

REPUBLIC OF THE GAMBIA



**Tourism Recovery, Diversification, and Resilience
in the Gambia Project (P177179)**

Stakeholder Engagement Plan (SEP)

March 2022

TABLE OF CONTENTS

Contents

Abbreviations and Acronyms.....	iv
INTRODUCTION	1
1.1 Project Objectives	2
1.2 Summary of the main infrastructural activities of the project	4
1.3 Project Intervention zones.....	4
1.4 Potential Environmental and Social Risks and Impacts	6
2 Brief Summary of Stakeholder consultations during project identification and preparation stages.....	8
2.1 METHODOLOGY	8
3. STAKEHOLDER IDENTIFICATION AND ANALYSIS	11
3.1 Methodology.....	11
3.2 Affected Parties.....	12
3.3 Other interested parties	16
National Centre for Arts and Culture (NCAC) and UNESCO (with the local communities).....	17
3.4 Disadvantaged and Vulnerable Groups	19
4. STAKEHOLDER ENGAGEMENT PLAN (SEP)	23
4.1 Purpose and Timing of Stakeholder Engagement Plan.....	23
4.2. Proposed strategy for information disclosure	24
4.3 Proposed strategy for consultation.....	25
4.4 Proposed strategy to incorporate the view of vulnerable groups.....	30
4.5 Reporting back to stakeholders	30
4.6 Communication plan.....	30
5 Resources and Responsibilities for implementing stakeholder engagement activities.....	31
5.1. Resources	31
5.2. Management functions and responsibilities for managing the Stakeholder Engagement Plan	31
6 GRIEVANCE MECHANISM (GM)	33
6.1 Principles of GM.....	33
6.2 Structure of the GM	34
7 MONITORING AND REPORTING	42
7.1 Monitoring of the implementation of the SEP.....	42
7.2 Involvement of stakeholders in monitoring activities	43
BUDGET	43
ANNEXES	
Annex 1: Sample Form for recording consultations with stakeholders.....	43
Annex 2: Sample of a Feedback form	44
Annex 3: Grievance Logbook for non-sensitive complaints (separate logbook and intake form for SEA/SH related complaints will be developed before start of project activities)	45
Annex 4: Record of consultations with key project stakeholders	47

Annex 5: Contains socio-economic and environmental information of the intervention zones.....	74
Annex 7: Stakeholder Analysis	78

FIGURES

Figure1: Tourism Development Area in Greater Banjul Area.....	5
Figure2: River Gambia National Park.....	6

TABLES

Table 1: Summary of stakeholder groups consultations during project identification and preparation.....	9
Table 2: Summary of Stakeholders showing their responsibilities and interest in the project.....	13
Table 3 : Summary of other interested parties	16
Table: 4: Summary of project stakeholder needs	21
Table 5: Strategy for Consultation and information disclosure.....	24
Table 6: Proposed strategy for consultations.....	27
Table 7: Budget for the implementation of the SEP	43

Abbreviations and Acronyms

AIDS	Acquired Immune Deficiency Syndrome
ASSERT	Association of Small – Scale Enterprises in Responsible Tourism
BP	Bank Policy (World Bank)
CBG	Central Bank Gambia
CBO	Community Based Organization
CERC	Contingency Emergency Response Component
COVID-19	Coronavirus Disease 2019
CRR	Central River Region
DLS	Department of Lands and Surveys
DPPH	Department of Physical Planning and Housing
EIA	Environmental Impact Assessment
ESMF	Environmental and Social Management Framework
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESS	Environmental and Social Standard
FGD	Focus Group Discussion
GBA	Greater Banjul Area
GBV	Gender Based Violence
GCCI	Gambia Chamber of Commerce and Industry
GIEPA	Gambia Investment and Export Promotion Agency
GM	Grievance Mechanism
GoTG	The Government of The Gambia
GRC	Grievance Resolution Committee
GTB	Gambia Tourism Board
HIV	Human Immunodeficiency Virus
ISP	Independent Service Providers
KII	Key Informant Interview
LGA	Local Government Authorities
LRR	Lower River Region
MOFEA	Ministry of Finance and Economic Affairs
MOTC	Ministry of Tourism and Culture
MSME	Micro, Small and Medium Enterprises
NBR	North Bank Region
NCAC	National Council of Arts and Culture
NEA	National Environment Agency
NGO	Non- Government Organization
NRA	National Roads Authority
PAP	Project Affected Person
PURA	Public Utilities Regulatory Authority
PDO	Project Development Objective

PIM	Project Implementation Manual
RAP	Resettlement Action Plan
RPF	Resettlement Framework
SSCT	Sexual Exploitation and Abuse/Sexual Harassment Compliance Team
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
STD	Sexually Transmitted Diseases
TDA	Tourism Development Area
VAC	Violence Against Children
WB	World Bank
WCR	West Coast Region

GLOSSARY OF KEY TERMS

Consultation: The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

Engagement: A process in which a company builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader “stakeholder engagement” strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the Project.

Grievance Mechanism: A process for receiving, evaluating, and addressing project-related complaints from citizens, stakeholders, and other affected communities.

Stakeholders: Persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively; workers, local communities directly affected by the project and other stakeholders not directly affected by the project but that have an interest in it, e.g., local authorities, neighboring projects, and/or nongovernmental organizations, etc.

Stakeholder Engagement Plan: A plan which assists investors with effectively engaging with stakeholders throughout the life of the project and specifying activities that will be implemented to manage or enhance engagement.

Complainant: An individual, group, association, or organization that submits a verbal or written complaint

Grievance/Complaint: an expression of dissatisfaction that stems from real or perceived issues, typically referring to a specific source of concern and/or seeking a specific solution. For this GM, real and perceived impacts are treated equally and given the same due process. The term grievance and complaint are used interchangeably in this document.

Sexual exploitation: any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another.

Sexual abuse: actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Sexual harassment: Any unwelcome sexual advances, request for sexual favors, verbal or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might be reasonably expected or perceived to cause offense or humiliation to another when such conduct interferes with work; is made a condition of employment; or creates an intimidating, hostile, or offensive work environment.

Survivor: A survivor is a person who has experienced the SEA/SH incident in the context of this GM

Vulnerable Groups: Individuals and groups, who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, sexual orientation and gender identity, or social status may be more adversely affected by a Project than others and who may be limited in their ability to claim or take advantage of development benefits.

Introduction¹

The World Bank is financing the Tourism Recovery, Diversification, and Resilience in The Gambia Project (P177179) to be implemented by the Ministry of Tourism and Culture (MoTC). The development objective of this project is to enhance selected tourism destinations in The Gambia through the improvement of the sector's development framework, increasing the participation and value addition of tourism related to micro, small and medium enterprises (MSMEs), and developing sector resilience with the restoration, upgrading, and preservation of critical tourism assets as well as product diversification. The project will help the long-term promotion of private sector participation, which will help the sector to scale up as per future demands.

This Stakeholder Engagement Plan (SEP) outlines how, when, and the ways in which the project team will inform, communicate, and consult with stakeholders including vulnerable groups and individuals in an inclusive, transparent, and participatory way. It also includes a mechanism by which stakeholders can raise concerns, provide feedback, or lodge complaints related to the project during its implementation. The SEP has been prepared according to Environmental and Social Standard 10 (ESS 10) on Stakeholder Engagement and Information Disclosure of the World Bank's Environmental and Social Framework (ESF).

It will cover the whole life of the Project. This SEP is a living document which may be updated anytime during project implementation to capture issues that could arise to address changing circumstances.

The overall objectives of the SEP as stated in the ESS 10 are to:

- Identify all stakeholders and ensure their participation in all stages of the project cycle
- Establish a systematic approach to stakeholder and citizen engagements that will help to identify stakeholders and build and maintain a constructive relationship with them, in particular with project-affected parties
- 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
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project cycle on issues that could potentially affect them
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders, especially to the vulnerable individual and groups, in a timely, understandable, accessible, and appropriate manner and format taking special consideration for the disadvantaged or vulnerable groups and address their concerns and feedback during subproject activities implementation
- Provide project-affected parties, including vulnerable persons and groups, with accessible and inclusive means to raise issues and grievances and allow the Project Implementing Entity and its Project Implementation Unit to respond to and manage such grievances, especially, those coming from the vulnerable persons and groups

¹ This report was prepared by **CHEMAS CONSULTING GROUP, LLC** (www.chemasgroup.com) a USA-based International Consulting Firm with a heavy presence in Western, Eastern and Southern African Countries, with highly qualified and experienced Experts in Environmental and Social Safeguards, OHS and GBV/SEA/SH/VAC and Social Inclusion.

1.1 Project Objectives

The Project Development Objective is to support recovery, diversification, and climate resilience of tourism sector in selected destinations. In this respect the Project aims to improve the diversification and resilience of the Gambian tourism sector by strengthening institutional and policy framework, improving capabilities and access to funds for tourism related micro, small and medium enterprises (MSMEs), and building resilience through strengthening sustainable coastal infrastructure and rehabilitation of existing tourism sites.

Project Components

As currently designed, the project comprises four main components namely: **(1) Support to the Tourism Ecosystem; (2) Infrastructure support for the diversification and resilience of the tourism sector; (3) Project Management, Monitoring and Evaluation; and (4) Contingent Emergency Response Component (CERC).**

Component 1: Support to the Tourism Ecosystem. The interventions under this component aim to address selected key bottlenecks in the tourism ecosystem in The Gambia, to ensure the sector realizes its potential as a source of sustainable and inclusive growth. Activities will focus on strengthening capacity for collecting relevant tourism data to inform policy decision making and enhance marketing beyond transitional source markets and segments to promote the diversification of the destination. Special attention will be paid to gender-sensitive policies, including those reducing risks of GBV. The project aims to strengthen horizontal and vertical coordination in Tourism while building trust between different stakeholders. The subcomponents include:

Component 1a: Improved institutional capacity for data-driven planning, marketing, and branding. The objective of this sub-component is to improve the ability of the country to use data on their tourism planning efforts and to attract a more diverse set of tourists. Activities under this sub-component aim to support the development of a participatory data-driven marketing strategy with a focus on digital tools and channels and non-traditional markets and segments; strengthen the capacity of the Gambia Tourism Board and related institutions in data collection, analysis, and dissemination; and improve inter-institutional coordination.

Component 1b: Increase participation of tourism MSME² within the selected destinations - This sub-component will support diversification of the tourism sector in the Gambia, by promoting tourism MSMEs' sustainable integration into value chains with established end-markets. The objective of the sub-component is to create a supply chain structure for upgrading domestic MSMEs, facilitating the transfer of technology, knowledge, and skills, improving business and management practices, and access to

² The 2019–2024 Gambia national policy for MSMEs defines any company which exists after 12 months of operation, with these variables; number of employees less than 49, assets less than \$100K, and turnover less than 200K. The suppliers of goods and services identified to have potential linkages to larger tourism firms such as hotels, and tour operators, are predominantly in the food and beverage sectors. Horticulture, meat, dairy, locally made fruit juices, local tea and oils, breweries and other beverages, seafood, poultry, cosmetics, apparel, art (including cultural entertainment) and crafts. Web platforms, and web-based delivery businesses, industry trade fairs, community and women agriculture business groups, locally manufactured furniture, are non-traditional sub-sectors identified to be potential suppliers.

markets. This will be achieved by enabling more tailored capacity building services and co-funding, for wider segment of tourism related businesses that are suppliers of goods and services for lead firms like hotels, tour operators etc.

Component 2: Infrastructure support for the diversification and resilience of the tourism sector. This component aims to build the climate resilience of the tourism sector and it will focus on strengthening and upgrading infrastructure to better preserve existing assets by being more resilient to the impacts of hazards and climate change as well as enhance the attractiveness of tourism sites and promote economic development. It will also include capacity building at the community level on climate resilience. The studies and works under the component will identify opportunities to strengthen and diversify Gambia's tourism options in so doing, making the sector more sustainable and resilient to growing climate risks while reducing high dependency on the current low value-addition single market/single product tourism approach. This component will include activities to support women based on an assessment and participatory discussion to identify women friendly economic activities, as well as work on social norms in communities to address issues related to gender equality, women's participation and violence prevention and response.

Component 2a: Protection, rehabilitation, and integrated management of coastal areas. This sub-component aims to address the impacts of coastal erosion and sea-level rise in the west coast along the Tourism Development Area (TDA) from Fajara to Senegambia using a combination of nature-based solutions (NBS) and hard infrastructure to improve the resilience of the tourism infrastructure. The sub-component will consider interventions of erosion control through the restoration of shorelines on the west coast. Activities may include revegetation and sediment restoration techniques as well as hard infrastructure options such as detached breakwaters.

Component 2b: Integrated Tourism Product Development and Diversification of selected TDA/tourism areas. This sub-component aims to enhance the resilience and attractiveness of existing but underdeveloped and at-risk tourism areas. Through consultations, areas with high tourism potential were prioritized for further investment. Under this sub-component, a destination site evaluation and assessment will be conducted to determine for the prioritized sites what types of interventions would be needed to improve their resilience and attractiveness. The selection of sites to be upgraded, under the sub-component, will follow a phased approach, starting with Kunta Kinteh island, and will respond to a site evaluation based on a variety of criteria, including but not limited to market appeal, destination readiness, economic impact, climate vulnerability context, social and environmental impacts, the economic development context, and the cost/benefits analysis.

Both sub-components will contribute to building the capacity to manage hazard and climate risks at the national and community levels in order to enhance the sustainability of the infrastructure investments. Community stakeholders will be included in the prioritization and design processes as well as in the supervision of the works.

Component 3: Project Management, Monitoring and Evaluation. This component covers the activities of the Project Implementation Unit (PIU) set up by the GoTG during the project preparation phase. The PIU will be responsible for overall supervision, quality assurance and M&E, Coordination with other relevant Ministries as well as Coordination and implementation of policy and regulatory framework related issues.

Component 4: Contingent Emergency Response Component (CERC):

The objective of the zero-cost component is to allow a rapid reallocation of credit proceeds from other components to provide emergency recovery and reconstruction support following an eligible crisis or emergency. The component would finance public and private sector expenditures on a positive list of

goods or specific works, goods, services, and emergency operation costs required for Gambia's emergency recovery. A Contingent Emergency Response Implementation Plan will apply to this component that details financial management, procurement, safeguards, and any other necessary implementation arrangements.

1.2 Summary of the main activities of the project

The main activities under Component 1 include the following:

a) T/A and Capacity Building

- Development of a participatory data-driven marketing strategy with a focus on digital tools and channels and non-traditional markets and segments
- Strengthening capacity of GTB and related institutions in improved relevant tourism data collection, analysis, and dissemination to inform policy decision making and enhance marketing
- Formulation of policy measures to improve inter-institutional coordination
- Building capacity of MSMEs in technology, knowledge, and skills, improving business and management practices, and access to markets

b) Administration of matching grants for MSMEs

- This component will take targeted approach to provide coaching to women entrepreneurs for enhanced business development skills and tailor-made mentoring by leveraging existing women entrepreneurs' network in the country. Women and other vulnerable groups will be made aware of the existence of the matching grant scheme and be provided technical and administrative assistance to ensure they are able to participate as beneficiaries.

Under Component 2 the activities include the following:

- 1) **Protection, rehabilitation, and integrated management of coastal areas** (subcomponent 2a)
- 2) Introduction of **measures such as erosion control** to reduce the vulnerability of key tourism sites (such as Kunta Kinteh island) to climate change impacts (subcomponent 2b)
- 3) **Construction/rehabilitation** of last mile infrastructure, trail and paths improvements to tourist sites and renovations to existing public spaces and improvement of market spaces for vendors and fisher folk (Subcomponent 2b)
- 4) **Reconstruction of select jetties along the River Gambia** to facilitate access to tourism destinations (subcomponent 2b).
- 5) **Small pilot interventions** to improve the visual environment and promote community awareness on climate resilience measures as well as "green infrastructure" to increase their adaptive capacity (subcomponents 2a and 2b).

Component 3 activities include overall E&S supervision activities

It is important to make the potential beneficiaries aware of the project, solicit their views, which should be considered in project design and during project implementation. This process should be conducted through a consultative, participatory, gender inclusive, transparent, and iterative process, which constitutes the essence of stakeholder consultation, participation, and engagement for this project.

1.3 Project Intervention zones

The priority intervention areas of the project will be the Greater Banjul Area (GBA) notably along the Atlantic coastline from Bakau to Bijilo including the communities living in and around these areas. These areas have most of the tourist accommodation facilities as well as other tourism infrastructure. Other intervention areas situated further inland include the North Bank Region around the Kunta Kinteh Island and the communities of Juffureh and Albreda; the Central River Region (South) around the Gambia River National Park and the communities living around the park and West Coast Region around the Abuko National Reserve and Bijilo Forest Park. The figure 1 and 2 below describe the most prominent Tourism Development Area. **Annex 5** contains socio-economic and environmental information of the intervention zones.

