

# **SOCIAL COMMUNITY MANAGEMENT PLAN (SCMP)**

**UPPER CISOKAN PUMPED STORAGE (UCPS)  
HYDROPOWER PROJECT 1040 MW**



**PLN**



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# I. INTRODUCTION

The Social and Community Management Plan (SCMP) is prepared as a guideline for the management of social and community issues due to the construction of the Upper Cisokan Pumped Storage Hydropower Project (UCPS) 1040 MW and 500kV transmission line. This SCMP consists of the Stakeholder Engagement Plan (SEP), Grievance Redress Mechanism (GRM), Labor Management Procedure (LMP), Gender Action Plan, and Gender-Based Violence Action Plan which also address Sexual Exploitation and Abuse (SEA), and Violence Against Children (VAC), and inclusion of vulnerable and disadvantaged-group.

The Stakeholder Engagement Plan (SEP), section II of this document, describes past engagement activities that have been carried out by the project, updated stakeholder identification and analysis, and description of strategy and planning for project stakeholder engagement throughout the project cycle. The document also provides indicative budget for implementation. The SEP is a living document that will be reviewed and updated as necessary.

PLN is committed to respond to concerns and grievances of stakeholders include the affected parties related to its environmental and social performance of the project in a timely manner. For this purpose, a grievance redress mechanism, section III of this document, has been developed to define the procedure for managing stakeholder concerns and complaints in a planned, timely, and respectful manner.

To mitigate potential risks and impacts related to labor and working conditions, a Labor Management Procedure (LMP), section IV of this document, has been developed to describe (i) procedures relevant to each category of workers involved; (ii) overview of key potential labor risks; (iii) overview of Indonesia's labor legislation; (iv) description of grievance redress mechanism or mechanisms available for workers. This procedure will be followed by the contractors in managing their workforces and same requirements will be applied also for the subcontractors' workers under C-ESMP.

The social impact assessment identifies potential risks and impacts of the project particularly to women. The Gender Action Plan (GAP), section V of this document, is develop to mitigate the negative social and environmental impacts of the project for women, and to ensure that project benefits (both direct and indirect) can help to address existing gender gaps and barriers.

Assessment on the project potential risks and impacts related to large workforce and labor-indicated potential risks of increased cases of Gender Based Violence, particularly Sexual Exploitation and Abuse/ Sexual Harassment (SEA/ AH) and Violence against children (VAC). PLN has developed a GBV action plan, section VI of this document, to manage the identified risk of GBV and VAC. Mitigation strategies for Gender Based Violence (GBV) include establishment of GBV and VAC complaint team, GBV sensitive approach in GRM, clear GBV requirements in the CESMP and bidding document, clear code of conduct in contractual arrangement, hiring a qualified GBV service provider, and a clear referral mechanism to response GBV cases.

## II. STAKEHOLDER ENGAGEMENT PLAN (SEP)

### 2.1 Introduction

This Stakeholder Engagement Plan (SEP) is part of the Social and Community Management Plan (SCMP) prepared for the construction of UCPS 1040 MW and 500kV transmission line. This SEP is designed in line with ESS 10 World Bank to ensure effective engagement with stakeholders which include individuals, groups, local communities, local government authorities, and other interested parties throughout the project cycle.

The SEP is carried out in areas affected by the operation of the UCPS Cisokan, either directly or indirectly, in the 5 sub-districts in Cianjur District and 2 sub-districts in West Bandung Regency. Stakeholders will include project-affected and other interested parties, such as local communities, government authorities, and women representatives. Identified individuals or groups who may have different concerns and priorities about project impacts, mitigation mechanisms, and benefits, and who may require different, or separate, forms of engagement.

The objectives of stakeholder engagement are to ensure transparent, open consultations and dialogue throughout the project cycle by:

- Ensuring participatory local community feedback and monitoring on the effectiveness of environmental and social mitigation measures;
- Ensure that all stakeholders are fully informed and relevant project impacts disclosed;
- Maintain broad support (stakeholder buy-in) for the project at the local level; and
- Identify opportunities for community sustainable programs.

