussions (FGDs) on August 21-22 and 28-29, 2023, in Battambang, Kampong Speu, and Tbong Khmum during the concept stage to understand their views, expectations, and concerns. The Social Assessment provides an analysis and the results of this rapid appraisal.</p> <p>Stakeholder Consultations will be held to validate the finding in Social Assessment and propose mitigation measures for operation the project.</p>
Construction Workers	Workers involved in the construction of slaughterhouses, market facilities, and the new laboratory in the Battambang province.	Will be hired by building under sub-components 1.1, 1.2, 2.1, 2.2.	Training will be needed on ESCOP/ESMP, social and environmental standards, labor rights and the grievance redress mechanism for workers, community relations, GBV, with special training if

			working in or with IP communities.
People affected by construction activities	Those affected by construction activities (such as pollution, noise, increased traffic, workers' camps)	Affected by the civil works under sub-components 1.1, 1.2, 2.1, 2.2.	Consultations to be held in communities where civil works will take place, as well as any other communities possibly affected (such as those along roads with increased traffic, neighboring communities).
<i>Interested Stakeholders</i>			
Development Partners and NGOs civil society	Development Partners, NGOs or civil society groups at the local and national levels who work on livestock development	Development partners and NGOs civil society supporting livestock development programs, as well as working with IP, to assure congruence with their programs.	Invite to the stakeholder consultation workshop and to provincial and district level consultations in areas where they work.
Media (national and local)	All forms of media	Interest in national development, livestock and agriculture, etc. Able to influence public opinion at national and local levels	Invite to national, provincial and district level consultations as appropriate.
Universities and Think Tank	Universities and Think Tank that conduct study or research on livestock development.	Conduct study or research on livestock development.	Invite to national, provincial and district level consultations as appropriate.
Private companies, businesses and service providers on livestock business	Private companies, businesses and service providers on livestock business within the project area	Conduct business and provide service related to livestock in the project area	Invite to national, provincial and district level consultations as appropriate.

Source: author's preparation

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

During project preparation, the national level public consultation meeting was conducted at GDAHP to inform the purposes, nature and scale of the project and its components, including potential risks and impacts to local communities from an environmental and social perspective. Representatives of affected, interested, and vulnerable parties were invited to discuss and provide feedback in the meeting. Refer to Annex Table 1 for details.

The environmental and social reports and plans were disclosed through the project website on October 23, 2023 ([link](#)). Feedback received during consultations was to validate the key issues and mitigation measures in project design and was taken into account by GDAH. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan is provided in Annex table 1.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

Different engagement methods are proposed and cover different stakeholder needs as stated below: (i) site visits, (ii) one-on-one interviews, (iii) focus group meetings/discussions, (iv) consultations, and (v) information and communication technologies (ICTs).

Site visits provided an opportunity for stakeholders to meet and interact with the project-affected, interested, and vulnerable parties. This could help to build relationships and trust and to promote collaboration and communication.

One-on-one interviews. The interviews were conducted at both the national and community levels. To better understand the current livestock production and challenges in chicken, pig, and cow, the interviews with GDHs, POAHs, AC leaders, input supplier/depo store owners, traders, village chiefs, IP leaders, VAHW and farmers. These interviews helped identify the project's likely risks and impacts on farmer VGs and propose mitigation measures. The interviews were conducted using semi-structured questionnaires to guide the discussion meetings.

Focus group discussions (FGDs). To understand the current state of livestock production in the community, FGDs were conducted with representatives from groups of chicken, pig, and cow farmers, as well as members of the AC livestock production team. At the beginning of each FGD, an appropriate introduction about the objectives of the study and the need for participant consent was given. This helped to build trust between the community and the study team, dispel any unrealistic expectations from the participants, and ensure that the team was engaging with the right participants.

Stakeholder consultation. The stakeholder consultation at the national level was conducted to consult with key stakeholders and validate the key issues and mitigation measures in project design. In recognition of VGs, the consultation obtained informed participation and feedback. Information was provided to and widely distributed among all stakeholders appropriately. Opportunities were provided for communicating stakeholder feedback and analyzing and addressing comments and concerns.