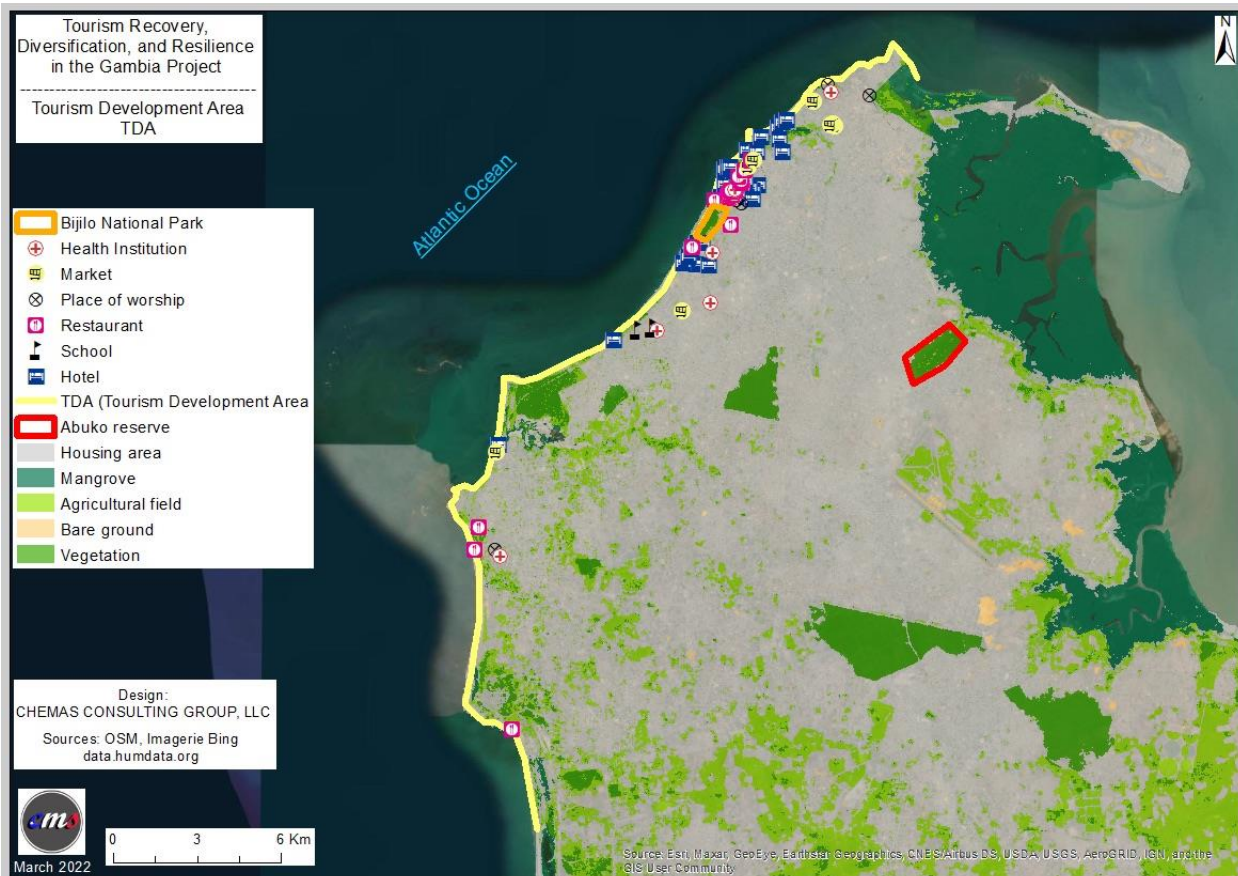


Figure 1: Tourism Development Area in the Greater Banjul Area

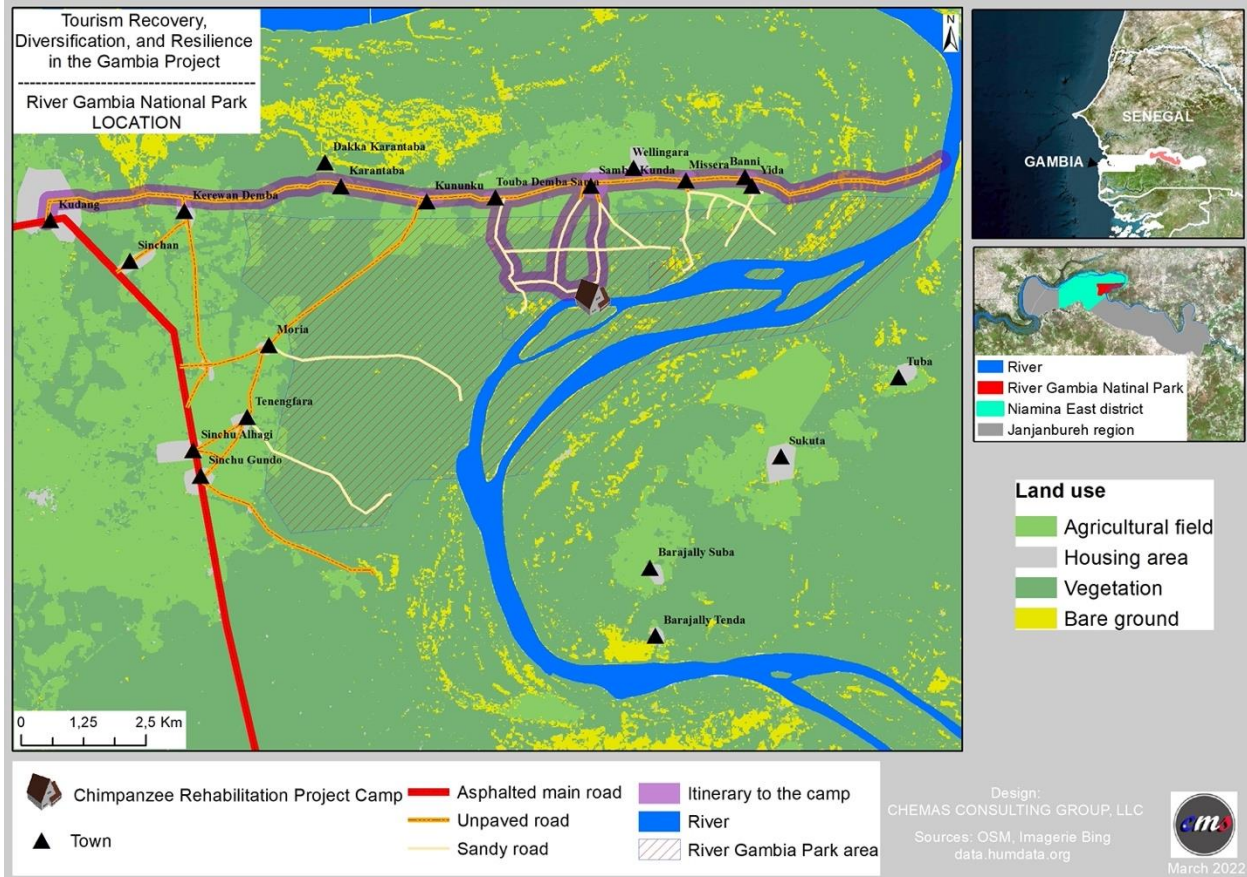


Figure 2: River Gambia National Park

1.4 Potential Environmental and Social Risks and Impacts

The potential environmental and social impacts of this project are more thoroughly examined in the Environmental and Social Management Framework (ESMF) which was prepared for this project. The environmental and social risk rating of the project is Substantial. The environmental risks and impacts include:

- Earthworks – including soil extraction and the diggings and fillings required for the foundations can affect air, soil water, and groundwater quality.
- Movement and operation of vehicles and machinery associated with construction activities. Works may involve the use of excavators, rippers, dozers, graders, rollers, water trucks and dump trucks that will operate in the construction sites, this equipment will affect habitats and some ecosystems for example near the river Gambia national Park.
- Waste and wastewater generation and handling of hazardous substances: inadequate management or handling of wastes and hazardous substances – they could lead to accidental spills or leaks, with potential contamination of soils, surface, and groundwater.
- Vegetation clearing and land modelling – required to prepare the land associated with the right of way (RoW) and access roads

The social risks include:

- **Risk of loss of land and other assets or restriction of access to livelihood** associated with project

activities such as the rehabilitation/construction of access roads to tourist destinations, infrastructural developments along the coastal zone and tourist destinations in the provinces. Women might be particularly affected by those risks, and vulnerable to sexual exploitation or abuse during the resettlement process, due to their unequal access to land often based on customary by-laws and practices

- **Risk of exclusion of vulnerable and disadvantaged groups and individuals** in the consultations as well from benefitting from project benefits. This category would include people such as informal workers including sex workers sex workers, sexual and gender minorities working in the tourism sector and bumsters³, widows including dependents
- **Risks of Communicable Diseases including COVID-19, sexually transmitted diseases (STDs) and sexually transmitted infections** with the arrival of project workers in the communities and arrival of increased tourists
- **Risks of SEA/SH and VAC- during the implementation and operational phase**, the high level of poverty in the country makes women and children at risks of forced prostitution or sex trafficking at popular tourist destinations.
- **Labor risks-** relate to discriminatory and non-transparent recruitment and management of workers as well as the risks of child labor.

³ A *bumster* is a term used locally in The Gambia for “a beach boy” and typically a young man who is a member of the host community. He frequently hangs around by the beaches and hotel areas to interact with tourists. They are there to make a living, and their business focus tends to be on selling tourist activities/ excursions and on selling sexual services to tourists in exchange for money or other benefits.

2 Brief Summary of Stakeholder consultations during project identification and preparation stages

2.1 Methodology

The project will apply the following principles for stakeholder engagement:

- **Openness and life-cycle approach:** public consultations for the project(s) will be arranged during the whole lifecycle, 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 stakeholders' feedback, for analyzing and addressing comments and concerns.
- **Inclusiveness and sensitivity to stakeholder needs:** stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders are always 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, in particular women, youth, elderly, and the cultural sensitivities of diverse ethnic groups. Women and girls should be independently consulted in safe and enabling environments, with female facilitators leading the group discussion, especially with regard to sensitive topics regarding SEA/SH risk and insecurity.⁴
- **Flexibility:** if social distancing inhibits traditional forms of engagement, the methodology should adapt to other forms of engagement, including various forms of internet communication. (See Section 3.2 below).

The preparation phase of the project included a robust stakeholder engagement process including many direct and indirect stakeholders. The purpose of these consultations was to inform them about project activities, risks, impacts, and opportunities, and receiving feedback from stakeholders to help shape project design, and also learn about their needs and suitable formats for consultation. **Table 8** below gives a summary of these consultations with a more detailed summary in **Annex 4**.

⁴ Regarding sensitive topics such as SEA/SH risk and insecurity, women and girls should be independently consulted in safe and enabling environments, with female facilitators leading the group discussions. Consultations with women and girls should also be organized by age range to allow younger and older women and girls to be consulted separately as a means of encouraging open sharing for different age groups. Those consultations should be guided to learn about general trends and factors affecting the risk of violence or abuse for women and children, but they should never include questions about individual experience of violence or intend to interview survivors.

Table 1: Summary of stakeholder groups consultations during project identification and preparation ⁵

Date	Nature of meeting	Participants	Topics discussed
September 2021	Meeting between Ministry of Tourism, Gambia Tourism Board, and the World Bank	Ministry of Tourism and Culture Gambia Tourism Board	Developing a lending operation to help accelerate the transition towards a more competitive, inclusive, and resilient tourism sector
November 09 – 19, 2021	Identification mission meeting	Ministry of Tourism GTB MFEA World Bank	Identification mission for the proposed Tourism Recovery, Diversification, and Resilience Project (P177179), in The Gambia
February 15, 2022	Video Conference	MoTC; W/Bank Washington, W/Bank Banjul, Consultant-Chemas	Update on the preparation of E&S documents Public disclosure of the reports Start of the field work by the consultant
February 21, 2022	Kick-off meeting with the MOTC	Hon. Minister, P/Secretary, Dep. PS, Representative of MOFEA, NCAC, GTB, CHEMAS	Review of the study and its components. Review of consultants approach and timeline for the various tasks; identification of some of the key stakeholders' logistics arrangements for the consulting team
February 22, 2022	Meeting at the Offices	Gambia Tourism Board	Identification of key stakeholders in the sector and their strengths and capacities, Sector policy and challenges such as weak communication and risks of land conflicts
February 22, 2022	Focused group discussion	Association of hairdressers in the tourism sector	Explained their main activities of members and the main challenges which include lack of finance, access to hotel sites and low-income hairdressing,
February 23, 2022	Meeting at Abuko	Department of Parks and Wildlife	Disturbance of animals by sports activities (a football field located in the site), A loss in intensity of the reserve's activities due to lack of financial resources, Importance of improving community awareness, improvement water access in the reserves
February 23, 2022	Meeting	Management of Bijilo Forest Park	Challenges include low protection of the Park, Lack of water infrastructure and

⁵ The table presents a summary of some of the consultations undertaken. More details are available in Annex 5.

			Exposure of monkeys to capture and accidents
February 23, 2022	Meeting	Meeting with Manager River Gambia National Park and community of Sambel Kunda	Exposure of chimpanzees to infection by humans, failure to respect protocols. Need to secure the island.
February 24, 2022	Visit to Kunta Kinteh Island	Meeting with communities of Juffureh and Albreda	Threat of disappearance of the island, no regular and safe access to the island,
February 25, 2022	Meeting	Ministry of Environment, Climate change and Natural Resources	Key challenges-coastal erosion, pollution of the beaches, coordination among the different agencies intervening in the coastal zone.
February 25, 2022	Meeting	Minister of Gender, Children and Social Welfare	Support defending the rights of women, children, and all persons in vulnerable situations (the disabled, poor families, etc.).

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Overall, the very purpose of stakeholder identification is to determine groups and individuals likely to be directly or indirectly affected (positively or negatively) or to have an interest in the project. In order to develop an effective plan, the identification of stakeholders takes account of the interests of the stakeholders in the project, participation needs, level of vulnerability, expectations in terms of participation and priorities of the stakeholders. During preparation, a significant number of diverse stakeholders were consulted and the outcomes and comments arising from those consultations is presented in **Annex 4**.

Project stakeholders are defined as individuals, groups, or other entities who:

- (i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as ‘affected parties’); and
- (ii) may have an interest in the Project (‘interested parties’). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

Cooperation and negotiation with the stakeholders throughout the project development process often also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e., the individuals who have been entrusted by their fellow group members with advocating the groups’ interests in the process of engagement with the project. Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Verification of stakeholder representatives (i.e., the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders. Legitimacy of the community representatives can be verified by talking informally to a random sample of community members and getting their views on who can be representing their interests in the most effective way.

3.1 Methodology

To identify the stakeholders, the following activities were undertaken:

- a) Meetings with the PIU
- b) Review of the relevant literature
- c) Consultations with the direct and indirect stakeholders.

The stakeholders of the Tourism project comprise the following categories and will be further detailed under section 3.2. A stakeholder analysis was undertaken and included in **Annex 6**:

- **Affected Parties** –These are stakeholders likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods and may include individuals or groups, including local communities, persons, groups and other entities within the project area of influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with 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** – refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters

related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups, UNESCO Management Committee and National Center for Arts and Culture.

- **Vulnerable Groups** – persons who may be disproportionately affected or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status⁶ and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

3.2 Affected Parties

Affected Parties include workers in the tourism industry, local communities living in and around the tourism area and those living around national parks. Table 2 below, provides the affected parties in terms of those likely to be affected negatively directly and others likely to be affected positively.

Table2: Summary of Stakeholders showing their roles and interest in the project

STAKEHOLDER	CURRENT ROLES/OCCUPATION	INTEREST IN THE PROJECT
Stakeholders To Be Directly Affected Adversely		
Restaurant & beach bars operators along the coast	Sale of food and drinks to tourists to tourists	The assets may be impacted by the rehabilitation of the coastal zone resulting in lost of assets/earnings
Communities around tourism sites-	Ownership of farmlands near tourism destinations	Construction /rehabilitation of access roads to tourism sites may impact their land
Horse riders’ association	Horse riding along the beach for tourist and other visitors	The traditional route may be interrupted during construction/ rehabilitation works along the beach
Fruit and juice vendors	Processing and selling fresh fruit and juice in the tourism area	Vendors in areas to be affected by the construction/rehabilitation may have to move elsewhere and thereby lose some earnings.
Fisher-folks	Operate at fish landing sites	Fish landing sites that fall within the coastal rehabilitation zone as well as specific sites to be rehabilitated may lose earnings during the construction of the facilities

⁶ Vulnerable status may stem from, among other things, an individual’s, or group’s race, national, ethnic, or social origin, color, sex, sexual orientation, gender identity, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.

STAKEHOLDER	CURRENT ROLES/OCCUPATION	INTEREST IN THE PROJECT
Women Rice growers	Make use of vacant in the tourism area to grow rice during the rainy season	Some of these areas may be impacted during construction resulting in temporal loss of earnings
Stakeholders to be affected positively		
Gambia Tourism Board	Promote The Gambia as a tourist destination; coordinate all tourism stakeholder activities and provide policy advice to the Ministry of Tourism	Improvement of tourist destinations, support to build capacity to improve tourism product; Strengthening inter-professional associations in the tourism sector for increased value addition
Young growth-oriented MSME in the tourism sector	Provision of services in their respective areas of operation to the tourist industry	Capacity building and access to credit to expand business increase their contribution to the tourism product
Craft Market vendors	Selling of batik, tie & dye jewelry etc.	Access to training and credit and linkage to international market
Hairdressers	Hair dressing	Provision training and financial support to have standard saloons and equipment
Communities living around national Parks and reserves including historic sites e.g., Juffreh, Albreda, Sambel Kunda etc.	Provide entertainment to tourists	Renovations to existing public spaces and improvement of market spaces for vendors and fisher-folk, improved access roads.
Communities living near the TDA e.g. Bakau,,Banjul, Kololi, Kerr Serign and Bijilo	Home to many of the gardens that grow vegetables for the tourism sector and host to many of the potential project workers	Support to women groups and the middlemen in horticulture and provision of employment opportunities
Women Vegetable growers	Vegetables growers for supply to hotels and restaurants in the TDA	Support women groups to expand production and income and a more reliable contract with the hotels and restaurants
National Association of Artisanal Fisheries Operators (NAAFO)	Help coordinate and guide fishermen in articulating their interests and needs before the Government	Improvement of fish landing sites for the artisanal fishermen and establishment improved market links with the hotel industry
Try Oyster Women's Association	Engaged in sustainable harvest of oyster in the mangroves along	Market access to hotels and restaurants in TDA and support in enterprise development
Gambian Women's Association of Fish &Vegetable Exporters	Buy fish from artisanal fishermen and vegetables from women for export	Create business opportunities locally and support enterprise development and access to credit for members

STAKEHOLDER	CURRENT ROLES/OCCUPATION	INTEREST IN THE PROJECT
Association of Fish Processors and Exporters	Engaged in the processing of fish (smoked and dried fish) for export	Support in training in improved processing techniques that environmentally friendly; and access to credit
Contractors, suppliers, and their workers	Construction of infrastructure and supply services	Opportunities to have construction and supply contracts
Restaurant and Beach Bar operators	Selling food and beverage and event planning	Training and access to credit to expand the business with improved management
Tourism and travel –Category B	Excursion services; Provision of transportation services Hotel arrangement; Equipment hiring (boats and cars)	Financial support to expand business and services including improvement of their website and participate in international trade fares
Women led businesses in the tourism sector		
Tour guides (freelance)	-Guiding tourists and providing excursions -Putting information to the tourists about the historical facts and attractions	Opening up access to tourist sites and capacity building to improve the product
Bird Watchers	Promotion of bird watching Organizing field trip for school children research	Support to access international market; provision of financial support and Training of staff
West African Birds Study Association	Research into different types of West African birds species in The Gambia and their habitats	Improved access to important tourism destinations with variety of bird species
Tourist taxi drivers	Transportation and tour guiding	Access to more clients and increased income
Fruit sellers (including women-owned businesses)	Selling of fruits	Financial support to revamp and expand business by having permanent stalls
Beach Bar operators	Selling food and beverage and Entertainment	Access to funding to expand the business, training for better management; improved security and provision of electricity
Bumsters	Entertainment; Tourist guide	Access to training for alternate jobs in tourism and provision of laws or policies to protect them from harassment
Sexual and gender minorities	Provision of paid sex	Skills training to create more job opportunities for them; provision of rehabilitation and counselling centers in Banjul and particularly within the TDA.