This Stakeholder Engagement Plan will be followed by PLN to foster a mutually beneficial relationship of all relevant project stakeholders and help mitigate social risks. The plan outlines a systematic approach to stakeholder engagement that will help PLN to promote inclusive infrastructure development by ensuring the meaningful participation of stakeholders throughout the project cycle, from planning, construction to operation. This management plan covers stakeholder identification, stakeholder categorization, stakeholder engagement plan, disclosure information, and Grievance Redress Mechanism (GRM). The detailed GRM document is provided separately. The SEP is a living document and PLN will monitor, review and revise this plan as necessary. This SEP will be updated prior to the operation phase.



**Definition:****Stakeholders**

Any related individual or parties who are directly or indirectly affected by the Project, as well as those who may have interests in a project and/or the ability to influence its outcome, positively or negatively.

**Stakeholders engagement**

The continuing and iterative process by which the Borrower identifies, communicates, and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project.

**Consultation**

A process of gathering information from stakeholders and considering these inputs when making project strategies and goals. Consultation can also be a participatory dialogue involving all related individuals or parties who are directly and indirectly affected by the Project.

**Affected people**

Includes those 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. These stakeholders may include individuals or groups, including local communities.

**Interested people**

Refers to individuals, groups, or organizations with an interest in the project, which can be because of the project location, its characteristics, its impacts, or matters related to the 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.

**Disadvantaged or Vulnerable groups**

Refers to those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community, or other individuals upon which they depend.

**2.2 Summary and Assessment of Previous Stakeholder Engagement Activities**

In the context of UCPH, numerous stakeholder engagement activities have been carried out since the 1990s, during the different phases of implementation for the components, sub-components, and associated infrastructure such as the transmission line and access road. The stakeholder engagements can be categorized into three groups: 1) to collect data (i.e household surveys and structured interviews) on demographic information for baseline and monitoring, 2) for the implementation of the LARAP, and 3) to raise awareness of the benefits of pumped storage technologies. Overall, the project has conducted 11 survey exercises over the past two decades reaching most of the projected impacted populations (see table 1). The 28 LARAP engagements have taken the form of either studies or direct discussions with the PAPs at local project or district offices. Participants included representatives from PLN, district and village officials, local leaders, and community representatives. Other public consultations focused on CSR (Benefit-Sharing) initiatives and presenting about pumped storage technology at businesses EXPO and technology institutes. Please see table 2 for further details.

**Table 1 List of activities that engage stakeholders for the purpose of data collection, interview, and public consultations**

Year	Social Impact Analysis Data Collection Method	Sample
1997	Demographic information gathered from demographic maps Sampling interviews to identify cultural contexts. Public health information was collected from interviews with a sample population and secondary data from the Cibeber and Campaka Public Health Center.	30% of the project-affected population
2001	Structured interviews conducted with family heads. Questionnaires are usually conducted with closed questions.	Selected sample population: - 1642 respondents from 11 villages - 863 households directly affected (inundation area, quarry location, and dumping area) - 779 households directly affected (other areas)
	Structured interviews were held with village officials, religious leaders, and informal leaders. Questionnaires are usually conducted with closed questions.	63 stakeholders were randomly selected from 10 villages
2006	Structured interviews (questionnaires) were held with the head of the family. Intensive interviews with informal leaders, institutions, sub-district staff, entrepreneurs. Secondary data on demographic and economic data from district government agencies.	All of the surveyed households directly affected by the project, of which 16% of the sample were interviewed. 987 households surveyed out of a total of 1539 households that are considered to be directly affected.
2006	Structured interviews (questionnaires) were held with the head of the family. Intensive interviews with community representatives, related institutions, sub-district heads, village heads, village administrators, and entrepreneurs. Focus groups with people from selected villages.	Transmission line 380 households interviewed. - 177 households/landowners directly affected - 203 samples of non-directly affected landowning households
2016	Structured interviews with PAPs around access roads, reservoirs and transmission lines (Larap mid-term, 2016).	The selected sample population was 308 respondents from 4 sub-districts in West Bandung and Cianjur District.