ICTs were used to improve stakeholder engagement in a number of ways. According to the social assessment report, Facebook and Telegram were friendly use in the community.

4.3. Stakeholder engagement plan

SEP will follow the specific steps of the project, including prior to the World Bank Appraisal, Project Implementation, and Project Closure and need to be updated following the stakeholder consultation.

Table 2: SEP through the project cycle

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Prior to the World Bank Appraisal	From July 31 to October 24 2023	Social Assessment of the Project The environmental and social instruments: ESMF, ESCP, SEP, including GRM	ICTs/ Phone Site visits One-on-one interview FGDs Stakeholder consultation	Affected people (elderly people, ethnic minorities (IP group), women-headed households, disabled people, and the poor) and other affected and interested parties as appropriate.	GDAHP Environmental and Social Unit (ESU)
Project Implementation	After the selection of the target value chains and specific sites	Public Information Booklets of livestock EICs/Posters Brochures on training opportunities for farmers, VAHWs, and project workers	ICTs/ Phone/email Consultation/ training with farmers and VAHWs and project workers and staff at village, commune, district, and province levels	Affected people Farmers VAHWs Project workers and staff	GDAHP Environmental and Social Unit (ESU)
	During the planning of civil works and continuing until completion of all transactions of the new laboratory in Battambang	ESCOPs/ ESMPs, Screening Forms, LMP, workers' GRM, and other relevant E&S documents (such as GBV)	ICTs/ Phone/email Local Consultations Training for Contractors Training for workers Project website	Local communities where civil works will be carried out Other communities affected by the civil works Contractors Workers Other interested parties	GDAHP Environmental and Social Unit (ESU), assisted by other relevant project staff

	Monitoring reports	Monitoring reports	ICTs/ Phone/email Local consultations Project website	MAFF, WB, and other interested parties Provincial and District Officers	GDAHP, MAFF Environmental and Social Unit (ESU), Project Management Team
Project Closure	Project closure date	Project completion report	ICTs/ Phone/email Local consultations Project website	MAFF, WB, and other interested parties Provincial and District Officers	GDAHP, MAFF Environmental and Social Unit (ESU), Project Management Team

Source: author's preparation

Information will be disclosed to stakeholders throughout the project's lifecycle. This information will include the SEP, relevant E&S documents, Grievance Mechanism (GM) procedures, project orientation materials, and monitoring reports. Information will be disclosed through the project website, consultation meetings, information leaflets and brochures, and separate focus group meetings with vulnerable groups. Both English and Khmer languages will be used to disclose information following the feedback from stakeholder consultation meeting.

4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance, implementation of the stakeholder engagement plan and Grievance Redress Mechanism, and the project's overall implementation progress.

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The GDAHP of MAFF will be in charge of stakeholder engagement activities.

The budget for the SEP is approximately 72,000 USD annually and is included in project component 4: Project Management, Monitoring, Evaluation, and Learning Project Benefits of the Project. The budget will be indicated in the annual working plan budget (AWPB).

Table 3: SEP annual budget plan

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs	Remarks
1. Estimated staff salaries and related expenses					
1a. communications consultant	1	300	20	6,000	Annual
1b. travel costs for staff	4	150	12	7,200	Annual
1c. salaries for Community Liaison Officer	1	600	12	7,200	Annual
2. Events					
2a. organization of focus groups	1	600	12	7,200	Annual
3. Communication campaigns					
3a. posters, flyers	2,000	1.5	1	3,000	Annual
3b. social media campaign	1	300	12	3,600	Annual
4. Trainings					
4a. training on social/environmental issues for PIU and contractor staff	1	500	2	1,000	Annual
4b. training on gender-based violence (GBV) for Project Implementing Unit (PIU) and contractor staff	1	500	2	1,000	Annual
5. Beneficiary surveys					
5a. mid-project perception survey	1	10,000	1	10,000	Mid-project
5b. end-of-project perception survey	1	15,000	1	15,000	End -project
6. Grievance Mechanism					
6a. training of GM committees	3	1,000	2	6,000	Annual
6b. suggestion boxes in villages	60	5	1	300	One time
6c. GM communication materials	60	100	1	3,000	One time
7. Other expenses					
7a. Stationaries	3	500	1	1,500	Annual
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				72,000	Annual

Source: author's estimation

Note:

- Salary costs can be indicative.
- Beneficiary surveys are a one-time cost only
- GRM materials and boxes are a one-time cost only

5.2. Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities are the Project Director (PD), the Project Manager (PM), and the Environment and Social Unit (ESU), GDAHP of MAFF.