STAKEHOLDER	CURRENT ROLES/OCCUPATION	INTEREST IN THE PROJECT
Village Chief (Alkalo) of communities	Administration of the village with the support of the village elders	Support in the sensitization of the community on the project activities; act as entry points for lodging grievances/complaints at village level
Village Development Committee	Responsible for planning and implementing socio- economic development for the village and resource mobilization for the development plans	Sensitization of the project activities; act as an entry point for lodging grievances/complaints

3.3 Other interested parties

Table 3 below presents this category of stakeholders.

Table 3: Summary of other interested parties at national, regional and community levels

STAKEHOLDER	RESPONSIBILITY/OBJECTIVE	ROLE IN THE PROJECT
Ministry of Tourism and Culture	Policy formulation and oversight responsibility for project implementation for the development of tourism	Overall oversight responsibility for the project. Guide and support the PIU in the implementation of E & S instruments.
Project Implementation Unit	Coordination of the implementation of the project	Ensure project beneficiaries access project benefits, regular monitoring of performance and support in capacity building
Ministry of Finance and Economic Affairs	Responsible for managing the public finances of the Government and formulation economic and financial policies for development	Loan negotiations, mobilizing of project counterpart funds and compensation funds for resettlement and support in the management of the Project Preparation Advance (PP)
Ministry of Environment, Climate Change and Natural Resources	Responsible for policy formulation and oversight responsibility in the area of environment and climate change.	Work closely with its technical departments in promoting climate resilient activities at the community level and the rehabilitation of certain tourist destinations such as Gambia National River and forests (Bijilo)
Ministry of Women, Children and Social Welfare	Responsible for gender policy and women empowerment, poverty reduction and prevention of gender-based violence	Collaborate with the project in implementation of activities to address gender inequality and risks of GBV and SEA/SH
Department of Lands and Surveys	Management of the land resources of the country. Administers the Land	Advise the government on compulsory land acquisition when the project requires land

STAKEHOLDER	RESPONSIBILITY/OBJECTIVE	ROLE IN THE PROJECT
	Acquisition and Compensation Act 1991	
Department of Parks and Wildlife	Management national parks and implementation of conservation policies; promotion of bird watching activities	Collaboration with project to strengthen management of the River Gambia National Park through awareness campaigns Training of staff support to increase operational capacity
Central Bank of The Gambia	Manage the financial system to encourage sustainable economic development	Collaborate with the project in the implementation of the training and administration of credit access to MSMEs
Department of Immigration	Responsible for the facilitation, controlling and monitoring movement into, within and outside the Gambia.	Collaborate with the project to improve easy passage of tourists at border points especially at the airport.
Department of Forestry	Management of the nation's forest resources	Collaborate to improve management of Bijilo Forest Park through sensitization, capacity development for improved
Tourism Security Unit	Manage the security and safety of Tourism Areas	Collaborate with the Project to find the best way to strengthen the security in touristic areas so tourists will feel safe and for a better reputation.
National Centre for Arts and Culture (NCAC) and UNESCO (with the local communities)	Management and use of Arts and Cultural Heritage of The Gambia. Empower institutions and communities responsible for Heritage management	<p>Advise the Project in the Protection of the cultural heritage sites the Project is planning to renovate</p> <p>National Center for Arts and Culture (NCAC) (including consultations regarding Kunteh Kinteh World Heritage Site as NCAC manages the site with the participation of local communities and local NGO:</p> <ul style="list-style-type: none"> - The local communities of Juffureh and Albreda and the CBO-JAYS (Juffureh Albreda Youth Society) - Inform the World Heritage Committee of UNESCO of the planned project interventions at the Kunta Kinteh Island in accordance with The Gambia's commitments under the World Heritage Convention

STAKEHOLDER	RESPONSIBILITY/OBJECTIVE	ROLE IN THE PROJECT
World Heritage Committee of UNESCO	To identify and protect the world's historical and cultural heritage considered to be of outstanding universal value.	Ensure protection of Kunta Kinteh Island as world's historical and cultural heritage considered to be of outstanding universal value
Gambia Chamber of Commerce and Industry	Promote private sector development and articulate the challenges faced by the private sector before the Government	Mobilizing, facilitating, and monitoring private investments; Supporting the expansion of their members operating in the tourism sector
National Roads Authority (NRA)	Policy and implementation of the National Rural Road Development and Maintenance Strategy.	Support technical design, selection and supervision of the construction of selected priority rural roads such as those to tourist destination in the Provinces.
The National Environment Agency	Policy formulation and coordination of environmental management	Monitor the implementation of the E & S instruments of the project
Intermediary institutions providing services tech hubs, technology commercialization offices, and industry associations.	Service providers in the training of young businesses.	Contracts to provide business coaching to two sets of end clients: 'growth-oriented MSMEs' and "technology enabled startups
Gambia Investment & Export Promotion Agency (GIEPA)	Promote investment in The Gambia	Mobilizing, facilitating, and monitoring private investments in the tourism sector
Gambia Association of visually impaired	Provision of educational training to members; Rehabilitation and counselling of members; Orientation and mobility training	Sponsorship for some of their activities such as training and provision of facilities and equipment, take into consideration their needs in the facilities to be built by the Project.
Child Protection Alliance	Research on child abuse; Protection and perseveration of child right and from physical abuse	Collaboration to address child abuse in the industry; training and provision of facilities and equipment to prevent child abuse/trafficking
Gambia Federation of Disabled	Advocacy and awareness raising; Coordinating the affairs of members of the federation Leadership training, entrepreneur, micro finance managements	Training on leadership, management, businesses, and skills etc.; financial assistance in the provision of facilities and equipment assistance, also take into consideration their needs in the building and activities planned by the Project.
Gambia Radio and Television Services	Provide nationwide coverage of news and entertainment	Broadcast information on project activities to increase awareness. This may include press releases and special coverage.

STAKEHOLDER	RESPONSIBILITY/OBJECTIVE	ROLE IN THE PROJECT
Media- Television & radio (Paradise TV, QTV, West Coast Radio etc.)	Provision of news and entertainment to the public	Inform public about project activities and any special messages released by the project
Print media	Inform the public	Prepare and print articles to provide information to public about the project including special announcements.
Telecommunication companies	Provision of telephone and other services	Support user groups in the project to benefit from the different communication option such as close-user groups
Regional Governors	Overall administration of the region and overseeing local administrative structures	Support the sensitizing of the public, facilitate the registration of land transfer documents and support resolution of project grievances at the regional level
Community radios	Entertainment and news for the public	Convey announcements about the project to the communities within its coverage.
NGOs and Civil society organizations such as the Juffureh Albreda Youth Association (JAYS)	Promotion of community and cultural development at community level. Assist NCAC in management of World Heritage Site	Provide support to the project in community level interventions, in socioeconomic development and environmental cultural and environmental conservation activities
NGOs in the Conservation operating in the tourism areas such as (West African Africa Birds Study Association, Stay Green Foundation, Gunjur Environmental Protection and Development, Wildlife Conservation Trust, Sahel Wetland Concern	Support communities to raise awareness and implement small scale conservation programs	Collaborate with project to implement some of the proposed activities at community level eg. Awareness raising and implementation of small climate resilient activities

3.4 Disadvantaged and Vulnerable Groups

Vulnerability may stem from a person’s origin, sex, gender identity, sexual orientation, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), or dependence on other individuals or natural resources, etc. Due to their status, they may not be adequately consulted about the project partly because of their inability to attend meetings or failure to understand the language that the meeting is being conducted. These and other factors can combine to reduce their access to potential project benefits. This category will therefore require specific measures and/or assistance to address their vulnerability to certain risks, including SEA/SH and VAC. Within the Project, the vulnerable or disadvantaged groups will include, but are not limited to, the following:

- Hotel Room maids
- Sex workers
- Female-headed households,
- People living with HIV/AIDS and other chronic diseases
- Fisher folks
- Women leading business
- Women farmers
- Informal sector workers
- Farmers including women farmers
- Kiosk operators
- Child Vendors
- Persons living with disability in the project areas
- Elderly persons in project areas

To ensure adequate engagement with the vulnerable individuals and groups often requires the application of specific measures and assistance aimed at facilitating their participation in project-related decision-making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

A social inclusion approach and provision of gender responsiveness in tourism by using communication channels and working with local and international organizations that respond to the needs of women, and other tourism actors will help to properly involve the vulnerable people in the tourism sector.

3.5 Summary of project stakeholder needs

Table 4 below presents a summary of the needs of different groups of stakeholders in terms of language, means of communication and any special needs.

Table 4: Summary of project stakeholder needs

Stakeholder Groups	General Composition	Language requirements	Preferred means of communication (e-mail, phone, radio, letter)	Special needs (Access, meeting times etc.)
Government Ministries & Technical Depts.	Comprise advisers/experts in tourism, finance, local government authorities, trade, gender, and youth affairs	English	Letters, emails meetings/workshops & video conferencing	Need to have advance notice for meetings and should preferably take place during working days
Technology hubs and incubation centers	Comprise private service providers	English	Letters, emails meetings & video conferencing	Need to have advance notice for meetings and should preferably take place during working days
Media (see section 4.3)	Several outlets including print and electronic, (radio, newsprint, and television)	English Local Languages	Mails, emails meetings & video conferencing	Need to have advance notice for meeting and should preferably take place during working hours
Small operators in juice vendors, hairdressers, etc.	Outlets include radio, television and social media platforms	English Local languages	Radio and WhatsApp	Targeting the operators
Local Communities (e.g., village of Sambel Kunda, Albreda and Juffureh)	Men, women, young people, and the elderly who live in villages and neighborhoods bordering tourist establishments or who carry out	Local languages	Prospectus, fliers, Communication through radios and television Creation of WhatsApp group	Information in local languages through private/community radios

	activities related to tourism.			
Disadvantaged and Vulnerable groups	Comprise women, the elderly, and persons with disabilities, persons suffering from HIV/AIDS and other chronic diseases, sex workers	Local languages	Prospectus, fliers, Communication through radios and television Creation of WhatsApp group	Targeting with special assistance of NGOs Information in local languages through private/community radios
Contractors and service providers	These include firms to carry out the construction works and provide supplies etc.	English and local languages	Letters, emails meetings, announcements through the media	Need to give information wide publicity through media when tenders are placed.

4. STAKEHOLDER ENGAGEMENT PLAN (SEP)

4.1 Purpose and Timing of Stakeholder Engagement Plan

Stakeholder engagement is an inclusive and iterative process conducted throughout the project life cycle, not so during project preparation, such as now; rather, it is a process that enables the project to engage beneficiaries and stakeholders regularly to improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

The goals of the Stakeholder Engagement Plan (SEP) are as follows:

- Establish a systematic, inclusive, and participatory approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- 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.
- 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, especially those who may be vulnerable or disadvantaged.
- 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; and,
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow Borrowers to respond to and manage such grievances, including an ethical, confidential, and survivor-centered grievance mechanism to address SEA/SH complaints.

4.2. Proposed strategy for information disclosure

The table below describes how information will be shared and consulted upon with the stakeholders.

Table 5: Strategy for Consultation and information disclosure

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Responsibilities
Project preparation	<ul style="list-style-type: none"> Project documents PAD and relevant E&S documents GM procedures, including SEA/SH, and information on SEA/SH and VAC risk mitigation and response Regular updates on Project Development Financing Agreement 	<ul style="list-style-type: none"> Letters and emails, also meetings, (in persons and virtual) Consultation meetings (including video conferencing) Focus group meetings Official correspondence Workshops At initial stage of project identification 	Weekly meetings with the WB	<ul style="list-style-type: none"> Ministry of Tourism, PIU Ministry of Finance & Economic Affairs Project Management Unit, Min. of Finance and Economic Affairs World Bank Staff 	The PIU
	<ul style="list-style-type: none"> ESMP requirements including LMP RPF, GM Procedure, including for SEA/SH reporting Project components Project benefits Environmental and social risks 	<ul style="list-style-type: none"> Meetings with the communities FGD and Key Informant Interviews Use of media to disclose approved E & S documents Social media e.g., WhatsApp, Facebook 	During safeguard instruments preparation in the locality or workplace of affected stakeholders	<ul style="list-style-type: none"> Beneficiary communities Relevant government agencies at national and regional levels including Governors, Chiefs, Community leaders and village development committees' members Vulnerable groups including women 	PIU and Consultant

<p>During Project Implementation</p> <p>Mid-term review (social & environmental audit)</p>	<ul style="list-style-type: none"> • ESMP requirements • GM Procedures including for SEA/SH reporting • Messages on accessing credit and sponsorship • Information on capacity building programs • Project land requirements • RAP development outcomes • Compensation and relocation • Findings of the audit report 	<p>Public notices</p> <p>Electronic publications and press releases on the M/ Tourism and project websites</p> <p>Focus group meetings</p> <p>Traditional drama groups</p> <p>Town/village criers</p> <p>Announcement by the mosque</p> <p>Text messages and social media</p> <p>Social media e.g., WhatsApp, Facebook</p>	<p>During implementation of the developed safeguard instruments</p>	<ul style="list-style-type: none"> • Ministry of Tourism • Project Implementation partners • Governors in PIZ • Local Government Authorities • Contractors • Gambia Investment & Export Promotion Agency • Central Bank of The Gambia <p>NGOs and civil society organizations</p>	<p>PIU, Contractors, and Consultants</p>
<p>Decommissioning/ Project completion</p>	<ul style="list-style-type: none"> • Findings of the evaluation of the environmental and social performance of the project • Any outstanding complaints to be resolved 	<p>Focus group meetings</p> <p>-Official correspondence</p> <p>-Workshops</p> <p>- meeting with communities</p>	<p>At the end of project but before closure</p>	<p>Beneficiary communities</p> <p>Relevant government agencies at national and regional levels including</p> <p>Governors, Chiefs, Community leaders and village development committees' members</p> <p>Vulnerable groups</p> <p>Implementation partners</p> <p>NGOs and civil society organizations</p>	

4.3 Proposed strategy for consultation

Consultation during COVID-19: The Project will explore various options for engaging stakeholders in this challenging environment of COVID -19. An important guidance on communications and stakeholder engagement that the Project will rely on is the World Health Organization’s (WHO) “COVID-19 Strategic Preparedness and Response Plan: Operational Planning Guidelines to Support Country Preparedness and

Response” (2020) as well as the national guidelines for preventing the spread of COVID-19. It will also take account of the World Bank’s “Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings” (March 20, 2020). In line with the above guidelines, different engagement methods are proposed, and they cover different needs of the stakeholders as indicated below:

- In person consultation meetings and interviews with small groups (including with personal protective equipment if required)
- Administration of Mid-Term survey questionnaire
- Focus group meetings with limited number of participants
- One-on-one interviews
- Public notices (including in local and national newspapers, radio (such as the regular program with West Coast Radio and Taxi FM), TV, billboards, mosques and churches announcements, local markets, Alkalos, and VDCs)
- Electronic publications and press releases on the TV, radio
- Ministry of Tourism and Culture website outlet:
<https://www.accessgambia.com/information/tourism-culture-department.html>
- **Social media:**
 - **Facebook:** <https://www.facebook.com/gogambia>
 - **Twitter:** <https://twitter.com/vistthegambia>
 - **The Gambia Tourism site:** <http://www.visitthegambia.gm/>
 - **Gambia Tourism YouTube:**
<https://www.youtube.com/playlist?list=PLLCvncMHMhGMP91zGnWWUzbzVZOLJGLUF2>
 - **LinkedIn:** <https://www.linkedin.com/company/gambia-tourism-board>
 - **Instagram:** <https://www.instagram.com/visitthegambia/>
- Telephonic interview
- Text messages:
- Social media e.g., WhatsApp, Facebook
- Consultations with vulnerable groups including women and girls⁷

⁷ Women and girls will be consulted in safe and enabling environments, with female facilitators leading the group discussions. Consultations will be organized by age range to allow younger and older women and girls to be consulted separately as a means of encouraging open sharing for different age groups. Those consultations will be guided to learn about general trends and factors affecting the risk of violence or abuse for women and children, but they will never include questions about individual experience of violence or intend to interview survivors.