2019	Field observations, group discussions, and in-depth interviews with respondents. Respondents were selected based on the capacity required either based on occupation or social status. The questionnaire is usually conducted with closed questions (Social mapping Document, 2019).	<p>Respondents were determined using non-probability sampling techniques or recommendations from the Upper Cisokan hydropower project management. The technical determination of informants was carried out using purposive and snowball methods.</p> <p>Population The selected sample was 250 respondents from West Bandung District and 142 respondents from Cianjur District.</p>
	Interviews with community/respondents around the UCPS hydropower plant using structured interviews (in the form of a list of questions), in-depth interviews with community leaders/ key informants and percentage methods and through descriptive analysis (RKL & RPL, 2019).	<p>Selected samples from 981 families of affected residents (PAP) using the Slovin formula with a total percent leeway of 13%, then 56 respondents were obtained from 11 villages.</p> <ul style="list-style-type: none"> <li>- 11 village officials' respondents</li> <li>- 13 community leader respondents</li> <li>- 32 community respondents</li> </ul>
	Interviews with communities/respondents around the Transmission line area using structured interviews (in the form of a list of questions), in-depth interviews with community leaders / key informants, and percentage methods through descriptive analysis (RKL & RPL SUTET 500KV, 2019).	<p>Population sample was selected from 81 households from the affected residents (WTP) on the SUTET 500 kV PLTA UCPS transmission line activity. By using the Slovin formula, the amount of percent slack is 10% in order to get 44 respondents from 11 villages</p> <ul style="list-style-type: none"> <li>- 2 respondents from district officials</li> <li>- 11 village officials' respondents</li> <li>- 10 community leader respondents</li> <li>- 22 community respondents</li> </ul>
2020	Structured interviews with village heads and community leaders.	The randomly selected sample population consisted of 4 respondents representing 4 sub-districts in Bandung Regency and Cianjur Regency. Samples are community leaders, village officials and the community.
	Structured Interviews with community/respondents around the UCPS Hydroelectric Power Plant, Transmission Line, Downstream and Resettlement using structured interviews.	<p>The selected random sample population was 58 respondents, consisting of :</p> <ul style="list-style-type: none"> <li>-18 Respondents around the Transmission Line</li> <li>-36 Downstream area respondents</li> <li>- 4 Resettlement area respondents</li> </ul>

**Table 2 Stakeholder Engagement Plan through Implementation of Public Consultation in LARAP**

No	Theme	When	Where	Who & how many people participated	Key issues raised during the consultation	How these issues were addressed in the revised documents
1	Resettlement plan for existing road	23 October 2008	Sub District office of Cipongkor	47 participants: <ul style="list-style-type: none"> <li>• District Officials</li> <li>• Board of Sub-district leaders</li> <li>• Village Officials</li> <li>• Community Leader and representative of the PAPs</li> </ul>	<ol style="list-style-type: none"> <li>1. Compensation for their buildings/assets along the RoW in the existing road.</li> <li>2. How local people can have opportunity to work in project construction.</li> </ol>	<ol style="list-style-type: none"> <li>1. The project will provide compensation for their assets (after loan agreement)</li> <li>2. Accommodated in the EMP: The construction labor will be recruited from local villages to construct and maintain the sections of road near their respective villages in accordance with the construction labor capability.</li> </ol>
2	Resettlement plan for existing road	23 October 2008	Village office of Sarinagen.	77 participants: <ul style="list-style-type: none"> <li>• PLN Generation and Transmission of West Java,</li> <li>• LPPM UNPAD</li> <li>• District Officials</li> <li>• Sub-District officials</li> <li>• Village officials</li> <li>• Informal Leaders, and</li> <li>• Representative of PAPs</li> </ul>	Compensation for their building's asset along the RoW of the existing road	The project will provide compensation for their asset (after signing of loan agreement)
3	Resettlement plan for new road	25 October 2008.	Village office of Cijambu, Cibitung, Sukaresmi	42 participants: <ul style="list-style-type: none"> <li>• PLN Generation and Transmission of West Java,</li> <li>• LPPM UNPAD</li> <li>• Sub-District Officials</li> <li>• Sub-District Leaders</li> <li>• Village Officials</li> <li>• Informal Leader, and</li> </ul>	<ol style="list-style-type: none"> <li>1. Transparency on payment</li> <li>2. Administration cost for land certificate of the remaining land.</li> <li>3. Compensation for private grave/cemetery.</li> </ol>	<ol style="list-style-type: none"> <li>1. Direct payment through bank account.</li> <li>2. Administration cost is part of assistance covered by the project.</li> <li>3. Covered in the EMP that the project will provide compensation to the private graves.</li> </ol>

