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# **Stakeholder Engagement Plan and Grievance Mechanism**

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**Prepared by SEADRIF Trustee and Insurance Company  
Approved by the SEADRIF Sub-Trust A Committee**

## Stakeholder Engagement Plan and Grievance Mechanism

The document is part of the project's Environmental and Social Management System (ESMS). The ESMS -including this Stakeholder Engagement Plan and Grievance Redress Mechanism- will be disclosed on the website of SEADRIF for public information and feedback. For external communications on environmental and social issues, SEADRIF will put in place a mechanism to receive, respond to, and document requests for information or concerns to allow a timely response. This includes making contact information (e-mail address) of SEADRIF publicly available and accessible.

### 1.1 Stakeholder Engagement

A high-level stakeholder consultation will be conducted by E&S Focal Point at the instruction of the Committee and upon communication by the Trustee prior to project effectiveness. A detailed stakeholder analysis matrix is provided in Table 1.

Two categories of stakeholders have been identified, relevant to the operation of SEADRIF, which include:

- **Project affected parties, including:**
  - Beneficiary countries:
    - Ministry of Planning, and Finance, and Industry of Myanmar; and
    - Ministry of Finance of Lao PDR,
  - SEADRIF donors:
    - Monetary Authority of Singapore;
    - Ministry of Finance of Japan;
- **Other interested parties including:**
  - National Emergency and Development related Authorities and Departments of the beneficiary countries;
  - Civil Society Organizations (CSOs); and
  - Media.

Regular stakeholder engagement will be planned and conducted by the E&S Focal Point at the instruction of the Committee and upon communication by the Trustee in accordance with the stakeholder engagement strategies defined in Table 1 through required reporting obligations, information disclosure, and grievance management, as well as other adequate and necessary engagement activities, as required. The E&S Focal Point will engage all stakeholder in accordance with the following principles, as required:

- Implement stakeholder engagement in a manner that is appropriate and cognizant to the local social and cultural context;
- Maintain transparency of information disclosure to stakeholder groups in accordance with relevant in-country regulations;

- Engagement is free of intimidation and coercion; and
- Implement a grievance mechanism and ensure that opportunities to incorporate adequate feedback are included in SEADRIF's operations.

Key information relevant to stakeholders' concern(s) will be provided via SEADRIF's website ([www.seadrif.org](http://www.seadrif.org)) for information disclosure. The Committee welcomes and encourages feedback from the stakeholders regarding the information disclosed during stakeholder engagement activities. The E&S Focal Point will take a pro-active approach at the instruction of the Committee and upon communication by the Trustee, reaching key Project Affected Parties in order to request their comments and feedback through email during both project preparation and implementation.

The SEADRIF website will be used to publish the relevant information.

Table 1. Matrix of Stakeholder Analysis

SN	Stakeholder Group	Key Characteristics	Nature & Extent of Interest	Nature & Extent of Influence	Potential Role in the Programme	Proposed Strategies Related to the Group
<b>Project Affected Parties</b>						
1	Ministry of Planning, Finance and Industry of Myanmar	The Ministry of Planning, Finance and Industry of Myanmar is a ministry of the Government of Myanmar responsible for administration of financial institutions, fiscal policy development and national planning.	The Ministry of Planning, Finance and Industry of Myanmar's main interest in relation to the development and operation of SEADRIF is contributing to the regional catastrophe risk insurance pool and receiving insurance payouts in the event that a natural disaster occurs within Myanmar.	Utilization of insurance payouts.	SEADRIF beneficiary country.	Request for comments through email or in-person meeting
2	Ministry of Finance of Lao PDR	The Ministry of Finance of Lao PDR is a ministry of the Government of Lao PDR responsible for financial sector management, public budget planning, and administration of other relevant fields such as tax, revenue department, and national finance system.	Ministry of Finance of Lao PDR's main interest in relation to the development and operation of SEADRIF is contributing to the regional catastrophe risk insurance pool and receiving insurance payouts in the event a natural disaster occurs within Lao PDR.	Utilization of insurance payouts.	SEADRIF beneficiary country.	Request for comments through email or in-person meeting
3	Monetary Authority of Singapore	The Monetary Authority of Singapore is the central bank and the regulatory body of insurance industry in Singapore.	The Monetary Authority of Singapore's main interest in relation to the development and operation of SEADRIF is contributing to the regional catastrophe risk insurance pool and regulating the	Oversight the compliance of SEADRIF with the relevant laws and regulations.	Regulator and donor of SEADRIF.	Request for comments through email or in-person meeting