Table 6: Proposed strategy for consultation

Project stage	Topic of consultation / message	Method used	Timetable	Target stakeholders	Responsibilities
1. BEFORE APPRAISAL					
Project preparation	<ul style="list-style-type: none"> • Project design • Project benefits & risks • Institutional arrangements • Identification of implementing partners • Project financing • Other donor projects in the sector 	<ul style="list-style-type: none"> -Interviews -Formal meetings -Video conference - Letters & memos 	Before appraisal	<ul style="list-style-type: none"> -MOICI, -M/Finance & Economic Affairs - World Bank -PURA 	PIU
Development of E & S documents (ESMF and LMP, RPF & SEP)	<ul style="list-style-type: none"> • Project benefits & risks • Stakeholder consultation requirements • Gender • Vulnerability groups • GM Procedures including SEA/SH reporting procedures • Land requirements for project activities • NCAC/World Heritage Communities and local communities and NGOs which assist in managing Kunta Kinteh 	<ul style="list-style-type: none"> • Key Informant Interviews • Focus group discussions • Meetings with women groups (women led businesses, women workers in hotels/tourism industry, and women in communities affected) facilitated by a woman 	<ul style="list-style-type: none"> • Before appraisal 	<ul style="list-style-type: none"> • Government technical departments • Telecommunication companies • Internet Service providers • Hotel and restoral operators • Hotel and restaurant operators • Governors • Local communities • NGOs active in the agricultural sector • Vulnerable groups including women and girls 	Project Preparatory Team
2. IMPLEMENTATION PHASE					

Sensitization of E & S instruments	<ul style="list-style-type: none"> • ESMF, LMP, SEP & RPF requirements • GM procedures including SEA/SH reporting • Messages on SEA/SH and VAC risk mitigation and response • Role of the communities 	<ul style="list-style-type: none"> • Meetings • Workshops • Community/local radios • Traditional notifications including drama groups, town criers • Separate meetings with community women in small groups facilitated by a woman 	<p>At the start of the project and throughout the implementation</p>	<ul style="list-style-type: none"> • Local communities • Vulnerable groups including women (sex workers, child vendors) • Village development committees • Governors • Community elders-chiefs and Alkalos • SEA/SH service providers 	<p>PIU</p>
Information & Sensitization about ESIA & RAP Preparation et implementation	<ul style="list-style-type: none"> • ESIA, ESMP, RAP • Start date of civil work • Impacts, mitigation measures • SEA/SH and VAC Action Plan • Cut of date, compensation measures • Assistance of PAP & vulnerable persons 	<ul style="list-style-type: none"> • Meetings • Workshops • Community/local radios • Traditional notifications drama groups, town criers • Separate meetings with community women in small groups facilitated by a woman 	<p>At the start of the project and throughout the implementation</p>	<ul style="list-style-type: none"> • Government technical departments • Telecommunication companies • Internet Service providers • Hotel and restoral operators • Hotel and restaurant operators • Governors • Local communities • Local communities • Vulnerable groups including women (sex workers, child vendors) • Village development committees • Governors • Community elders-chiefs and Alkalos • SEA/SH service providers 	<p>PIU</p>

<p>During Construction</p>	<ul style="list-style-type: none"> • ESMP requirements/risks /mitigation (including OHS) • GM Procedures including for SEA/SH reporting and record keeping • Codes of Conduct • Messages on accessing credit and sponsorship • Information on capacity building programs • Project land requirements • RAP development outcomes • Compensation and relocation 	<p>Public notices</p> <p>Electronic publications and press releases on the M/ Tourism and project websites</p> <p>Focus group meetings</p> <p>Traditional drama groups</p> <p>Town/village criers</p> <p>Announcement by the mosque</p> <p>Text messages and social media</p> <p>Social media e.g., WhatsApp, Facebook</p> <ul style="list-style-type: none"> • 	<p>During implementation of the developed safeguard instruments and also works</p>	<ul style="list-style-type: none"> • Ministry of Tourism • Project Implementation partners • World Heritage Management Committee (including NCAC and local communities who assist with managing it) • Governors in PIZ • Local Government Authorities • Contractors • Gambia Investment & Export Promotion Agency • Central Bank of The Gambia • NGOs and civil society organizations 	<p>PIU, Contractors, and Consultants</p>
<p>Decommissioning/Project completion</p>	<p>Findings of the evaluation of the environmental and social performance of the project</p> <p>Any outstanding complaints to be resolved</p>	<p>Focus group meetings</p> <p>-Official correspondence</p> <p>-Workshops</p> <p>- meeting with communities</p>	<p>At the end of project but before closure</p>	<p>Beneficiary communities</p> <p>Relevant government agencies at national and regional levels including</p> <p>Governors, Chiefs,</p> <p>Community leaders and village development committees' members</p> <p>Vulnerable groups</p> <p>Implementation partners</p> <p>NGOs and civil society organizations</p>	<p>Ministry of Tourism and Culture</p>

4.4 Proposed strategy to incorporate the view of vulnerable groups

The project will carry out targeted stakeholder engagement with vulnerable groups to understand their concerns and needs in terms of accessing information on the project, accessing credit and other support services in the Tourism Sector. These will include arranging special meetings with them at a more convenient place and time (not during mosque day, or during time women are at the market or busy with child rearing duties, accommodating methods and places to ensure elderly and persons with disabilities are included, safe/confidential spaces for women in the tourism sector, led by women, etc.). Similarly, women and girls, for instance, should be independently consulted in safe and enabling environments and grouped by age ranges with female facilitators leading the group discussions, especially in the case of sensitive topics such as SEA/SH risk and sex workers. It is also recommended to closely work with NGO specialized in working with vulnerable groups so that the right approach will be taken to incorporate their views and concerns. For the physically challenged persons with visual and hearing impairment, for example this may require providing transportation to the meeting venue and having the information translated into sign language.

4.5 Reporting back to stakeholders

The Ministry of Tourism and Culture through the PIU will document all program activities, and the consolidated reports will be made available to the stakeholders and the relevant authorities. As necessary during project implementation, the SEP will be periodically revised and updated to ensure that the information presented therein is consistent and is the most recent. The review will also assess whether the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to project related activities will be reflected in the SEP. Monthly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible PIU staff and referred to the PIU management of the project. A sample form for collecting feedback information from stakeholders is attached as **Annex 2**. The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

Information on public engagement activities undertaken by the Project during the year will be conveyed to the stakeholders in two possible ways:

- i) Publication of a standalone annual report on project's interaction with the stakeholders to be discussed in VDC meetings and workshops; and
- ii) Publication of the reports on the project website, social media, TV, newspapers, PIU office etc.

4.6 Communication plan

The proposed stakeholder engagement strategy presented above will help increase awareness raising among the stakeholders, particularly amongst the most vulnerable about the project and its activities and their roles in its implementation. To ensure an effective delivery system, the project will develop a communication plan that takes account of the stakeholders' needs and preferences in terms of information. The plan will identify, on an annual basis, the communication activities to be carried out and the resource requirements to implement these activities. The project will collaborate with NGOs and CSOs in targeting and conveying messages especially among the disadvantaged and vulnerable groups.

5 Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The future environmental, social, and GBV specialists to be recruited by the PIU will be in charge of stakeholder engagement activities and the team will oversee the consultation/communication activities of the SEP to be carried out by a communication specialist.

5.2. Management functions and responsibilities for managing the Stakeholder Engagement Plan

Overall responsibility for the project will lie with the Ministry of Tourism and Culture, which will host the Project Implementation Unit that will be responsible for the day-to-day management and coordination of project activities. The Ministry and the PIU for this project (The PIU will be in place before Project Effective Date) has no experience with the implementation of World Bank funded projects and lacks experience with environmental and social risk management requirements under the World Bank's Environmental and Social Framework. As the PIU is being established anew, environmental, social and GBV specialists and the OHS and stakeholder engagement/communications consultants will be recruited and in place within three months of Project Effective Date. Once the project becomes effective capacity building of the PIU will be required to improve the PIU's ability to manage the environmental and social risks (including SEA/SH risks) of the project. Currently, this project is being prepared under the Ministry of Finance which has hired an environmental and social consultant to provide interim support to the Ministry and to this project during the project preparation phase.

- **The PIU** will oversee the day-to-day management of the project. This includes: coordinating and overseeing implementation of this SEP and communication activities
- **The environmental and social team of the PIU**, when recruited, will be directly responsible for coordinating the implementation of the stakeholder engagement activities, in consultation with other members of the PIU.
- **The communications consultant** will help develop the communication plan and support its implementation
- **The Social Specialist** will be responsible for the coordinating the implementation of the GM
- The **GBV Specialist** will be responsible for overseeing the implementation of activities relating to SEA/SH Prevention and Response Action Plan
- **NGOs specializing in conservation (including ecosystem and wildlife) and public awareness** will be engaged to work with the communities
- **Engaging NGOs specializing in different categories of vulnerable groups** (i.e., persons with disabilities, sexual and gender minorities, women's support services (economic development, health, etc.) to work with the PIU to ensure their active involvement in the project
- Public health and policing will be engaged to discuss public health issues related to sex tourism and how to assist workers; policing will be engaged to discuss community health and safety
- The media (both print and electronic as well as private or public) in close collaboration with the communication consultant and Monitoring and Evaluation Specialist will carry information about the project to the wider public

- National Center for Arts and Culture (NCAC) and local communities/NGOs who manage the World Heritage Site and the local communities (Juffureh and Albreda and local NGO (CBO-JAYS (and Juffureh Albreda Youth Society) will be engaged to discuss activities related to Kunta Kinteh site to ensure that activities respect the World Heritage Management Plan and the to provide technical guidance and assistance to the project

The stakeholder engagement activities will be documented through:

- Monthly/quarterly reports
- Ministry of Tourism website, (social media challenges including Facebook page, YouTube, Instagram and other sites, see section 4.3), radio (both national and local) and television
- Letters and press releases

The Stakeholder engagement plan will be incorporated in the Project Implementation Manual and the Annual Work Plan and Budget.

6 GRIEVANCE MECHANISM (GM)

The Grievance Mechanism (GM) is designed with the objective of resolving disputes at the earliest possible time before they escalate, to respond to misconduct or abuse committed by project associated staff and personnel, and for stakeholders to be able to engage the project and ask questions and raise concerns without fear of reprisals. Project-affected persons should be heard and be able to voice concerns, and as such, they must have access to fair, transparent, and accessible means to address their concerns and views related to the project.

The GM developed for this project aims to be effective and responsive to address project complaints and concerns at project-level so that grievances are not referred to the court system for resolution, which is often not timely, financially feasible or accessible to all. A functioning, inclusive and accessible grievance mechanism is essential for social sustainability of the project.

The present GM responds to concerns and grievances of PAPs related to the environmental and social performance of the project. However, the grievance mechanism for project workers will be provided separately under the Labor Management Procedures prepared for this project. The grievance mechanism provided below will set out specific procedures to manage SEA/ SH complaints ethically and confidentially accompanied by an appropriate response protocol allowing access to GBV services (at minimum medical, psychosocial, and legal) through referrals.

The Project will make available grievance forms in every affected village (Alkalo or VDC) as an accessible venue for filing a grievance and will discuss with the VDC and Alkalo requirements to consider social distancing measures. In the TDA, forms will be made available at the different local offices of the GTB as well as the project offices. In addition, the project may consider the WhatsApp platforms for easier access to lodge complaints. A literate member of the VDC or the community will help in completing the forms. Codes of conduct will be developed and signed by these people to ensure that they will respect the confidentiality of the complaints

6.1 Principles of GM

The GM will adopt the following six core principles to enhance its effectiveness:

- a. **Fairness:** Grievances will be treated confidentially, assessed impartially, and handled transparently.
- b. **Objectivity and independence:** The GM will operate independently of all interested parties in order to guarantee fair, objective, and impartial treatment to each case. Officers working under the GM will have adequate means and powers to investigate grievances (e.g., interview witnesses, access records).
- c. **Simplicity and accessibility:** Procedures to file grievances and seek action will be made simple enough that project beneficiaries can easily understand them. Project beneficiaries will have a range of contact options/reporting channels including, at a minimum, a telephone number, an email address, and a postal address. The design of the GM will be such that it is accessible to all stakeholders, irrespective of where they live, the language they speak. The GM will not have complex processes that create confusion or anxiety (such as only accepting grievances on official-looking standard forms or through grievance boxes in government offices). Safety and accessibility of contact options/reporting channels will be confirmed during community consultations including with women in separate groups animated by a woman.
- d. **Responsiveness and efficiency:** The GM will be designed to be responsive to the needs of all complainants. Accordingly, all officers handling grievances will be trained to take effective action upon, and respond quickly to, grievances and suggestions. Officers in charge of SEA/SH

complaints will receive additional training on confidential handling of sensitive information and survivor-centered approach.

- e. **Speed and proportionality:** All grievances, simple or complex, will be addressed and resolved as quickly as possible. The action taken on the grievance or suggestion is expected to be swift, decisive, and constructive.
- f. **Participatory and socially inclusive:** All project-affected persons – community members, members of vulnerable groups, project implementers, civil society, and the media - are encouraged to bring grievances and comments to the attention of project authorities. Special attention is given to ensure that poor and disadvantaged groups, including those with special needs, can access the GM.

The key objectives of the GM are:

- Record, categorize and prioritize the grievances according to severity and immediacy of the issue, and provide timely, fair, accountable resolution to grievances at the project level
- Ensure multiple and accessible channels for all stakeholders, especially those who are vulnerable or disadvantaged
- Settle the grievances via consultation with all stakeholders (and inform stakeholders of the solutions, obtain their views on the outcome, and ensure they understand possible next steps to escalate if they are not satisfied with the outcome)
- Prevent the risks and mitigate the impacts of SEA/SH by facilitating access to GBV service, raising awareness on SEA/SH amongst workers and community and enforce sanctions against perpetrators in line with the code of conduct of the project
- Forward any unresolved cases to the relevant authority
- Regularly analyze grievances to assess if there are systemic issues in the project that should be addressed to mitigate the same types of issues being reported

The GM operates within the existing legal, cultural and community context of The Gambia. It will also take into consideration World Bank procedures and recommendations regarding complaint handling and monitoring and reporting on their resolution.

6.2 Structure of the GM

The GM shall consist of a three-tier system: (i) local/community level; (ii) project level grievance resolution; and (iii) national legal level. The general process is that a PAP should first raise a grievance at the local level. If it is not resolved at this level, it is referred to the Grievance Resolution Committee (GRC). If this proves unsuccessful in resolving the grievance, the complainant can proceed to the judicial/legal system.

6.2.1 Local Level Grievance Resolution

Local communities have existing traditional and cultural grievance resolution mechanisms. It is expected that some disputes at the community level may be resolved using these mechanisms, without the involvement of the Project, contractor(s), and or Government representatives at local and national level. The extended family, village and/or chiefs may be involved at this level. All non-sensitive and minor complaints at the local level grievance mechanism to be set up three months after Project Effective Date. More serious complaints including sensitive complaints (i.e., SEA/SH, violence against children, impropriety of project workers, corruption, incidents resulting in death) will be handled through a channel dedicated for such complaints. The Grievance Resolution Committee will manage other complaints, such

as breaches in community health and safety guidelines, resettlement issues, etc. In cases where the dispute relates to traditional and customary issues such as land ownership, inheritance, and land boundaries will be referred to the traditional dispute resolution mechanism comprising the Village head and community leaders. The specific composition and other details will be spelt out before project implementation. If the complaint cannot be resolved at this level, the PAP will be advised to proceed to the next level, the Project level-Grievance Resolution Committee. To facilitate the reporting on sensitive complaints, including those related to SEA/SH, distinct entry points/contact persons/reporting channels will be selected at local level and confirmed as safe and confidential during the consultations with women and girls (in small groups led by a woman). All SEA/SH survivors reporting abuse via those channels will be oriented to the GBV service provider and the GBV Specialist of the project will be informed immediately to manage the complaint.

6.2.2 Project-level Grievance Resolution Committee

The Grievance Resolution Committee will be responsible for receiving and resolving complaints in a fair, objective, accountable, effectively, timely and accountable manner in all phases of the project lifecycle. It will deal with all grievances that have not been resolved at the local level.

The broad responsibilities of the GRC include:

- Developing and publicizing the grievance management procedures
- Receiving, reviewing, investigating, and keeping track of grievances
- Adjudicating grievances
- Monitoring and evaluating the fulfillment of agreements achieved through the grievance mechanism.

The GRC will normally include a representative from each of the following agencies: (i) the Ministry of Tourism; (ii) The Project Coordinator, PIU or his representative; (iii) an NGO working in the sector; (iv) the Area Council; a representative of PAPs, Representative of the Ministry of Lands and Regional Government (if the grievance is related to lands/resettlement); and the social development specialist in the PIU serving as the secretary to the Committee, a representative of NCAC (if the grievance is related to the World Heritage Site), and a representative from the Ministry of Gender, Children and Social Welfare.

The GM will establish ethical, confidential, and survivor-centered procedures for managing sensitive complaints. All SEA/SH complaints will be provided with referral to GBV service providers (if not already offered at local level) and will be verified and addressed by a restrained group within the GRC led by GBV Specialist and consisting of persons with experience in working on GBV related issues.

6.2.3 National legal level: If the GRC does not provide a satisfactory resolution for the PAP, he or she will be advised to either appeal to the Permanent Secretary, Tourism and Culture for a review of the decision of the Committee or seek resolution of grievances through the judicial system as provided for in the Constitution 1997 and other relevant laws. The related legal costs will be borne by the complainant.

6.2.4 Grievance Mechanism Procedures for complaints unrelated to SEA/SH

The community will be informed and sensitized about the existence and use of the GM (through radio notices, community meetings, Imam and with some awareness trainings by the PIU prior to the starting of the resettlement process and of the various uptake options where complaints can be submitted. These uptake channels can include:

- Toll-free telephone hotline
- E-mail

- Letter to project focal points in the regions
- Complaint form to be lodged via any of the above channels
- Walk-ins may register a complaint on a grievance logbook at various easily accessible facilities.

The following procedures will be followed in treating complaints:

Step 1: Receipt and registration of complaints

The channels for receiving complaints will be diversified as indicated above. Oral complaints must be transcribed in writing before the rest of the process to ensure traceability (by the secretariat). Any complaint, whether verbal or written, is immediately recorded in a Grievance logbook for non-SEA/SH complaints is in **Annex 3**. The complainant shall receive an acknowledgment of receipt within 48 hours of filing his/her complaint.

Step 2: Investigation of complaints

A sorting is carried out by the complaint handling bodies to distinguish between sensitive (i.e., SEA/SH/VAC) and non-sensitive complaints, considering the precise criteria retained by the Project Implementation Manual. Non-sensitive complaints will be dealt with by the GRC. Sensitive complaints, after registration by the GM Operator (for SEA/SH/sensitive complaints), are immediately transmitted to the special committee set up to address SEA/SH (see section 6.2.5 below). The time required to analyze a non-sensitive complaint shall not exceed seven (7) days after receipt of the complaint.

Step 3: Investigation to verify the merits of the complaint

At this stage, the information and evidence will be gathered to determine the validity or otherwise of the grievance and to provide solutions to the grievance raised. Specific expertise may be requested by the GRC if such expertise is not available from within the GRC. The maximum period for this phase is ten (10) working days. If further investigation is required, the complainant should be informed accordingly specifying the deadline when a reply will be provided.

Step 4: Response proposals

Based on the findings of the investigations, a written reply will be sent to the complainant highlighting the validity or otherwise of the claim. If valid, the complaint will be informed in writing and/or in the preferred format or method indicated by the complainant (email, letter, SMS, phone) the conclusions of the investigations, the solutions adopted, the means of implementing corrective measures, the schedule implementation and budget. If the complainant was made anonymously, the project will post the resolution on the project website under a specific section reserved for grievance resolution notices, and on Facebook. During stakeholder meetings about the grievance process, stakeholders will be told where to find information related to anonymous complaints and will be encouraged to visit the project website and follow the project’s Facebook page for regular updates. The proposed response is made within five (5) working days after the investigations. Similarly, if the complaint is found to be unjustified, a written notification will be sent in the same format to the complainant.