				<ul style="list-style-type: none"> <li>• Representative of the community who area affected by the Project.</li> </ul>		
4	Resettlement plan for transmission line and tower	30 August 2009	Subdistrict office of Haurwangi, Cianjur District.	<p>75 participants:</p> <ul style="list-style-type: none"> <li>• Representative of 11 villages</li> <li>• PLN Generation and Transmission of West Java,</li> <li>• LPPM UNPAD</li> <li>• District officials</li> <li>• Sub-District Officials</li> <li>• Village Officials</li> <li>• Community Informal Leaders and</li> <li>• PAPs of the transmission line project</li> <li>• PAPs of the Tower project</li> <li>• Representative of women group</li> <li>• Community leaders</li> </ul>	<ol style="list-style-type: none"> <li>1. Transparency on payment.</li> <li>2. More information on negative impacts on health from transmission lines</li> <li>3. Incentive for ROW of transmission lines is too small (10% of NJOP).</li> <li>4. Grievance redress handling unit located at the closest to PAP's location.</li> </ol>	<ol style="list-style-type: none"> <li>1. Direct payment through bank account.</li> <li>2. Covered in the EMP section III Operation Stage about mitigation measure.</li> <li>3. To be considered in Loan Agreement (10% of market price).</li> <li>4. LARAP on Grievance redress handling</li> </ol>
5	Resettlement plan for lower dam	8 October 2009	Karangnunggal Village office, Sub-District Cibeber, Cianjur	<p>71 participants:</p> <ul style="list-style-type: none"> <li>• PLN Generation and Transmission of West Java,</li> <li>• LPPM UNPAD</li> <li>• District officials</li> <li>• Sub-District Officials</li> <li>• Village Officials</li> <li>• Informal Leaders</li> <li>• Representative of PAPs</li> <li>• Representative of tenants in the forestry area</li> <li>• Representative of women group</li> </ul>	<ol style="list-style-type: none"> <li>1. Market price requested by PAP for all affected asset and their livelihood.</li> <li>2. Transparency on payment.</li> <li>3. Accessibility in the new sites and rehabilitation assistance to restore the livelihood</li> <li>4. More consultation with the PAP on value and options of compensation.</li> <li>5. Sharecroppers/tenants will lose income from cultivating forestry land.</li> <li>6. Women participation on land acquisition process.</li> </ol>	<ol style="list-style-type: none"> <li>1. Licensed appraiser will assess affected assets assessed by refers to the replacement cost as described in the independent appraisal TOR.</li> <li>2. Direct payment through bank account.</li> <li>3. New location will be as close as possible from their previous village. Public utilities and infrastructure will be provided in the new location. Rehabilitation assistance will be considered as PAPs need</li> <li>4. PLN will work closely with the LAC during land acquisition process</li> <li>5. Rehabilitation assistance for such PAPs.</li> </ol>

						6. Covered in Gender mainstream strategy.
6	Resettlement plan for lower dam	9 October 2009	Sub-district Campaka office, Cianjur District,	<p>45 participants:</p> <ul style="list-style-type: none"> <li>• PLN Generation and Transmission of West Java,</li> <li>• LPPM UNPAD</li> <li>• District officials</li> <li>• Sub-District officials</li> <li>• Village Officials</li> <li>• Community Informal Leaders and</li> <li>• Representative of PAPs</li> <li>• Representative of tenants in the forestry area</li> <li>• Representative of women group</li> </ul>	<ol style="list-style-type: none"> <li>1. Market price requested by PAP for all affected asset and their livelihood.</li> <li>2. How the physically displaced people will move to new site</li> <li>3. Women's question: public school for their children</li> <li>4. More information on facilities and utilities in new sites.</li> </ol>	<ol style="list-style-type: none"> <li>1. TOR of valuation for affected assets by licensed appraiser refers to cost approach (without depreciation) and market price.</li> <li>2. PLN will provide resettlement assistance</li> <li>3. PLN will rebuild the affected school and/or may build new school in the new site.</li> </ol>
7	Project development plan	11 Nov 2009	PLN Project Prokitring West Java office, Bandung	Relevant institutions from: West Java Province, West Bandung Regency and Cianjur Regency	How to synergize objectives of the project with the regional government programs.	Accommodated in LARAP documents.
8	Socialization of UCPS Project and implementation of CSR Program (donation for schools and mosques renovation)	11 February 2010	Islamic Boarding School Pusaka Baru at Sirnagalih village, Cipongkor Sub district, West Bandung District.	<ul style="list-style-type: none"> <li>- Head of West Bandung District</li> <li>- Head of Sirnagalih village</li> <li>- Head of Cipongkor Sub district</li> <li>- Principals of Sirnagalih and Cipari elementary school</li> <li>- Community leaders</li> </ul>		
9	Socialization of UCPS Project and implementation of CSR Program (donation for schools and	19 March 2010	Karangnunggal village office, Cianjur District	<ul style="list-style-type: none"> <li>- Bupati of Cianjur District</li> <li>- Head of Karangnunggal village</li> <li>- Head of Cibeber Sub district</li> <li>- Principals of Cisero and BinaWarga elementary school</li> </ul>		