The stakeholder engagement activities will be documented throughout the project life cycle.

6. Grievance Redress Mechanism (GRM)

The main objective of the GRM is to assist in resolving complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GRM

The project will implement GRM with specific steps such as 1) GRM implementation structure, 2) grievance uptake, 3) Sorting and processing, 4) acknowledgement and follow-up, 5) verification, investigation, and action, 6) monitoring and evaluation, 7) Provision of feedback, 8) GRM training, finally 9) If relevant, payment of reparations following complaint resolution.

Table 4: GRM of the project

Step	Description of Process	Time Frame	Responsibility
GRM implementation structure	The GRM of the CILVCOHP will be established at the national, provincial, and local levels.	Project design and planning stage	Local grievance focal points, GRM committee, PIU, PD, PM, and ESU of the CILVCOHP
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none"> • Telephone/Short Message • Email • Letter to grievance focal points at local facilities • Complaint form to be lodged via any of the above channels • Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box 	Project implementation	Local grievance focal points
Sorting and processing	Any complaint received is forwarded to local grievance focal points, logged in a complaint log book, and categorized according to the following complaint types: Project GRM and labor GRM.	Upon receipt of the complaint	Local grievance focal points
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant either in writing or orally (with documentation of the oral communication).	Within 2 days of receipt	Local grievance focal points
Verification, investigation, and action	Investigation of the complaint is led by persons or authorities designated under the Project's Grievance Redress Mechanism. A proposed resolution is formulated either in writing or orally (with documentation of the oral communication).	Within 10 working days	The Complaint Committee is composed of local grievance focal points, PIU, PD, PM, and ESU
Monitoring and evaluation	Data on complaints are collected in GRM logbooks and reported to ESU every month.	Monthly	Local grievance focal points

Step	Description of Process	Time Frame	Responsibility
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected in the case documentation.	Monthly	Local grievance focal points
GRM training	Training needs for local grievance focal points, complaint committees, staff consultants, contractors, and supervision consultants are twice a year.	Simi-annual	ESU of the CILVCOHP
If relevant, payment of reparations following complaint resolution	Describe how reparations will be handled, including amounts, recipients, etc. These will be documented in the case documentation.	Monthly	ESU of the CILVCOHP

Source: author's preparation

The GRM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

When relevant, the project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the World Bank ESF Good Practice Note on SEA/SH.

There will be a specific Grievance Redress Mechanism (GRM) for project workers. This considers culturally appropriate ways of handling the concerns of direct and contracted workers. The Labor GRM will be described in detail in the Labor Management Procedures (LMP).

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

7.1. Summary of how SEP implementation will be monitored and reported

The Stakeholder Engagement Plan will be the responsibility of the CILVCOHP Project Director (PD), Project Manager (PM) and Environment and Social Unit (ESUs). They will guide the process of stakeholder engagement throughout the preparation and implementation of the CILVCOHP.

The ESUs, under the guidance of the PD/PM and with the support of qualified Environmental and Social consultants, will be responsible for:

- Leading, or supervising, consultations, as per the SEP;
- Leading, or supervising, the disclosure of information, as per the SEP;
- Reporting on grievance resolution, as per the SEP;
- Review monthly monitoring reports provided by contractors and/or consultants;
- Regularly reporting to the Project Director.

Stakeholder engagement should be periodically evaluated by the project in line with overall monitoring and other relevant project documents. The project will strive to include project stakeholders in monitoring activities.

7.2. Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the project during the year may be conveyed to the stakeholders in various ways: ICTs, field visits, one-to-one interviews/meetings, group discussions and consultation workshops.