Step 5: Review of responses in case of non-resolution at first instance.

In the event of dissatisfaction, the complainant may contest the measures adopted. The complainant could request a review of the resolutions of the Grievance Resolution Committee. The period allowed for this is a maximum of fifteen (15) working days from the date of receipt of the notification of the decision to contest the decision by the complainant. In such circumstances, the Committee has ten (10) working

days to review its decision and propose additional measures, if necessary, which the complainant should be notified in writing.

Step 6: Implement corrective measures

The implementation of the measures adopted by the grievance resolution committee cannot take place without the prior agreement of both parties, especially the complainant, to avoid all forms of dissatisfaction and abuse. The procedure for implementing the corrective action(s) start five (05) working days after the complainant acknowledges receipt of the letter notifying him of the solutions adopted and his agreement to the decision to the measures proposed.

Step 7: Judicial settlement

If all attempts at an amicable resolution are not acceptable to the complainant, the latter may resort to the judicial system. All measures must be taken to promote the amicable settlement of complaints (except for complaints relating to SEA/SH) through the mechanism set up for this purpose, but complainants are free to opt for a judicial procedure if they wish. Thus, complainants must be informed of their freedom to have recourse to the judicial system. Legal costs or costs related to legal recourse will be borne by the complainant.

Step 8: Completion or termination of the complaint

The procedure will be closed by the GRC if the mediation is satisfactory for the parties, in which case the complainant is required to confirm satisfaction of the resolution in writing. The file is closed after five (05) working days from the date of implementation of the corrective decision, which will then be documented.

Step 9: Reporting

All complaints received will be recorded in the grievance logbook (Annex 4) for non-SEA/SH complaints and once resolved the resolution should be recorded within ten (10) working days whether the complainant accepts the resolution or not. This operation will make it possible to document the entire complaint management process and to draw the necessary lessons through a simple and adapted database designed for this purpose. The database will also flag the most frequently submitted issues and the places from where the most complaints originate or recurring topics and propose corrective measures to the project if they frequently occur. This will also be reported to communities during stakeholder meetings to demonstrate that corrective actions were taken to address systemic or recurring problems. During the mid-term survey/consultations, the project will also ask stakeholder about the effectiveness, accessibility, reliability, and responsiveness of the GM and seek feedback on recommended changes if any. Such changes will be communicated to stakeholders using the various methods (i.e., social media, community consultations, website, etc.).

Step 10: Archiving

The project will establish a physical and electronic filing system for filing complaints. Archiving will take place within five (05) working days of the end of the reporting. All the supporting documents for the meetings that will have been necessary to reach the resolution will be recorded in the complaint file. The archiving system will provide access to information on: i) complaints received; ii) solutions found; and iii) unresolved complaints requiring further action. The Grievance Logbook is provided and will be transferred to an excel spreadsheet and will also be retained in physical hardcopy (**Annex 3**).

6.2.4 Sensitive Complaints (involving SEA/SH and VAC)

For complaints regarding SEA/SH and VAC, the procedure of receiving and treating the complaint will be different from the procedure for general complaints outlined above. At all times, the approach for such issues will follow a survivor-centered approach, will ensure confidentiality, and take action only with survivor's informed consent. The security of the involved parties will not be breached. A mechanism in the form of **SEA/SH Compliance Team** will be set up to manage cases of SEA/SH as well as issues related to violence against children (VAC). The membership of the SEA/SH Compliance Team will include:

- a. *A social or environmental safeguards officer (who will have capacity training by the GBV Specialist)*
- b. *The GBV Specialist*
- c. *The occupational health and safety manager from the contractor, or someone else tasked with the responsibility for addressing SEA/SH and VAC with the time and seniority to devote to the position, s/he will also be trained by the GBV Specialist;*
- d. *A representative from a local service provider with experience in GBV and VAC (the 'Service Provider').*
- e. *A representative from the MOTC, that will be trained by the GBV Specialist*

These members will be specially trained on the management and review of SEA/SH complaints, the importance of a survivor-centered approach, as well as guiding principles for survivor care and management of SEA/SH data and claims. If permitted by the survivor, a representative from a service provider should participate in the management committee to provide advocacy on behalf of the survivor and ensure that survivor care principles are respected throughout the process. Below are the procedures for managing the grievance mechanism for SEA/SH-related incidents.

6.3. Procedures for the Management of SEA/SH-Related Complaints

Step 1: Uptake

A complainant who wishes to lodge an SEA/SH-related grievance may use any trusted channel made available to her or him by the project to file a complaint with the project GM. The project should identify secure, confidential, and accessible entry points through which survivors will feel safe and comfortable making reports (e.g., an anonymous complaint box, grievance form, telephone, service provider, community-based structure, or focal point, etc.). Complainants may also use contractor grievance processes to file SEA/SH claims, but once filed with the contractor, the claims should be referred for verification to the SEA/SHGM operator for the project who will be specifically tasked to handle sensitive complaints such as SEA/SH.

A complaint intake form should be completed by the appropriate actor after having obtained the survivor's written consent to proceed with the grievance. If the complainant has not yet been referred for services, the intake actor should confirm whether the survivor wishes to receive support, and if so, obtain the survivor's consent to be referred for appropriate care and connect the survivor with locally available providers or arrange for remote support where needed. Medical, psychosocial, and legal aid services should at least be made available, other services as well if possible (for example, socio-economic, security and legal.).

Where community-based uptake points are utilized, these actors must be trained on how to receive and refer SEA/SH cases in accordance with survivor care principles, how to apply active listening techniques, and how to complete and store intake forms safely and confidentially⁸.

If the survivor chooses to be referred for services only and not to file a complaint, then the survivor's wishes must be respected; the service provider can then ask if the survivor consents to share basic case information in order to assist the project to track the cases that choose not to access the GM. The survivor always retains the right to be referred for services whether there is a link established between the project and the incident in question.

Any information collected about a survivor, or the alleged perpetrator must be recorded and maintained separately from other grievance documentation, in a secure and lockable space, with strictly limited access.

Step 2: Sort and process

Once the complaint has been formally received by the dedicated GM operator for processing sensitive complaints (position to be determined pending the PIU being set up), with informed survivor consent, the GM focal point (for the SEA/SH GM) should verify that the complainant has been offered the opportunity to receive services, and if not, ensure that the survivor is referred for necessary services upon obtaining the survivor's informed consent.

The complaint should then be triaged as a SEA/SH complaint and the coordinator for the verification structure notified that a SEA/SH complaint has been received and will need review. The GM focal point should also notify the appropriate PIU focal point (the GBV specialist), who in turn will inform the World Bank project lead, within a 24-hour period that a SEA/SH complaint has been received. The GM focal point need only share the nature of the case, the age and sex of the complainant (if known), whether there is a link with the project (if known), and whether the survivor has been referred for services. Absolutely no identifying information for the survivor or the alleged perpetrator may be shared with either the CPCU or World Bank focal points.

Step 3: Acknowledge receipt

The GM focal point should ensure that the complainant receives a document acknowledging formal receipt of the SEA/SH grievance within three days of the complaint being filed. Delivery of the acknowledgement to the complainant will depend upon how the complaint was initially received; if, ideally through a service provider, then all communication with the survivor can be done through the service provider.

Step 4: Verification process

The verification process for a SEA/SH grievance will be handled by the SEA/SH Compliance Team (**SSCTSSCT**) as described above. Once convened by the SSCT coordinator, the SSCTSEA/SH Compliance Team will review available information about the SEA/SH claim in question, the nature of the claim, and whether there is a link with the project. The SSCT will also make its recommendations to the alleged perpetrator's employer or manager as to appropriate disciplinary sanctions per the code of conduct, type of incident, and the appropriate labor laws and regulations. Potential disciplinary sanctions for alleged perpetrators can include, but are not limited to, informal or formal warnings, loss of salary, and

⁸ It is recommended that the intake forms etc. are stored in a lockable space with limited access by GBV service providers or the GSVCT level to reduce the risks of breach of confidentiality and security.

suspension or termination of employment. The SSCT must complete the verification process and render its decision within 10 days of receipt of the complaint.

It should be noted that the objective of the verification process is to examine only whether there is a link between the project and the reported SEA/SH incident and to assure accountability in recommending appropriate disciplinary measures. The verification process establishes neither the innocence nor the guilt of the alleged perpetrator as only the judicial system has that capacity and responsibility. In addition, all final decisions regarding disciplinary actions will rest solely with the employer or manager of the alleged perpetrator; the SSCT can make only its recommendations.

Step 5: Monitor and evaluate

Monitoring of the SEA/SH complaints will be important to ensure that all complainants are offered appropriate service referrals, that informed consent is obtained in all cases for both filing of grievances and service referrals, and that all grievances are handled safely and confidentially, and in a timely manner. Any information shared by the GM operator with the PIU or World Bank will be limited as noted above under Step 2. The project GM operator should establish information-sharing protocols with service providers in order to ensure safe and confidential sharing of case data as well as appropriate closures of SEA/SH cases.

Step 6: Feedback to involved parties

Once the verification process has been concluded, the result of the process shall be communicated first to the survivor within fourteen days, ideally through the service provider, to allow the survivor and relevant advocates the appropriate amount of time to ensure adequate safety planning as needed. Once the survivor has been informed, the alleged perpetrator can be informed of the result as well.

If either party disagrees with the result, s/he can appeal the SSCT decision via the GM appeals process and must file an appeal within fourteen days of receipt of the verification result. This appeal will be filed to the Permanent Secretary, who will set up a committee composing of Project Coordinator PIU.

6.4 Resources and Responsibilities for Implementing Stakeholder Engagement Activities

a. Management Functions and Responsibilities

During the implementation phase of the Project, the grievance mechanism shall carry out the following:

- Establishing a Grievance Resolution Committee (GRC) and MOTC will determine a sitting allowance for GRC members
- Establish multiple grievance uptake locations and multiple channels for receiving grievances (for example: MOTC PIU office, GTB Office, Village Development Committees (VDC) etc.
- Fixed service standards (transparency, fairness, accountability, timeliness) for grievance resolution and adjudication process
- A reliable and effective reporting and recording system (grievance register, complaints logbook – both hard copy and e-copy)
- A clear and transparent procedure for assessing and responding to the grievance
- Capacity building of both actors working in the GM and among contractors and community of how the GM works
- Develop an SEA/SH and VAC Prevention and Management Plan
- Hiring a dedicated GM operator for SEA/SH complaints
- Setting up the SEA/SH Compliance Team
- Undertake the mapping for services

7 MONITORING AND REPORTING

7.1 Monitoring of the implementation of the SEP

The Social and GBV Specialist in collaboration with the Environmental specialist, communication and M&E specialists will be responsible for monitoring the implementation of the SEP.

Several Key Performance Indicators (KPIs) will be monitored by the project on a regular basis, including the following parameters:

- Number of consultation meetings and other public discussions done in line with what is outlined in this SEP
- Number of community sensitization and training on GM handling activities
- Number of community sensitization and project worker meetings on Codes of Conduct and SEA/SH-GM processes
- Number of consultations with women (in small groups facilitated by a woman) about the safety and accessibility of GM and effectiveness of SEA/SH mitigation measures
- Number of press releases published which are often broadcasted in local, regional, and national and social media channels
- Number of training program on GM management for project affected stakeholders
- Number of grievances from staff and communities
- Number of grievances received from persons or vulnerable groups
- Number of grievances resolved within the prescribed timeline
- Percentage of complaints received regarding SEA/SH that had been referred to GBV services for medical, psychosocial and/or legal assistance.

The report of the monitoring will be in the activity report, to be prepared every six months, highlighting the mobilization actions put in place specifically, the problems encountered, and the solutions provided to resolve them. These reports will be shared with other stakeholders, including the World Bank.

7.2 Involvement of stakeholders in monitoring activities

Every two weeks, Community Liaison Officers of the project will collect forms filled out to submit them to the GRC. The E&S social team will also call VDC's and the Alkalo of affected communities every month and visit the GTB offices to check if any grievances or concerns which may have been brought to them, as well as speak with a member of the women and elder councils. Regular consultations will be held with women and girls in order to establish and then to help monitor the effectiveness of the GM procedures, including those specifically designed to address SEA/SH risks, and whether the GM is in fact accessible, safe, and adequate to address the needs and risks of these stakeholders. These consultations should not seek out or discuss personal experiences of violence or abuse of individual survivors but ask for overall feedback from women and girls.

8. BUDGET

To ensure full implementation of the activities envisaged in this plan, the budget below has been prepared with indicative cost of the activities which comes to about USD 90,000.00 (Ninety Thousand Dalasi).

Table7: Budget for the implementation of the SEP

Activity	Responsibility	Date of commencement	Cost in Dalasi	Cost in USD
Information Dissemination of the SEP	PIU	After approval of IDA	150,000	3,000
Establishment of a platform (interactive Facebook & Twitter)			2,000,000	40,000
Website	PIU		600,000	12,000
Radio programs			900,000	18,000
TV programs	PIU		1,500,000	30,000
Stakeholder Engagement/Communications	PIU	After approval of IDA	500,000	10,000

Preparation and production of publicity materials	PIU with support of the Communication Consultant	Throughout project implementation	250,000	5,000
Management of complaints not related to SEA/SH and VAC - Sensitization and training of management committees and office supplies	PIU	Before the start of works	250,000	5,000
SEA/SH Prevention and Response Action Plan - Training and awareness; Case management and support for psycho-social victims	PIU with support from GBV Specialist		300,000	6,000
M & E	PIU	Regularly based on the overall project reporting plan	Included in project budget	-
External evaluation of the SEP	Consultant	Mid-term and final	300,000	6,000
Total			6,883,000	135,000

Exchange rate: 1USD= GMD 50.00

Annex 1: Sample Form for recording consultations with stakeholders

Date of Consultations		
Venue of the meeting		
Topic of consultations		
Stakeholders Present	Name and Function	Organization/Community
	1.	
	2.	
	3.	
	4.	
	5.	
	6.	
	7.	
	8.	
	9.	
10.		
Discussion points	<ul style="list-style-type: none"> • • • 	
Recommendations		

Annex 2: Sample of a Feedback form

Address of the CPCU	Date of Consultation	Venue of Consultation
Name and Status of Stakeholder	Address: Telephone:	Email:
Issues Raised	Summary of the results of the consultations	
Have we left out any point or issue of concern or discussion which was raised earlier?		
Have we left out any important information?		
Is there another important stakeholder that should be consulted?		
What interests you most in the project?		
What information would you like the project to share with you? Through which channels? Do you have limitations in accessing information such as lack of access to mobile phones (including access to SMS, calling), lack of access to the internet and computers, require assistance to read/write, mobility issues (i.e lack of access to transportation), disabilities, other? Do you use social media such as Facebook, other?		

What are your suggestions and recommendations to improve this project? What concerns you about this project?

Annex 3: Grievance Logbook for non-sensitive complaints (separate logbook and intake form for SEA/SH related complaints will be developed before start of project activities)

Case number	Date Claim Received	Name of Person Receiving Complaint	Where/how the complaint was received	Name & contact details of complainant (if known)	Content of the claim (include all grievances, suggestions, inquiries)	Was Receipt of Complaint Acknowledged to the Complainant? (Y/N – if yes, include date, method of communication and by whom)	Expected Decision Date	Decision Outcome (Include names of participants and date of decision)	Was Decision communicated to complainant? Y/N If yes, state when and via what method of communication	Was the complainant satisfied with the decision? Y/N If no, explain why and if known, will pursue appeals procedure	Any follow up action?
01											
02											
03											
04											
05											
06											

Annex 4: Record of consultations with key project stakeholders

Stakeholders	Views of stakeholders consulted	Major risks identified by stakeholders	Suggestions/Recommendations
<p>21/02/2022 to (Minister of tourism and culture) 12:00 - 13:30</p>	<p>The Minister in person and his team welcomed the Project, which he believes will certainly address the many challenges facing the tourism sector, which has been weakened by COVID-19.</p> <p>They insisted on the need to be part of an inclusive dynamics by consulting all stakeholders in the tourism sector and related sectors such as environment, gender, trade etc.</p>	<ul style="list-style-type: none"> -Congestion of some businesses located along the estuary during works related to the protection of erosion zones. -Coastal erosion and impact on commercial and tourist activities -Risks of tensions between actors involved in the tourism sector and whose interests are often divergent -Risks of collecting erroneous data due to political conflicts and positioning of certain actors 	<ul style="list-style-type: none"> -As part of the project, rehabilitate and/or build some infrastructures -Always refer to the Ministry of Tourism (the leading institution) for a better connectedness with all stakeholders - Focus on the sites most affected by erosions - Integrate the socio-economic support of tourism actors, especially the most vulnerable, such as young men and women sex workers
<p>The 22/02/2022 at Gambian Tourism Board (GTB) 13h-14h</p>	<ul style="list-style-type: none"> -As key players in the tourism sector, we welcome the Project which can solve problems that the sector has been facing for a long time. -It is important to establish from the beginning a sincere and constant dialogue with the various stakeholders because there are latent conflicts between them especially those who are at the level of tourist areas. - Low level of integration of communities - Lack of study and therefore reliable data on the tourism sector and low level of information literacy 	<ul style="list-style-type: none"> - Weak communication and synergy between tourism stakeholders - Existence of a multitude of tourist sites affected by environmental problems related to both climate change (coastal erosion) and anthropogenic pressure (fish remains dumped on the beach, pollution) - Risks of land conflicts due to problems of spatial governance and land speculation 	<ul style="list-style-type: none"> -Carry out a major diagnostic study of the sector in a holistic perspective with a view to drawing up a tourism development plan - Promote ecotourism and integrated tourism - Review the key to the distribution of resources from the sector between the different actors - Strengthen the capacities of actors - Decentralize the management policy of the sector by setting up regional offices that are closer to the communities and that will work closely with them.
<p>23/02/2022 Meeting at the Abuko Reserve 11h30 - 12H30</p>	<ul style="list-style-type: none"> -We are very happy to be identified as stakeholders in the project. - It is a project that can help preserve the existing biodiversity in the reserve (more than 600 species) 	<ul style="list-style-type: none"> -Impacts of runoff on both fauna and flora resources. - Disturbance of animals by sports activities (a football field located in the site) 	<ul style="list-style-type: none"> - Design a communication plan with the populations to raise their awareness on the importance of protecting the reserve - Support the reserve in improving access to water