			Company in accordance with the applicable laws and regulations.			
4	Ministry of Finance of Japan	The Ministry of Finance of Japan is a ministry of the Japanese government.	The Ministry of Finance of Japan's main interest in relation to the development and operation of SEADRIF is contributing to and governing the regional catastrophe risk insurance pool.	Oversight the operation of SEADRIF	SEADRIF donor.	Request for comments through email or in-person meeting
<b>Project Interested Parties</b>						
5	Communities of the beneficiary countries	Community residents who can be affected by a natural disaster happened in a beneficiary country.	The development and operation of SEADRIF could support the community rescue works during and after a natural disaster happened in beneficiary countries and provide financial liquidity to support affected communities with recovery and redevelopment of the community and their livelihood.	Not applicable.	Final beneficiaries of the insurance payouts	Information disclosure on the official website of SEADRIF
6	National Emergency and Development related Authorities and Departments of the beneficiary countries	Departments or authorities established under the governments of the beneficiary countries for the management of emergencies during a natural disaster and leading the post-disaster recovery and redevelopment.	National Emergency and Development related Authorities and Departments of the beneficiary countries' main interests in relation to the development and operation of SEADRIF is to be responsible for the rescue, recovery and redevelopment related activities using the insurance payouts provided by SEADRIF.	Not applicable.	Government authorities of SEADRIF beneficiary countries for organising emergency response during and after natural disasters.	Information disclosure on the official website of SEADRIF, and request for comments through email

7	Civil Society Organisations	Opinion leaders of the local society; facilitator of natural disaster response in the Member States.	Civil Society Organisations' main interests to the development and operation of SEADRIF is to support the rescue, recovery and redevelopment related activities using the insurance payouts provided by SEADRIF.	Provide voice for parties that the organization is representing or advocating.	Third-party influencer to the operation of SEADRIF.	Information disclosure on the official website of SEADRIF
8	Media	Opinion leaders of the local society	The media may express their opinion on the provision of insurance payouts.	Provide a voice for parties that the organization is representing or advocating.	Third-party influencer to the operation of SEADRIF	Information disclosure on the official website of SEADRIF

## 1.2 Grievance Mechanism

### 1.2.1 Grievances related to the SEADRIF's operations

Grievances raised from stakeholders in relation to SEADRIF own activities financed by the WB will be managed by the E&S Focal Point at the instruction of the Committee and under the supervision of the Trustee. An overall grievance mechanism is summarized in Figure 1.

Figure 1. Grievance Mechanism

#### External Stakeholder Grievance Mechanism:

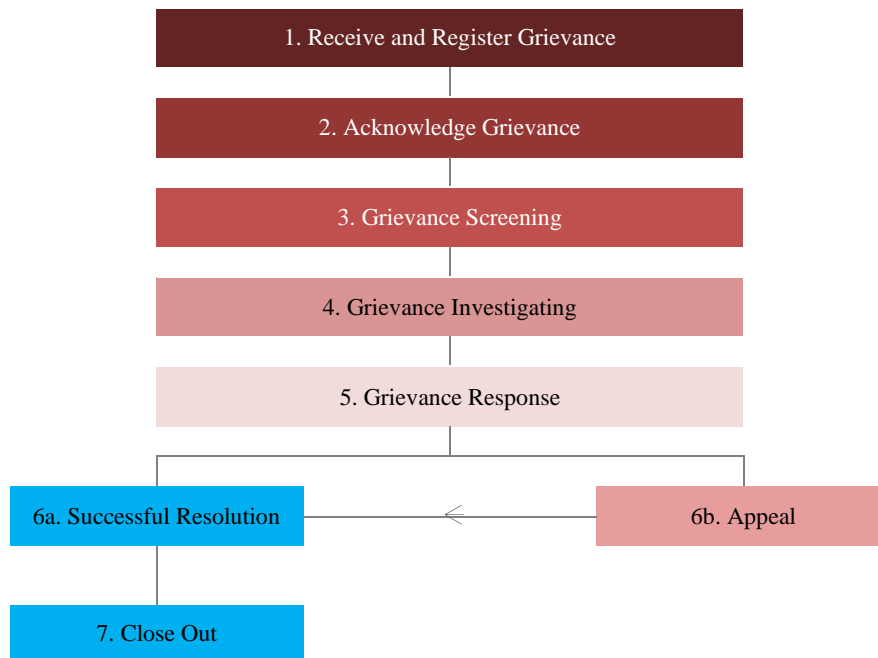


#### Internal Stakeholder Grievance Mechanism:



The E&S Focal Point will be responsible for the implementation of the grievance mechanism and keeping all relevant records at the instruction of the Committee and under the supervision of the Trustee. The E&S Focal Point is required to complete the records of relevant information in the SEADRIF Grievance Log to track grievance redress progress and ensure transparency. A template of the SEADRIF Grievance Log will be included in the Sub-Trust A Operations Manual.

Figure 2. Process of implementing grievance mechanism



The E&S Focal Point will communicate the channels for reception of grievances from i) external parties and ii) internal parties (i.e. those performing work for SEADRIF).

*External:* Grievances may be received via the SEADRIF website from external parties.

*Internal:* For direct workers and contractors working for SEADRIF the first route to addressing grievances should be through their employer. If they do not have a grievance mechanism, then on those occasions, the SEADRIF grievance mechanism may be used.

Any personal details should only be made available to those involved in the resolution of the grievance in question, and all direct workers and contracted workers working for the Trustee and the Company will ensure that appropriate control measures are in place, such as document password protection to protect personal data when handling the grievance.

### 1.2.2 Grievances related to the use of insurance payout

Grievances in relation to the use of payouts will be handled by each beneficiary country, with the support of the E&S counterparts, in accordance with the national regulations and system. The Committee will be responsible for reviewing the grievance redress of the beneficiary countries with support from the E&S Focal Point as part of the review of the Contingency Plans and E&S post audit.