Annexes

These can include:

- Records of meetings or consultations (see table 1)
- Visual summaries such as stakeholder mapping or stakeholder diagrams
- Grievance submission form, etc.

1. Records of meetings or consultations

Table 1. Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)

2. Stakeholder consultations

STAKEHOLDER CONSULTATION WORKSHOP CONCEPT NOTE Cambodia Inclusive Livestock Value Chains and One Health Project (P180535)

Location: Phnom Penh
Date: October 27 2023

I. BRIEF PROJECT BACKGROUND

1. The **Cambodia Inclusive Livestock Value Chains and One Health Project (CILVCOHP)**, is a \$20 million project funded by the Global Agriculture and Food Security Program (GAFSP) with the overall aims to address the medium to long-term COVID-19 response and recovery of the agriculture and food sectors in a changing climate, and supports the principle of 'building back better. The project design pays particular attention to the important issues of sustainability, inclusiveness, and resilience. The strong commitment of the Royal Government of Cambodia (RGC) to the sustainable development of the livestock sector provides an important stepping stone. The project includes a strong capacity-building component for the General Directorate of Animal Health and Production (GDAHP) and the newly established One Health Technical Working Group (OH-TWG) to provide guidance and strategic direction to support the sector. Capacity building is also a key part of the project's activities at the community level, to promote effective and efficient delivery of livestock support services. The project will contribute to the promotion of gender equality. Experience world-wide including in Cambodia highlights the benefits of building on the insights, knowledge, and initiative of all parts of the community in terms of consensus building on the identification and implementation of relevant activities. Rural women, especially those producing livestock, lack collateralizable assets and hence are less likely to obtain commercial loans to run their businesses.
2. The rationale for the project is two-fold: (1) short cycle livestock production such as chicken and pigs has traditionally been an important activity for the vulnerable poor and women-headed households in rural areas; and (2) possibilities for enhancing revenues from short-cycle livestock production are large, owing to large productivity gaps from current practices and potentials from improved and available technology and management practices. Thus, the project approach will be to address key binding constraints for the development of short-cycle livestock value chains by (i) promoting productivity enhancement (animal breeding, genetics and animal nutrition) measures and market driven commercialization approaches, involving close linkages with the private sector in specific livestock value chains, and (ii) strengthening the animal health system and adopting One Health (OH) approaches to reduce the risks from transboundary animal diseases, zoonoses including food borne infections, emerging pathogens and antimicrobial resistance.
3. The **CILVCOHP** will implement multi-sector approaches for reducing the risk from emerging pathogens (spillover from wildlife), zoonoses and food borne pathogens. It will promote resilience to disasters including the recovery from the COVID-19 pandemic, by investing in resilient livestock production and food systems and addressing risk transmission pathways to human health from animal health (domestic and wildlife) and environmental changes including from climate change. The planned activities will also support the empowerment of the disadvantaged and rural poor including ethnic minorities and women, with the view to improve their food security status. The proposed project will have four components.
4. The CILVCOHP aligned with the priorities in the World Bank's Cambodia Country Partnership Framework (CPF) FY19-23 (Report No. 136500-KH, 2019).

II. PROJECT DEVELOPMENT OBJECTIVE AND KEY RESULTS

5. The overall **project's goal** is to address the medium to long-term COVID-19 response and recovery of the agriculture and food sectors in a changing climate, and supports the principle of 'building back better'.
6. The Project **Development Objective** is to improve livestock based livelihoods and food security of targeted communities and reduce priority animal disease risks and zoonoses in target project locations.
7. The **project's key results** would be:
 - (a) Increased production of livestock products
 - (b) Increased share of marketed livestock products through contracts and partnerships
 - (c) Reduced disease prevalence of priority animal diseases

III. KEY PROJECT COMPONENTS

8. The project will (i) promote productivity enhancement measures (animal breeding, genetics and animal nutrition), and market driven commercialization approaches in selected livestock value chains; and (ii) strengthen the animal health system and (iii) promote the One Health (OH) approach to reduce the risks from transboundary animal diseases, and zoonoses. **CILVCOHP** has three integrated components and the fourth component is on project management.