		<ul style="list-style-type: none"> - A loss in intensity of the reserve's activities due to lack of financial resources - Anthropogenic pressures (deadwood loggers) - Failure to meet the water needs of the Reserve and exposure of animals 	
<p>23/02/2022 Consultation with the Manager of PARC DE BIJILO 14h10 - 15h</p>	<ul style="list-style-type: none"> - It is important to send us correspondence through the hierarchical channel to so we can better provide the information you need -We are very interested in the Project which can accompany us on many levels - Our PARC is one of the few in Africa that is home to all categories of monkeys; so it interests tourists and must therefore be taken into account in the project 	<ul style="list-style-type: none"> -Low protection of the PARC - Threat to biodiversity -Lack of water infrastructure and poor access to water - Exposure of monkeys to capture and accidents 	<ul style="list-style-type: none"> -Support us in the development of access roads to improve pedestrian trails in the Park -Construction of water supply infrastructures to address the Park's water needs - Support for a sound inventory of the Park's species - Support for the introduction of new species into the park (antelopes) - Installation of signage and orientation maps in the Park - Development of infrastructure in the Park (restaurants, toilets, training rooms) - Accompaniment in garbage cans to facilitate the recycling of solid waste in the park
<p>23/02/2022: Meeting with the manager of the Gambia River Park From 14h 30h09 to 15h27</p>	<ul style="list-style-type: none"> -We are happy with the project because we are dragging here problems that Covid 19 has brought. - The project can allow us to better organize ourselves with the actors (State and communities) to better preserve the Park; - We are convinced that this is the best place you can be in The Gambia and therefore any tourism development project must integrate it 	<ul style="list-style-type: none"> - Exposure of chimpanzees to contamination by visitors (70 chimpanzees were seriously ill and there was reason to believe that it was related to Covid 19) - The site is also exposed to large boats - There are protocols that we share with tourists (the safety distance of 50 meters for example) but some do not respect them - People's fear of going to the island due to lack of communication means - Overexploitation of fisheries resources 	<ul style="list-style-type: none"> - The project should help us to organize awareness-raising with communities and other tourism stakeholders who can serve as relays in terms of information and awareness of tourists who visit the site - We need the project to accompany us in the reinforcement of our equipment in particular through the provision of more modern boats - Support in securing the island.
<p>24/02/2022 Visit to the</p>	<ul style="list-style-type: none"> - The project is for us a good thing for tourism 	<ul style="list-style-type: none"> -Risk of collapse of buildings 	<ul style="list-style-type: none"> - Rehabilitate the buildings and the wall of the museum

<p>Museum of slavery From 11am to 12.25pm</p>	<ul style="list-style-type: none"> - We have here all our infrastructures in an advanced state of deterioration (the wall, the shed, the exhibition rooms, the roofs etc.) and we hope that the project can help to rehabilitate them. 	<ul style="list-style-type: none"> -Risk of damage to documents and objects due to the poor condition of the roofs 	<p>and provide social amenities (toilet, kitchen, meeting and training room, offices etc.)</p> <ul style="list-style-type: none"> - Strengthen the technical capacity of the agents working in the museum
<p>24/02/2022 Visit to the Juffureh Rest House From 12:30 to 13:10</p>	<ul style="list-style-type: none"> -The Juffureh Rest house served as a place of accommodation for mainly Western tourists, it had later become a place for music learning. The site needs the to be rehabilitated and revitalized 	<ul style="list-style-type: none"> - Risk of building collapse 	<ul style="list-style-type: none"> -Support the rehabilitation of the site by positioning it as a local welcome center for tourists
<p>24/02/2022 Visit to the San Domingo Reserve From 13h20 to 14h</p>	<ul style="list-style-type: none"> - This site has a great historical significance and should be further valued to be more attractive to tourists because it served as a place of transit of slaves before the transport to the island. Also, it houses a cemetery where are buried the first explorers arrived on the lands of the Gambia 	<ul style="list-style-type: none"> - Total collapse of buildings - Insecurity of the site due to lack of fence - Lack of equipment for site management 	<ul style="list-style-type: none"> - Build a connecting road from the reserve to the island (about 500 meters) - Provide reserve staff with equipment and cleaning materials
<p>23/02/2022 Visit to Kunta Kinteh Island From 1:30 pm to 3 pm</p>	<ul style="list-style-type: none"> - The project is right on time because the island is about to disappear completely. We hope that the project will provide an urgent and adapted response to stop the harmful progress of the sea towards the island. 	<ul style="list-style-type: none"> - Threat of disappearance of the island, which has already lost 5/6 of its area - Equipment stealing from the island - Collapse of buildings - Disappearance of plant species (3 large baobabs are already washed away) 	<ul style="list-style-type: none"> - Provide in the project an emergency intervention to stop erosion and save the island - Upstream of the island (embarkation area) help communities develop economic activities - Set up an organized tourist circuit from the ferry to the island through the various museums and reserves in the area - Provide staff with a boat and an emergency medical device to ensure evacuation in case of danger, accident, malaise etc.)

<p>25/02/2022</p> <p>Meeting with Minister of Environment, Climate change and Natural resources</p> <p>10:30 a.m. to 11:40 a.m.</p>	<ul style="list-style-type: none"> - The Ministry of the Environment is very interested in the project, one of the components of which concerns erosion zones. - Even other sites that are not affected by erosion, including reserved areas and parks, are often the scene of multiple environmental hazards and the project could be an opportunity to resolve these issues if not completely, at least sustainably. - Since there are a multitude of agencies and departments involved in the matter, it would be better to move towards a more technical meeting that will bring them all together. 	<ul style="list-style-type: none"> - Coastal erosion - Pollution in tourist areas (fish remains, poor solid waste management) - Problem of coordination of interventions between the different institutions and agencies concerned with tourism matters 	<ul style="list-style-type: none"> - Organize a meeting to be attended by all units and departments of the Ministry for in-depth discussions on certain issues
<p>25/02/2022</p> <p>Meeting with the Minister of Gender, Children and Social Welfare</p>	<ul style="list-style-type: none"> - The Ministry is committed to defending the rights of women, children, and all persons in vulnerable situations (the disabled, poor families, etc.). - We have been working to reorganize the Department since its creation and attach great importance to staff capacity building. In that regard we are delighted and hope that the project can accompany us to boost our funding for women's entrepreneurship 	<ul style="list-style-type: none"> - 	<ul style="list-style-type: none"> - Support the Ministry in staff building capacity - Supporting young girls and boys sex workers to find alternative activities so they can quit sex work

Meeting with Local/National Associations: Q/A

Date: Feb 25, 2022

Questions	Juice Presser	TOUR GUIDES (FREELANCE)	GROUND TOUR OPERATORS (CATEGORY B)
How many members does your association have? (male number) and (female number)?	<ul style="list-style-type: none"> • 285 • Female 5 • Male 280 	<ul style="list-style-type: none"> • 38 • Female 1 • Male 37 	<ul style="list-style-type: none"> • 15 • Female 2 • Male 13
What are the main activities of your association	<ul style="list-style-type: none"> • Processing and selling of natural juice 	<ul style="list-style-type: none"> • Guiding tourists and providing excursions • Putting information to the tourists about the historical facts and attractions 	<ul style="list-style-type: none"> • Excursion services • Provision of transportation services • Hotel arrangement • Equipment hiring (boats and cars)
What are the difficulties of your associations or members of the association in their activity	<ul style="list-style-type: none"> • No renovation of shops, stalls, cantons after tourism session • No physical market to sell our produce • No electricity • No running waters • No toilet and sanitary facilities 	<ul style="list-style-type: none"> • Financial constrains • INTERFEARANCE from other unregistered players (bumpsters, drivers) • Loss of income due to covid 19 • Demolition and relocation of office • Difficulties in ferry crossing points 	<ul style="list-style-type: none"> • High rental fees • High taxation • Interferences from unregistered businesses
What are your main expectations of the tourism project	<ul style="list-style-type: none"> • Provision of kiosks, tables, and stalls • Storage facilities • Clean running Water • Toilet facilities 	<ul style="list-style-type: none"> • new sites to visit • preservation of the historical, cultural, and natural sites • access to financial supports 	<ul style="list-style-type: none"> • Financial support • more standard to improve of service • reduction of high rate • improvement on website • to take part in international trade fares

What is your capacity building needs to improve your business	<ul style="list-style-type: none"> • website to advertise our products • skill training to improve our processing 	<ul style="list-style-type: none"> • need trading • to get more information about update of new model tourism 	<ul style="list-style-type: none"> • training of staff • capacity to carter more tourists
What could be the risks of this project for the tourism sector or for local communities	<ul style="list-style-type: none"> • tourism paying a full package to hotel 	<ul style="list-style-type: none"> • No risk 	<ul style="list-style-type: none"> • More unfair competition • Conflicts of interest among similar associations
What are your main recommendations for a good implementation of the project	<ul style="list-style-type: none"> • All year-round tourism • Finance 	<ul style="list-style-type: none"> • Financial support due to covid 19 • Training of personals • All year-round tourism 	<ul style="list-style-type: none"> • Digital advertisement To be able to give more quality service Access to financial supports

Meeting with Associations: Q/A

Date: Feb 23 2022

Questions	BIRD WATCHERS	TOURISM AND TRAVEL Category A	TOURIST TAXI DRIVERS
How many members does your association have? (male number) and (female number)?	<ul style="list-style-type: none"> • 68 • FEMALE 5 • MALE 63 	<ul style="list-style-type: none"> • 14 	<ul style="list-style-type: none"> • 2000 • No female
What are the main activities of your association	<ul style="list-style-type: none"> • Tourist guide • Conservation • Promotion of bird watching through social media • Organizing field trip for school children • Participation in international trade fares 	<ul style="list-style-type: none"> • Ground operation • Tour operation • Hotel and lodges • Equipment hiring • Boat and laundry services • Restaurant and beach bars services 	<ul style="list-style-type: none"> • Transportation • Dispatching • Tour guiding

<p>What are the difficulties of your associations or members of the association in their activity</p>	<ul style="list-style-type: none"> • Lack of financial support from the government • Shortage of area for bird watching activities due to deforestation • Settlements and unregulated bird hunting- constrain with bureaucracy to promote and extend activities • Lack of marketing internationally 	<ul style="list-style-type: none"> • . finical constrains • high interest rates on loans/from local banks • lack of support from the government • constrains in marketing of the service internationally 	<ul style="list-style-type: none"> • Private drivers' interference • Challenges in the ferry crossing • All-inclusive package from hotel owners
<p>What are your main expectations of the tourism project</p>	<ul style="list-style-type: none"> • Accessibility to international market • . provision of financial support (adequate) • Allocations of more sites to visit • Training of staff 	<ul style="list-style-type: none"> • Revamp tourist attraction areas • All inclusion in project implantations • rehabilitation in jetty services in the river Gambian with limited check points 	<ul style="list-style-type: none"> • Access to financial assistance
<p>What is your capacity building needs to improve your business</p>	<ul style="list-style-type: none"> • Website availability to international • Trading of staff in basic computer skills/communication • Provision of exchange visits 	<ul style="list-style-type: none"> • Trading staff • Exchange of study tours 	<ul style="list-style-type: none"> • Training on the use of gaps and maps • Introduction of GPS and maps to identity locations
<p>What could be the risks of this project for the tourism sector or for local communities</p>	<ul style="list-style-type: none"> • It will affect land ownership at community level • Local people will lose their income upon the implantations of the project • It will also affect both sport tourism and community tourism 	<ul style="list-style-type: none"> • loss of lands • Risk of small business collapsing 	<p>No risk</p>

What are your main recommendations for a good implementation of the project	<ul style="list-style-type: none"> • Provision of equipment • Adequate financial assistance • Upgrading the administrative building • Material resource and capacity building • Maintenance of the only bridge available 	<ul style="list-style-type: none"> • Access to adequate financial resources • All year-round tourism • Exchange of study trips for innovation 	<ul style="list-style-type: none"> • All year-round tourism seasons • Elimination of all-inclusive package by hotels • Provision of loan from government
--	---	--	---

Meeting with associations: Q/A

Date: Feb 23 2022 and Feb 24 2022

Questions	CRAFT MARKET	HAIR DRESSER	FRUTIS SELLER
How many members does your association have? (male number) and (female number)?	<ul style="list-style-type: none"> • 782 	<ul style="list-style-type: none"> • 75 	<ul style="list-style-type: none"> • 250
What are the main activities of your association	<ul style="list-style-type: none"> • Creation of craft • Design • Weaving • Vending • Sand and oil painting • Batik • Tie and die • Gold and silver smith service • Cobblers • Tailoring • Provision of musical instruments 	<ul style="list-style-type: none"> • Hair dressing only 	<ul style="list-style-type: none"> • Fruit selling only

Questions	CRAFT MARKET	HAIR DRESSER	FRUTIS SELLER
What are the difficulties of your associations or members of the association in their activity	<ul style="list-style-type: none"> • Lack of financial support • No control polices in place to protect their products • In adequate raw materials • Access to hotel to sell products • Low or no income earning during the off season • Unnecessary completion between members 	<ul style="list-style-type: none"> • lack of accessibility into the hotels to look for clients • low income during off season • no standardized and organized saloons and equipment • all inclusion package from hotel 	<ul style="list-style-type: none"> • Al inclusive package hinders our business • The impact of covid 19 • Sanitary facilities are delipidated with acute water shortages • Poor housing • No Storage facilities • Petty trades interference • Relocation of our business far from the tourist area
What are your main expectations of the tourism project	<ul style="list-style-type: none"> • huge finical support • accessibility to international market • building state of the art center to promote craft • invention of property right 	<ul style="list-style-type: none"> • Provision of financial support • Provision of standard saloons and equipment 	<ul style="list-style-type: none"> • Finical support to revamp our business • Renovation and maintenance of infrastructure • Abolition of all-inclusive package • Disallowing petty traders on the beaches, since they are not registered, and they do not pay any tax • Competition of contact numbers consisting of fruit seller to always supply or distribute fruits upon request
What is your capacity building needs to improve your business	<ul style="list-style-type: none"> • Capacity training on the use of modern machinery • Provision of modern equipment to boost productivity and safe time • Development of website for marketing and promotion 	<ul style="list-style-type: none"> • A vibrant website to promote and advertise products and service • Financial supports 	<ul style="list-style-type: none"> • Provision of a web site advertise and promote our products and service
What could be the risks of this project for the tourism sector or for local communities	<ul style="list-style-type: none"> • Relocation and no proper compensation to businesses 	<ul style="list-style-type: none"> • Local hairdressers will be affected upon implementations of project • Relocation of businesses 	<ul style="list-style-type: none"> • petty traders were to be banned on beaches, they will lose their income

Questions	CRAFT MARKET	HAIR DRESSER	FRUTIS SELLER
	<ul style="list-style-type: none"> • Introduction of foreign products to compete with local products 		<ul style="list-style-type: none"> • implementation of the project will kill small or local business
What are your main recommendations for a good implementation of the project	<ul style="list-style-type: none"> • Introduction of modern machinery • Advertisement and marketing of product • Development of a skill centers 	<ul style="list-style-type: none"> • The need for the tourist season to be all year round • Financial assistance • Our products and service need advertisement at the airport during the arrivals or representatives to be part of the arrivals to sell our products • Strict actions to be taken by the government to engage Gambian tourist board to listen to our plights 	<ul style="list-style-type: none"> • Tourist season to be all year round • Strong and viable financial supports to recover from covid 19 • The attitude of the Gambia tourism board needs to be always addressed to come to our aid and address our concerns • We should be always represented upon arrivals to sell or products and services at airport

Meeting with associations: Q/A

Date: Feb 24 2022

Questions	DIFFERENT SECURITY UNITS TASK FORCE	The slave museums	Rest House Juffureh
How many members does your association have? (male number) and (female number)?	<ul style="list-style-type: none"> • 6 UNITS 	<ul style="list-style-type: none"> • 2 (both) men 	None
What are the main activities of your association	<ul style="list-style-type: none"> • Provision of security to the tourists and enforce law and order • Surveillance and intelligent 	<ul style="list-style-type: none"> • We attend tourism • Lecture tourist about the history of the museums • protected the marital and tools in the museums • Security the museums site 	<ul style="list-style-type: none"> • Note This was a places use for music school now change to a gust it is own by the local communities but given out to an individual

Questions	DIFFERENT SECURITY UNITS TASK FORCE	The slave museums	Rest House Juffureh
<p>What are the difficulties of your associations or members of the association in their activity</p>	<ul style="list-style-type: none"> • Logistical problems (vehicles) • Lack of communication equipment • Lack of right laws in place to help execute our duties • Lack enough personnel or understaff to take the rising of crimes • The intervention of female lawyers' associations also hinders our function 	<p>No work schedule</p> <ul style="list-style-type: none"> • No payment of overtime hours • No Chain of commutation with the anatomy • No trading of staff 	
<p>What are your main expectations of the tourism project</p>	<ul style="list-style-type: none"> • Registration of sex workers • Creation of skill centers • Provide employment facilities • Creation Rehabilitation and counselling centers • More rigid laws to empower and guide us 		
<p>What are your capacity building needs to improve your business</p>	<ul style="list-style-type: none"> • More training of staff • Provision of vehicles • New and modern communication equipment's • To boost youth employment opportunities • More human resources to counter the growing crime rates 		

Questions	DIFFERENT SECURITY UNITS TASK FORCE	The slave museums	Rest House Juffureh
What could be the risks of this project for the tourism sector or for local communities	<ul style="list-style-type: none"> • Unemployed youths turning to become bandits • Increase prostitution • Excessive security lapses and loopholes 		
What are your main recommendations for a good implementation of the project	<ul style="list-style-type: none"> • Rigid laws to be put in place • Provision of employment for youths • Providing and creating rehabs and counselling centers for youths into drugs 		
Questions	San doningo (substation of the Island)	Albreda (the France house)	James Island (kunta kinteh Island)
How many members does your association have? (Male number) and (female number)?			2
What are the main activities of your association	<ul style="list-style-type: none"> • Use as a business central for the colonial master • There was well used to get flash water • The white people use the place for guarding • There is a graveyard where the first white That death was buried 	<ul style="list-style-type: none"> • This house was built by France master, and it was use as a warehouse slave • We note a problem of erosion seriously effecting the building • A need for renovation of the building as well • Note the France house is now rested out to an individual that is running a gust house and restaurant, but we didn't have opportunity to visit inside. 	<ul style="list-style-type: none"> • Escort tourism round the island • Lecture tourism about the history of the island • Protected the marital and tools in the island • Security the island site

Questions	DIFFERENT SECURITY UNITS TASK FORCE	The slave museums	Rest House Juffureh
<p>What are the difficulties of your associations or members of the association in their activity</p>	<ul style="list-style-type: none"> • There is no Security to protect the place • No fence to protect the area 		<ul style="list-style-type: none"> • Safety rescue boat • Erosion (because every year 90cm of the island is effect by erosion on both sites) • Security of place and tools • No toilet • Baobab trees are affected with disease so it death (this year along around three death)
<p>What are your main expectations of the tourism project</p>	<ul style="list-style-type: none"> • To improve some of the structures in the place • To have pathologists study burial sites 		<ul style="list-style-type: none"> • Renovation the structure in the island • More Security of the island • More tourism visits the island
<p>What are your capacity building needs to improve your business</p>	<ul style="list-style-type: none"> • Capacity building trading of staff • More communication trading skills • Project to develop the structure 		<ul style="list-style-type: none"> • Trading of staff • More communication trading skills
<p>What could be the risks of this project for the tourism sector or for local communities</p>	<ul style="list-style-type: none"> • Relocation of the site • Sex tourism and sexual harassment 		<ul style="list-style-type: none"> • Modernizing the island to some different from it original looks • Sex tourism and sexual harassment

Questions	DIFFERENT SECURITY UNITS TASK FORCE	The slave museums	Rest House Juffureh
What are your main recommendations for a good implementation of the project	<ul style="list-style-type: none"> To get asset road connecting this site of Juffurech direct to the island there is a map, but the road is yet to be establish More fun put in for the development of the site like a Banta ban for tourism to rest 		<ul style="list-style-type: none"> Build a toilet within the island Build a reentrance within the island Experts to study the environmental effect that happen n the island

Questions	Fort bullen	BEACH BAR	RESTAURANNT BEACH BAR
How many members does your association have? (male number) and (female number)?	<ul style="list-style-type: none"> Male 1 Female 1 	<ul style="list-style-type: none"> 19 men 3 women 	<ul style="list-style-type: none"> 32 registered 200 unregistered
What are the main activities of your association	<ul style="list-style-type: none"> Organize festive for the communities Escort tourism round the fort Lecture tourism about the history of the fort Protected the marital and tools in the fort Security the island fort 	<ul style="list-style-type: none"> Food and beverage Entertainment Hospitality 	<ul style="list-style-type: none"> Restaurant service Beverages Hiring equipment Catering services Event planning

<p>What are the difficulties of your associations or members of the association in their activity</p>	<ul style="list-style-type: none"> • Asset to fresh and clean water • Insect effort was part of the structure • Toilets need to be renovated • Erosion effects the fence of the fort 	<ul style="list-style-type: none"> • No access to funding to revive business • Expansion and allocation of space • Demolition and relocation with no compensation • No better roads to access • No income during covid 19 • Lack of proper water and sanitary facilities 	<ul style="list-style-type: none"> • High taxation • No financial support during covid 19 • Poor customer services • Poor human resource management • Bureaucracy and unfair trade
<p>What are your main expectations of the tourism project</p>	<ul style="list-style-type: none"> • Renovation the structure • More Security • More tourism visit the fort • Communities to benefit more 	<ul style="list-style-type: none"> • Create employment • Access to funding • Provision of security • Construction of new roads • Sensitization and awareness training • Provision of electricity 	<ul style="list-style-type: none"> • Financial assistance • Training of personnel • Job creation/ employment
<p>What is your capacity building needs to improve your business</p>	<ul style="list-style-type: none"> • Training of staff • More communication trading skills 	<ul style="list-style-type: none"> • Skill training to members • Capacity training on ethics and attitude management • Training on strategic management 	<ul style="list-style-type: none"> • Customer service training • Human resources management • Skill training
<p>What could be the risks of this project for the tourism sector or for local communities</p>	<ul style="list-style-type: none"> • Modernizing the fort to some different from its original looks • Sex tourism and sexual harassment 	<ul style="list-style-type: none"> • There is risk of government receiving the funds and mismanaging it or not implementing it properly due to corruption 	<ul style="list-style-type: none"> • There is risk of government receiving the funds and mismanaging it not implementation it properly due its corruption
<p>What are your main recommendations for a good implementation of the project</p>	<ul style="list-style-type: none"> • Try as Much as possible to mentee the original looks of the for 	<ul style="list-style-type: none"> • Local tourism to be all year round • To put better people in a right place to ensure the smooth implementation of the project • New rules and regulations to guide the private sector 	<ul style="list-style-type: none"> • Policies and strategies put in place to protect businesses • Youth empowerment through job opportunities to minimize crimes • Provision of adequate financial supports

		<ul style="list-style-type: none"> • Provision of life jackets and safety materials around the beach bars to save lives • Construction of stalls and kiosk and provision of uniforms • Provision of running water 	<ul style="list-style-type: none"> • Construction of foot paths along the TDA (tourist development area) • Guideline or rules put in place to ensure food safety a security
--	--	--	---

Questions	HORSE RIDERS ASSOCIATION	BUMSTERS ASSOCIATION	PARKS AND WILDLIFES AND DEPARTMENT OF FORESTRY
How many members does your association have? (male number) and (female number)?	<ul style="list-style-type: none"> • 100 Members all male 	<ul style="list-style-type: none"> • 100 Members • 3 females • 97 males 	<ul style="list-style-type: none"> • 200 staffs
What are the main activities of your association	<ul style="list-style-type: none"> • Horse riding • Training of kids on horse riding 	<ul style="list-style-type: none"> • Entertainment • Tourist guide 	<ul style="list-style-type: none"> • Bird watching activities • Preservation and protection
What are the difficulties of your associations or members of the association in their activity	<ul style="list-style-type: none"> • Access to running water is a challenge • We do not have shelter for our horses they are sleeping the open and that could have health hazard • Low income of the off season, warrant us to sleep on the beaches without proper accommodation because cannot afford rent 	<ul style="list-style-type: none"> • Lack of recommendation by the authorities • Harassment and bullying from law enforcement agents • Competition from other foreign nationals who seems to be more recognized and welcomed than local bumsters • No proper office allocated to us for operation • No access to financial supports 	<ul style="list-style-type: none"> • No publicity to international market • Human intrusion • Lack of support from the government • Population pressure e.g. settlement, dumping grounds • Lack of qualified vets • No pharmacy and lab centers • No proper roads and bird watching towers

	<ul style="list-style-type: none"> • We are still forced to pay licenses during low season and during the pandemic • We are registered with Gambia tourism board, but we are still harassed on the beach • Access to veterinary services for horses is a challenge 	<ul style="list-style-type: none"> • Lack of water and sanitary facilities • Stigmatization and victimization • COVID had devastating effect on income 	<ul style="list-style-type: none"> • Lack of equipment and machinery • Human intrusion e.g., poaching, collecting wild fruits
What are your main expectations of the tourism project	<ul style="list-style-type: none"> • Organizing horse riding competition • Help us with shelter for our horses and concentrated feeds • Provide us with running water and electricity with base 	<ul style="list-style-type: none"> • Access to financial supports • Creation of more job opportunities • Provision of laws or policies to protect and secure us 	<ul style="list-style-type: none"> • Vigorous awareness campaigns and publications • Training of staffs on hospitality and communication skills • Human resources and vehicle to boost capacity
What is your capacity building needs to improve your business	<ul style="list-style-type: none"> • Website exposure expected from the project • Facilitate our participation in the international trade fare 	<ul style="list-style-type: none"> • Mobility and transportation to facilitate on operations • Provision of skill trainings • Sensitization and awareness campaigns 	<ul style="list-style-type: none"> • Access to financial supports • Establishment of proper labs and medication centers • To receive more staff trainings • Allocation and provision of risk allowances
What could be the risks of this project for the tourism sector or for local communities	<ul style="list-style-type: none"> • If fund is available only to be embezzled by the authorities managing it 	<ul style="list-style-type: none"> • Poor and improper allocation of funds if available 	<ul style="list-style-type: none"> • Flooding, erosion, and environment damages • Multiplication of hippos will graze on rice fields • Transfer of diseases to humans from chimpanzees
What are your main recommendations for a good implementation of the project	<ul style="list-style-type: none"> • Helping us with the necessary horse material for e.g. bridle, shaddle steroid, hoof cutters, blankets and bushes • The horse dung is use as a good fertilizer for women 	<ul style="list-style-type: none"> • Establishment of a training schools to train tourists in traditional and cultural instruments • Rebranding our name from bumster to local tourist 	<ul style="list-style-type: none"> • Revival of wildlife act. • Introduction of new species • Provision of a veterinary lab • To conduct wildlife census • Address the issue of poaching, discouraging dumping, revving

	gardeners, we should be help to market	<p>guides and give license to operate.</p> <ul style="list-style-type: none"> • Allocation of funds to operation micro or small businesses to some of our members who are will to quite the industry 	<p>abuko nature reserve entrance fee</p> <ul style="list-style-type: none"> • Provision of veterinary equipment and medicines • Chimpanzees revival and rehabilitation park • Financial support to maintain security personnel on the ground
--	--	---	---

Meeting with associations: Q/A

Date:24 feb 2022

Questions	THE RIVER GAMBIA NATIONAL PARK	SAMBEL KUNDA WOMAN GROUP	THE GAMBIA CHAMBER OF COMMERCE AND INDUSTRY (GCCl), THE GAMBIA YOTH AND CHAMBER OF COMMERCE (GYCC), THE GAMBIA WOMEN CHAMERS OF COMMERCE (GWCC)
How many members does your association have? (Male number) and (female number)?	<ul style="list-style-type: none"> • Number of staffs: 15 • Female: 1 • Male:14 	IT'S A COMMUNITY	<ul style="list-style-type: none"> • GYCC: 700 • GWCC: 200 • GCCl:29
What are the main activities of your association	<ul style="list-style-type: none"> • They are care takers for the chimpanzees in the 3 islands • Protect the island from hunters • Protect the animals on the island predators • Provide tour guides to tourists that visits the island 	<ul style="list-style-type: none"> • they are mainly into rice and garden production • they also do field crop production • Some are into petit business • Some also do laundry and cooking in the river Gambia national park 	<ul style="list-style-type: none"> • Advocates activities for private sector • Helping in access to market e.g., organizing trade fairs • Trade facilitation by providing trade information internal and globally • Issuing of certificate of origin for exportation of goods • ECOWAS interstate transits • Business development services

	<ul style="list-style-type: none"> • Create employment for the nearby villages to work in the park • Feed the chimpanzees • Provide boat for boat trips around the three (3) islands for tourist 		
<p>What are the difficulties of your associations or members of the association in their activity</p>	<ul style="list-style-type: none"> • Limited number of engines for their boats • Limited resources to repair the boats • Fishermen from different communities come to fish in the river mostly at night when the patrols are not at work • Disturbs from boat machines driver animals away from the island • Accommodation rooms for guests need some renovation • Fishermen also get close to the island which can expose the chimpanzees to disease • Fishing methods use on the river by fishermen • Limited staffs 	<ul style="list-style-type: none"> • Shortage of water in the community • Lack of materials to easy their production in the garden and rice fields • Poor road facilities • No nearby health felicities • Lack of cold storage room • No electricity in the community 	<ul style="list-style-type: none"> • Getting loans from commercial banks by small business • Access to title deeds for land to start a business • Cash injected tourism • High taxation rates are also a bottle neck or improvements • All-inclusive package killing small business • Frequent electricity power cuts as business can't afford • Multiplicity of taxes • The need to modernize sea and internet communication to ease work and safe time • Infrastructure to transport by sea from the north to the south of the country due to poor ferry service
<p>What are your main expectations of the tourism project</p>	<ul style="list-style-type: none"> • Assist in protecting the island 24 hours • Support to purchase more qualities boats • Maintenance of the old boats • Assist in getting more engines for boats 	<ul style="list-style-type: none"> • Provision of a storage facility to keep their harvested stock • Provision of materials to easy their work and increase their production • They also need market to help them sell their produce 	<ul style="list-style-type: none"> • Creation of linkages between SMES • Organized high level forums for businesses • Adequate financial supports • Low taxation • Provision of labelling and packaging industries

	<ul style="list-style-type: none"> • Renovation of the accommodation centers 	<ul style="list-style-type: none"> • Construction of the road that heads to the highway • Construction of a health facilities 	
<p>What is your capacity building needs to improve your business</p>	<ul style="list-style-type: none"> • They need assistance to facilitate their guide school they are having 	<ul style="list-style-type: none"> • Conflict with community's member and with other communities • Deforestation • Increase in population • Difficulties with the park (the river Gambia national park) <ul style="list-style-type: none"> - The Park does not encourage the communities to work in the camp due to their lot of policies and deduction 	<ul style="list-style-type: none"> • Capacity for business support organizations • Involvement of tourist's products in trade fares • Startup act or laws • The advocating of under conferences on broad band internet connection which is very expensive
<p>What could be the risks of this project for the tourism sector or for local communities</p>	<ul style="list-style-type: none"> • Chimpanzees will be expose to humans which can also expose them to diseases • Some wild animals meant run away as the population of human will increase • Lost in the environment due to human activities 	<ul style="list-style-type: none"> • Increase in child abuse and labor • Lost in the production lands and rice fields 	<ul style="list-style-type: none"> • Loss of mangroves and environmental degradation • Land lost and reallocation of business
<p>What are your main recommendations for a good implementation of the project</p>	<ul style="list-style-type: none"> • Construction of roads from the highway to the park 	<ul style="list-style-type: none"> • The project should be given to the right people for implementation 	<ul style="list-style-type: none"> • Eradication of airport tax and high-ticket rates • 30 to 40 % periti representation in parliament to represent women

			<ul style="list-style-type: none"> • Policy alignment with other stakeholder for e.g., GCCI with department of tourism • Provision of labeling, testing facilities or lab centers • Entrepreneurs to form as cooperatives • All hotels to participate in trade fares
Questions	SEX WORKERS	SEXUAL AND GENDER MINORITIES	DEPARMENT OF LANDS
How many members does your association have? (male number) and (female number)?	<ul style="list-style-type: none"> • We met 6 - Because of family problem that's is why they are I the business - Parents do not know what they are doing - Came into this work because of loss of parents, needed to support their families. - Family is poor need to have end means - Husband left and they need to take care of the kids 	One person identified as a sexual minority. We were asked not to take any personal identification information.	
What are the main activities of your association	<ul style="list-style-type: none"> • Offering sex for pay 	<ul style="list-style-type: none"> • Offering sex for pay 	<ul style="list-style-type: none"> • Provision of lands • Identification and allocation of sites ideal for tourism development • Provision of land management plan

<p>What are the difficulties of your associations or members of the association in their activity</p>	<ul style="list-style-type: none"> • Men use them and are not willing to pay them • Men not respecting the agreed price so they pay them half of the money • Accused of stealing their items • They are usually harassed • Some of them are raped • No other job opportunities available to them (lack education, stigmatization) 	<ul style="list-style-type: none"> • Stigmatization and victimization of members • Lack of protection and security by the law • With covid-19 intervention, lack of tourist curtailed opportunity for sex work • Lack of other opportunities to get other employment 	<ul style="list-style-type: none"> • • There is no land use plan that defines various designate land uses or the land policy act Encroachment of people by building unnecessary structures on tourist development areas and real state agencies • There is no clear law that elaborate more on compensation and acquisition laws • Sanding mining and excavation
<p>What are your main expectations of the tourism project</p>	<ul style="list-style-type: none"> • The project to help them venture into business and get a better job • Scholarships to go back to school or attend skill training institutes to create job opportunities for them • They are expecting the project to help them with a rehabilitation and counselling center • Insurance to free health care 	<ul style="list-style-type: none"> • A well-defined law to empower and protect them to have a freedom of association, security and protection. • Importance of public education to erase stigma 	<ul style="list-style-type: none"> • Training of the technical team • No proper master plan map
<p>What is your capacity building needs to improve your business</p>	<ul style="list-style-type: none"> • Skilling training to create more job opportunities for them • Means in doing their activities properly 		<ul style="list-style-type: none"> • A better tourism development plan
<p>What could be the risks of this project for the tourism</p>	<ul style="list-style-type: none"> • There will be increase in sex tourism, including underage 		<ul style="list-style-type: none"> • Land management if not properly plan may defeat its purpose

sector or for local communities			<ul style="list-style-type: none"> • Traditional land ownership
What are your main recommendations for a good implementation of the project	<ul style="list-style-type: none"> • To get the right people to implement the project • To get laws and policy to regulate sex work • To get registered and get insurance for health care • Have opportunities to directly benefit, gain other employment 	<ul style="list-style-type: none"> • Formulation of bylaws to give them protection and security just like as any other ordinary citizen, to create harmony, peace and acceptance etc. • Relocation and resettlement program to third countries as most sexual minorities are frightened, insecure, threatened 	<ul style="list-style-type: none"> • Implementing national tourism policy • Preservation and protect of reserve lands for designated purposes • A provision of a cadastral mapping system for easy identification of all sites

Questions	CHILD PROTECTION ALLIANCE	GAMBIA ORGANIZATION OF VISUALLY IMPAIRED (GOVI)	GAMBIA FADARATION OF DISABLED
How many members does your association have? (male number) and (female number)?	<ul style="list-style-type: none"> • 11 members • 4 females 	<ul style="list-style-type: none"> • Registered members:400 • Unregistered members:1600 • Female:198 	<ul style="list-style-type: none"> • 18 members •
What are the main activities of your association	<ul style="list-style-type: none"> • Development of code of conduct to hold government accountable in law entrenchment on child abuse through advocacy • Research on child abuse • Complementary roles and awareness programs • To develop capacity in other civil society organizations 	<ul style="list-style-type: none"> • Provision of educational training to members • Rehabilitation and counselling of members • Orientation and mobility training • Micro and entrepreneurial training • Skill training off its members 	<ul style="list-style-type: none"> • Advocacy and awareness reason • Coordinating the affairs of members of the federation • Trading in leadership, entrepreneur, micro finance managements etc. • Lobbying and fundraising on behalf of our members o carry out their operations effectively • Promoting the right and respect of persons with disability