A. Component 1: Inclusive Livestock Value Chains

Planned activities under this component would be implemented in the three provinces of Battambang, Tbong Khmum, and Kampong Speu. This component focuses on up to two value chains per province where smallholders, including female-headed livestock-raising households, have been traditionally active. Animal producers would be supported to develop their animal stocks as commercial farms. Priority value chains would include poultry, piggery, and beef, where improved quantity and quality of products are often directly associated with improved nutritional status of families.

B. Component 2: Strengthening Animal Health Services

The proposed interventions under this component aim to improve the quality of, and access to, strengthened national veterinary services in line with international standards. High health animal production zones with minimal risk of transboundary animal diseases would be established in targeted areas, leading to improved quality and safety of animal products entering the value chain.

C. Component 3: Building One Health (OH) system

The component will support the "Zoonotic Technical Working Group (Z-TWG)" through implementation of consultations/workshops, and studies to develop cross-sectoral plans against zoonoses such as rabies, anthrax, and brucellosis. Joint trainings will be provided to increase staff capabilities in the formulation of relevant policies. Activities under this component will include the provision of (a) technical assistance, consultancies, and studies; (b) coordination of the zoonotic technical working group (Z-TWG); (c) Inter-agency Data Sharing Arrangements; (d) mapping of zoonoses risk areas; and (e) training.

D. Component 4: Project Management, Monitoring, Evaluation, and Learning

This component will finance operating costs, consultants, trainings to carry out fiduciary, and environmental and social safeguards activities, as well as reporting on project's implementation progress and results. Particular attention would be paid to Monitoring/Evaluation, and Learning; the project will support (a) the establishment of a management information system that enables timely tracking of, and reporting on results; and, (b) implementation of studies and surveys after-action reviews to ensure systematic reviews of lessons learned.

IV. Rationale and Objectives Stakeholder Consultation

9. The stakeholder consultation at the national level will be conducted to consult with key stakeholders and validate the key issues and mitigation measures in project design. In recognition of vulnerable groups (VGs), the consultation will obtain informed participation and feedback. Information will be provided to and widely distributed among all stakeholders appropriately. Opportunities will be provided for communicating stakeholder feedback and analyzing and addressing comments and concerns. These will help:
- To establish a systematic approach to stakeholder engagement that will help GDAHP identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
 - To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
 - To promote and provide means for effective and inclusive engagement with project-affected parties 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 project-affected parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond to and manage such grievances.

V. Agenda

10. The draft agenda is tabled below.

October 27 2023			
1	8:00 –8:30	Registration	GDAHP
2	8:30 – 9:00	Opening remark	GDAHP/WorldBank
3	9:00 – 9:30	Project design presentation	GDAHP/Consultants
9:30 – 9:45 Coffee Break			
4	9:45 – 10:00	Project environmental and social risk assessment and recommendation	GDAHP/Consultants
5	10:00 – 10:30	Environmental and Social risk management and instruments	GDAHP/Consultants
6	10:30 – 11:45	I. Key Project Components and Implementation II. Consultation with stakeholders on key issues and mitigation measures in project design - Group discussion (by themes) - Collecting feedback	GDAHP/Consultants
7	11:45-12:00	Closing remark	WorldBank

VI. Logistic Arrangements

11. The logistics for the stakeholder consultation workshop and arrangements will be facilitated by GDAHP in coordination with the consultant team.

VII. Consultation Method

12. The consultation will be conducted physically, with the presentation of project design presentation, project environmental and social risk, and environmental and social risk management and instruments. The presentation will be in **KHMER, with both delivery and PowerPoint materials**.
13. Environmental and social PowerPoint will be screened and advised for quality and appropriate content from the environmental and social specialist.
14. Consultation with stakeholders on key issues and mitigation measures in project design will be divided by group due to project themes:
 - Unstable price of livestock and high input costs;
 - Animal diseases and lack of veterinary care and training;
 - Concerns about health and safety;
 - Waste management, logistics and transportation of animals, and community, health and safety;
 - Information, education, and communication (IEC) materials;
 - The inclusion of VGs (IP, poor, disabled, and women's household heads) in livestock production;
 - Gender issues and child abuses; Grievance Redress Mechanisms (GRM); and
 - Information and Communications Technology (ICT) access.

VIII. Target Participants

15. A total of **60 participants**, including affected, interested, and vulnerable or disadvantaged parties from Phnom Penh, Battambang, Kampong Speu, and Tbong Khmum, will be participating in the consultation workshop. The table below provides a detailed breakdown of the participants.

N	Participants	Engagement	Institution	Province	Persons
1	GDAH staff who are responsible for the CILVCOHP project	Affected parties	GDAH of MAFF	Phnom Penh	10
2	Center for Disease Control (CDC) staff who are responsible for the CILVCOHP project	Affected parties	CDC of MoH	Phnom Penh	5
3	Department of Environment (DoE) staff who are responsible for the CILVCOHP project	Affected parties	DoE of MoE	Phnom Penh	5
4	World Bank staff who are responsible for the CILVCOHP project	Affected parties	WB	Phnom Penh	5
5	Food and Agriculture Organization (FAO)	Interested parties	NGO	Phnom Penh	1
6	World Health Organization (WHO)	Interested parties	NGO	Phnom Penh	1
7	AVSF - Agronome et Vétérinaires Sans Frontières	Interested parties	NGO	Phnom Penh	1
8	CP Cambodia Co., Ltd.	Interested parties	Private sector/ Market actor	Phnom Penh	1
9	Livestock Association	Interested parties	Market actor	Phnom Penh	1

10	Director of Provincial Department of Agriculture, Forestry and Fishery	Affected parties	PDAFF of MAFF	Battambang	1
11	Chief of Provincial Office of Animal Health and Productions	Affected parties	POAHP of MAFF	Battambang	1
12	Chief of Forestry Administration Cantonment	Affected parties	FA of MAFF	Battambang	1
13	Vet drug and animal feed shop owner	Affected parties	Market actor	Battambang	1
14	Slaughterhouse owner	Affected parties	Market actor	Battambang	1
15	Village Animal Health Workers	Affected parties	Market actor	Battambang	2
16	Agriculture cooperatives AC/Producer Group/Livestock Farmer	Affected, vulnerable and disadvantaged parties	Target beneficiaries	Battambang	3
17	Director of Provincial Department of Agriculture, Forestry and Fishery	Affected parties	PDAFF of MAFF	Kampong Spue	1
18	Chief of Provincial Office of Animal Health and Productions	Affected parties	POAHP of MAFF	Kampong Spue	1
19	Chief of Forestry Administration Cantonment	Affected parties	FA of MAFF	Kampong Spue	1
20	Vet drug and feed shop owner	Affected parties	Market actor	Kampong Spue	1
21	Slaughterhouse owner	Affected parties	Market actor	Kampong Spue	1
22	Village Animal Health Workers	Affected parties	Market actor	Kampong Spue	2
23	Agriculture cooperatives AC/Producer Group/Livestock Farmer	Affected, vulnerable and disadvantaged parties	Target beneficiaries	Kampong Spue	3
24	Director of Provincial Department of Agriculture, Forestry and Fishery	Affected parties	PDAFF of MAFF	Tbong Khmum	1
25	Chief of Provincial Office of Animal Health and Productions	Affected parties	POAHP of MAFF	Tbong Khmum	1
26	Chief of Forestry Administration Cantonment	Affected parties	FA of MAFF	Tbong Khmum	1
27	Vet drug and animal shop owner	Affected parties	Market actor	Tbong Khmum	1
28	Slaughterhouse owner	Affected parties	Market actor	Tbong Khmum	1
29	Village Animal Health Workers	Affected parties	Market actor	Tbong Khmum	2
30	Agriculture cooperatives AC/Producer Group/Livestock Farmer	Affected, vulnerable and disadvantaged parties	Target beneficiaries	Tbong Khmum	3

IX. Budget

16. The budget for the workshop will be covered by the World Bank.

X. Venue

17. The workshop venue will be provided by the General Directorate of Animal Health and Production.

Annex: invitation letter for the workshop