	<ul style="list-style-type: none"> • Protection and perseveration of child right and from physical abuse 		
<p>What are the difficulties of your associations or members of the association in their activity</p>	<ul style="list-style-type: none"> • Child sex tourism giving bad reputation to The Gambia • There is no data on child sex tourism • No enforcement policies and laws in place • Extortion from key players (polices, lawyers etc.) • Poor or abusive dress codes of children • Elements of fragmentation in implantation and coordination programs • Government not supporting in financial and service deliveries • Perception around child right in the communities e.g. cultural beliefs 	<ul style="list-style-type: none"> • Interference from unregistered group • Lack of financial support from our main donors, the tourist hence the impact of covid 19 • Lack of learning aids and materials • Lack of human resources • Stigmatization and discrimination • Lack of employment opportunities both in government and private sectors • Monitoring and evaluation difficulties • Lack of market to sell our handy crafts • Neglection of the disables has warranted them to become street beggars 	<ul style="list-style-type: none"> • No active functional administrative and human resources e.g., secretarial, accountant etc. • No subvention from the government • There is limited or no communication and transportation felicities to ease operation • Equipment and machinery e.g., laptops, computers etc. are not available • Under staff's human resource
<p>What are your main expectations of the tourism project</p>	<ul style="list-style-type: none"> • Strengthening of tools in awareness reasons • Partnerships and commitment for all players • Implementing national tourism policy 	<ul style="list-style-type: none"> • Employment of visually impaired persons in the tourism sector • To revamp the tourism sector to enable them to tap funds from visitor, donors, or philanthropies • Financial support 	<ul style="list-style-type: none"> • Promotion, respect, diversity, and protection of the fundamental rights of people with disabilities • All inclusion for the person with disabilities • Creation of employment opportunities in both formal and non-formal sectors

		<ul style="list-style-type: none"> • Neglected disabled person in the rural areas to be rehabilitated 	<ul style="list-style-type: none"> • Provision of support from the national council for arts and culture (NCAC) on artistic/cultural heritage promotion opportunities including economic benefits to local communities/local artisans
What is your capacity building needs to improve your business	<ul style="list-style-type: none"> • There should be capacity building on child protection • Sensitization and awareness programs • Provision of national data base system • Subvention of funds from government 	<ul style="list-style-type: none"> • Training on administration and communication skills 	<ul style="list-style-type: none"> • Training on leadership, management, businesses, and skills etc. • Adequate financial assistance • Facilities and equipment assistance
What could be the risks of this project for the tourism sector or for local communities	<ul style="list-style-type: none"> • Policy change can be a risk politically • Embargo on the tourism sector 	<ul style="list-style-type: none"> • Political influence: a person without the required knowledge to coordinate disability components 	<ul style="list-style-type: none"> • Our members being exploited sexually
What are your main recommendations for a good implementation of the project	<ul style="list-style-type: none"> • There should be data on child abuse cases • Support full implementation on national tourism policy • A good reporting system for swift actions 	<ul style="list-style-type: none"> • Advocacy campaigns where issues of visually impaired will be addressed geared towards all inclusion (door to door) • Tourism sectors should be accessible tour members • Awareness and sensitization programs across the boards • Enforcement of united nation convention on the right of people with disability act in 2015-2016. • Accessibility of disables to buildings and structures 	<ul style="list-style-type: none"> • Adaptation, implementation, inclusion, and participation in decision making • Provision of facilities and equipment's for effective and efficient outcome • Promotion of bottom top approaches, accessibility to the environment and services

Questions	NATIONAL ENVIRONMENT AGENCY (NEA)	Sexual and Gender Minorities	
How many members does your association have? (male number) and (female number)?	<ul style="list-style-type: none"> • 200 staffs • Number of female representations is not confirmed 		
What are the main activities of your association	<ul style="list-style-type: none"> • Protection and preservation of the environment, coastal zones, and its regions • Issuing of operational license to businesses • Regulation of environmental impact assessment • Coordination of environmental activities through environmental and social impact analysis for other stakeholders e.g., geology, park, and wildlife 	<ul style="list-style-type: none"> • 	
What are the difficulties of your associations or members of the association in their activity	<ul style="list-style-type: none"> • Lack of understanding of environmental impact assessment, government has perceived it as wastage of resources • Lack of coordination leading to conflict of interest 	<ul style="list-style-type: none"> • Not be able to get customers • Health complications • Afraid of being exposed to the society • Lack of access to other work 	

	<ul style="list-style-type: none"> • Non-observation of EIA protocols by the government project 		
What are your main expectations of the tourism project	<ul style="list-style-type: none"> • Expectation on an increase in resilience and adaptations on coastal zone impacted by climate change • Adaptation on EIA/ESIA guidelines and procedures 	<ul style="list-style-type: none"> • Law in place to help protect the rights of sexual and gender minorities • To be registered like any other association • Provide us with counselling and rehabilitation centers • Provision of health insurance 	<ul style="list-style-type: none"> •
What is your capacity building needs to improve your business	<ul style="list-style-type: none"> • The need to adopt the use of drones for monitoring of coastal zones • Exchange visit to allow innovation and learning of new advance technologies 	<ul style="list-style-type: none"> • Capacity on how to protect ourselves from sexually and transmitted diseases and infections • Other livelihood opportunities 	
What could be the risks of this project for the tourism sector or for local communities	<ul style="list-style-type: none"> • Hard engineering on tourists' sites can reduce tourist attraction 	<ul style="list-style-type: none"> • If we have more tourism younger girls might engage in this industry 	
What are your main recommendations for a good implementation of the project	<ul style="list-style-type: none"> • Stakeholder mapping and analysis • Right institution with mandate and the technical knowhow to take the lead 	<ul style="list-style-type: none"> • Concrete Laws and regulations for those working in the sector to protect us • Financial support for girls that are in the business 	

Annex 5: Social and Environmental Context

a) Demographic trends

According to The Gambia Systematic Country Diagnostic report (May 2020), the population of The Gambia is estimated to be 2.1 million people. With this rate of population growth, the population of The Gambia is expected to double in 21 years and the population density of 176 persons/km² makes it one of most densely populated countries in Africa. The population is young, with about two-thirds under age 30. Average life expectancy is 64 years (Health Policy 2007-2020) which is comparable to the Sub-Saharan regional average.

The World Health Organization (WHO) states that the life expectancy at birth is 59.8 years (male), 62.5 years (Female), and 61.1 years (both sexes).⁹ The overwhelming majority of the population are Muslims, followed by Christians and other traditional African religions (i.e., animism).

Urbanization is proceeding at a fast pace, with urban population growing at 4.5 percent per year during 2000–17, and thus, the share of the population in urban areas increased from 47.9 percent in 2000 to 60.6 percent in 2017 according to the World Bank Systematic Country Diagnostic 2020 report.

The population of The Gambia living in urban has increased substantially and the largest increase is in population is in the (GBA) (which includes Banjul, Kanifing Municipality and Kombo North), which has a population of 758.153 (Census 2013). The population density is the highest in the country estimated at 5,057.5 persons per km². The unprecedented rate of population growth registered in the GBA has resulted in increased conversion of arable and fallow land as well as forests to residential, commercial, and other uses putting remaining forests and wetlands in and near the areas with high population density under increasing threat.

b) Agriculture

The Gambia is primarily an agricultural country with 80 per cent of the population dependent on agriculture for its food and cash income. Agriculture is characterized by subsistence production of food crops (rice, millet, sorghum), semi-intensive cash crop production (groundnuts, cotton, sesame), and traditional livestock production. However, in the GBA agricultural land has been dwindling with increasing pressure on land due to an increasing population.

Horticulture continues to be important and is practiced largely by the women during the dry season, and it constitutes an important source of income for them and the hotels in the tourism area provide an important market for the produce. The horticultural crops include onions, tomatoes, small and large pepper, cabbage, lettuce, garden egg, bitter tomatoes, and okra.

c) Fishing

An important activity also taking place along the coastline is fishing, which is an important source of livelihood for the fishing communities. Both men and women are engaged in coastal fisheries, and it is estimated that over 90% of the fish landed come from artisanal fisheries where women constitute important actors in the processing (smoking and drying) and marketing of fish. Table 1 below shows the main fish landing sites along the coast with their catches in 2017.

Table 1: Total catches per landing site for 2016 and 2017 in kilograms

⁹ *Ibid.*

Stratum	2016	2017
Atlantic	47,135,417.93	44,783,638.22
Gunjur	10,777,952.28	19,437,385.87
Tanji	12,248,928.68	17,775,005.00
Brufut	8,161,376.48	1,458,453.30
Bakau	1,220,989.68	2,977,562.13
Banjul	1,199,515.24	1,041,997.85
New/Old Jeshwang	5,015,162.11	653,556.83
Sanyang	2,961,444.01	379,773.52
Kartong	3,750,789.83	495,772.75
Batokunku/Tujereng	732,736.70	261,856.10
Barra	1,066,522.92	302,274.86

Source: Compiled from Department of Fisheries Statistics, 2016-2017

d) Tourism

In 2015, tourism revenues amounted to 92.00 million USD, or about 3.6 percent of the gross national product. This corresponded to about 449,000 tourists at that time and roughly 205 USD per person. Within 5 years, the country's dependence on tourism has decreased noticeably. In the last year of the survey (2020), the revenue now amounts to 53.00 million USD, accounting for 2.8 percent of the gross national product. Each visitor now spends an average of 215 USD for his holiday in the Gambia.

Table 2: Statistic of tourism in Gambia

Year	Number of tourists	Receipts	% of GNP	Income per tourist USD
2020	246,000	53.00 m \$	2.8 %	215 \$
2019	620,000	157.00 m \$	8.7 %	253 \$
2018	552,000	174.00 m \$	10.42 %	315 \$
2017	522,000	128.00 m \$	8.5 %	245 \$
2016	450,000	88.00 m \$	5.9 %	196 \$
2015	449,000	92.00 m \$	6.7 %	205 \$

Source: World Tourism Organization (2020).

e) Forests and Biodiversity

Forests are an important economic and ecological resource for The Gambia. They support most of the country's biological diversity and are important in maintaining the watersheds, regulating water flow, and controlling floods. They provide energy and materials for the construction industry, food, and medicine for the rapidly increasing population. There are 66 forest reserves covering a total of 34,029 hectares managed by the Department of Forestry. Forest cover has very much reduced in the Greater Banjul Area because of population pressure. Important forest in GBA is the Bijilo and Salaji Forest Parks.

The Gambia is endowed with rich and varied ecological systems, which are an important source of livelihood, employment and other development needs and services for the population. Currently there are 22 wildlife Protected Areas, occupying a total area of 76,064 hectares, approximately 6.4% of Gambia's total surface area.¹⁰ Parks and reserves close to the TDA include the Bijilo, Niimi National Park, **Tanbi Wetland complex**, which is a Ramsar site, Abuko Nature Reserve, The River Gambia National Park, etc.

d) Youth

The youth defined 'as all young males and females aged 15–35 years is estimated at 36.7 per cent of the total population; females represent 38.5 per cent and males 34.8 per cent. Banjul, Kanifing and Brikama have higher youthful population than the national average in 2013 census, which means that youth are more concentrated in urban areas as opposed to rural areas. The growing youthful population of The Gambia raises considerations related to meaningful education and skills development, access to safe labor/employment and decent standard of and access to health services, among others. Given low employment opportunities, many male and female youth migrate to Europe – often leading to loss of life during the journey as well as sexual exploitation and exploitative labor practices, especially of minor youth. Women, girls, and boys are also more vulnerable to risks related to SEA/SH and Violence against Children (VAC).

Youth unemployment is higher in the rural (69.4 %) than in the urban areas (30.6 %). At LGA level, the data shows that, Basse (24.6 %), Brikama (21.7 %) and Kerewan (16.3 %) had the highest proportions of unemployed youth. In Banjul and Kanifing area the unemployment rate among the youth is 0.5% and 6.5% respectively as compared to Basse which is 24.6% (The Gambia Labour Force Survey 2018, Banjul, The Gambia: GBoS)

e) Gender and Gender-Based Violence (GBV) and Gender Inequality

Gender disparities in The Gambia are still significant, and the resulting constraints in education, health, income, and legal rights prevent women from participating effectively in national development. This is partly because Gambian society is still very much patriarchal, and women are perceived primarily as wives and mothers whereas men are seen as the main breadwinners. In their assigned role as the main caregivers within the home, women are particularly disadvantaged in the labor market because of the need to combine paid jobs with unpaid work such as childcare and household chores. This leaves them with fewer employment choices. Access to credit is also generally more difficult for women, especially rural women experience discrimination as regards access to credit because they do not own land and cannot offer land as adequate security or collateral. Early marriage and low literacy rates further reduce employment prospects.

¹⁰ The National Biodiversity Strategy and Action Plan (2015 – 2020) Department of Parks and Wildlife

Partly because of these equality and equity gaps, the majority of the poor and extremely poor in The Gambia is made up of the women who comprise up to 50 percent of the national population. In 2019, The Gambia was ranked 174 out of 189 countries with a score of 0.466, according to the UNDP Human Development Report's Index ranking. According to the Gender Inequality Index¹¹ (GII), 2016 Gambia was ranked 143rd with a value of 0.622. The poverty of women is closely linked with very low literacy levels (40 percent for women and 64 percent for men) and education attainment rates for a variety of reasons, including restrictive cultural norms and challenges in physical access to school.

To address these challenges and reduce gender disparity, the Government formulated policies and legislations to increase opportunities for women and prevent violence against women. The policies include "Gender and Women Empowerment Policy 2010-2020" which has the "overall goal...to mainstream gender in all national and sectoral policies, programs, plans and budgets to achieve gender, equity, equality and women empowerment in the development process." Specific legislation to address these conditions include the Women's Act, 2010, which seeks to eliminate all forms of discrimination against women and the Women's Amendment Act 2015, which specifically prohibits FGM, a provision absent in the 2010 Act. There is also the Sexual Offences Act, 2013, which criminalizes sexual offences against all persons, especially vulnerable groups, including women, children and individuals who have mental and physical disabilities. However, while there have been some legislative gains, this still has not translated into significant outcomes to close gender gaps in a number of spheres.

f) Violence Against Children (VAC)

Violence Against Children (VAC) is defined as physical, sexual, emotional and/or psychological harm, neglect, or negligent treatment of minor children (i.e., under the age of 18), including exposure to such harm,¹² that results in actual or potential harm to the child's health, survival, development, or dignity in the context of a relationship of responsibility, trust, or power. This includes using children for profit, labor¹³, sexual gratification, or some other personal or financial advantage. This also includes other activities such as using computers, mobile phones, video, and digital cameras or any other medium to exploit or harass children or to access child pornography. In The Gambia, for instance, there have been reports of children, mostly girls, subjected to domestic service and commercial forms of exploitation (i.e., tourism).¹⁴ Boys in urban areas are known to work as taxi or bus attendants whilst girls work as street vendors, selling food items such as candy, water, nuts, fruits for their parents, mostly for daily household subsistence.

During the implementation of this Project, the potential areas where this can be manifested may include employing children under the age of 18 years in project activities. Other ways may include using children, for sexual exploitation and physical or sexual violence, especially in the tourism area.

¹¹ The Gender Inequality Index (GII) reflects women's disadvantage in three dimensions—reproductive health, empowerment, and the labor market—for as many countries as data of reasonable quality allow. The index shows the loss in human development due to inequality between female and male achievements in these dimensions. It ranges from zero, which indicates that women and men fare equally, to one, which indicates that women fare as poorly as possible in all measured dimensions.

¹² Exposure to GBV can also be considered VAC where there is a gender bias and/or the act is of a sexual nature, such as SEA, which is a form of GBV and can be experienced by both girls and boys. Bullying in school, however, may be considered VAC, for instance, but it is not likely to be considered a form of GBV or SEA/SH,

¹³ The employment of children must comply with all relevant national legislation, including labor laws in relation to child labor and the World Bank's policies on child labor and minimum age. They must also be able to meet the Project's Occupational Health and Safety competency standards.

¹⁴ See note 5

Annex 6: Stakeholder Analysis

Stakeholder analysis helps determine the likely relationship between the stakeholders and the project and helps identify the appropriate consultation methods for each stakeholder group during the life of the project.

a) Relationship between stakeholders

Projects have different stakeholders with each having its own interest, which can either be positive, wanting the benefits of the outcomes or process of the project, or negative, seeing the outcomes or process as a hindrance to them. Similarly, the relationships between stakeholders are also varied and unequal with some having more power over the fate of the project even though they may have less interest in it, whilst others with little power have great interest to see the project implemented. These complex relationships are important to recognize and manage effectively if the project is to attain its objectives. The sections below highlight these relationships in terms of influence and interest and the key needs of the stakeholder groups.

b) Stakeholder Influences and Interest

In a stakeholder analysis, influence is defined as the extent to which a stakeholder is able to persuade, induce, or coerce others into following certain courses of action with respect to the project. The analysis below is based on several categorizations and assessments. For stakeholders, their level of influence over the project was assessed at three simple levels (high, medium, and low).

Color Code

High		Medium		Low	
------	--	--------	--	-----	--

The level of interest determines how each stakeholder can/is prepared to contribute to the success or prevent the achievement of project objectives. The level of interest has been classified into five (5) categories: Strong, Moderate, Low, Negative and Passive.

Strong		Moderate		Low		Negative		Passive	
--------	--	----------	--	-----	--	----------	--	---------	--

Table 3: Stakeholder Analysis in terms of influence and interest

No.	Stakeholders	Level of influence	Level of interest	Proposed actions
1	Project Implementation Unit	High	High	This category must be fully engaged with; they have to be involved in all relevant developments
2	Project Steering Committee	High	Moderate	Provide regular information on project activities

3	Ministry of Tourism and Culture	High	High	Maintain a high level of dialogue and involvement at all stages of project implementation
4	Ministry of Finance & Economic Affairs	High	Moderate	Strengthen involvement through information and regular consultation and establish a functional feedback mechanism
5	Technical and financial partners	High	Moderate	Strengthen involvement through information and regular consultation and establish a functional feedback mechanism
6	Private sector	High	High	Strengthen involvement through information and regular consultation and establish a functional feedback mechanism
7	Media	Moderate	Low	Develop a new solid and lasting information and communication partnership through greater involvement of the various media in the reforms undertaken and their dissemination across member countries
8	MSME	Low	High	Strengthen local information, consultation and awareness mechanisms that target local actors for better ownership of initiatives
9	Decentralized administrative structures	Moderate	Moderate	Strengthen involvement through information and regular consultation and establish a functional feedback mechanism
10	NGOs and CBOs	Low	High	Make greater use of the knowledge and experience of these organizations at the grassroots interventions