	mosques renovation)			- Community leaders		
10	Socialization of UCPS Project	25 May 2010	NGO office, Bandung (Dewan Pemerhati Kehutanan dan Lingkungan Tatar Sunda/ Forestry and Sundanese Environment Advisory Council)	Members of Dewan Pemerhati Kehutanan dan Lingkungan Tatar Sunda/ Forestry and Sundanese Environment Advisory Council	Land substitution for forest land to be in the Cisokan catchment area	Study on location for land substitution (December 2010 to March 2011)
11	Dissemination of information for Upper Cisokan Project	7 August 2010	West Java Governor Official House	Governor, Director of PLN, Provincial Official Officers from Dinas Kehutanan, Perum Perhutani (State-owned forestry company), BPN (National Land Agency Certificate – District Level)	Governor is waiting for BPN' decision regarding with determination of location	Project delayed
12	Upper Cisokan Hydro Power Pumped Storage Development Plan	23-26 September 2010	Jakarta Convention Center on Indonesia Business – BUMN Expo and Conference (IBBEX)	- Public		Advantages of hydro power pumped storage power plant compare to conventional hydro power
13	Hydro Power Pumped Storage Technology	21 October 2010	Institute of Technology Surabaya	- Prof. Roman Klasinc from Austria - ITS Students - ITS Lecturers - Department of Public Works of East Java		Project preparation and description
14	Resettlement plan for existing road	24 Oct 2010	Rongga sub-district office,	54 participants: sub-district officials, subdistrict officials, village officials,	1. Value of compensation refers to the market price.	1. Value of compensation will be carried out by Independent appraisal.

			West Bandung District	informal leaders (religious, community, youth); representatives of PAPs subdistrict	<ol style="list-style-type: none"> <li>2. Relocation site: 1. Move by themselves. 2. Follow PLN's program.</li> <li>3. PAPs want to know precise time on construction of the Upper Cisokan Pumped Storage Project because they have uncertainly waited since 1989.</li> <li>4. Transparency of inventory for affected people and asset.</li> </ol>	<ol style="list-style-type: none"> <li>2. This aspiration is covered in options of resettlement.</li> <li>3. PLN has target to start this project in 2011</li> <li>4. Public announcement and grievance redress resolution.</li> </ol>
15	Coordination for land acquisition plan	23 December 2010	Le Aries Hotel, Bandung	<ul style="list-style-type: none"> <li>- West Bandung Bappeda (Development Planning Agency at District Level)</li> <li>- District secretary</li> <li>- Official officers: Dinas Kehutanan, Perum Perhutani, BPN, Subdistricts</li> </ul>	<ol style="list-style-type: none"> <li>1. Recent status of project location determination</li> <li>2. Implementation of OP 4.12</li> </ol>	<ol style="list-style-type: none"> <li>1. Waiting for BPN's decision.</li> <li>2. Loan Agreement as legal basis for land acquisition implementation</li> </ol>
16	Coordination for land acquisition plan	13 January 2011	Cianjur PLN office	<ul style="list-style-type: none"> <li>- Cianjur Bappeda</li> <li>- District secretary</li> <li>- Official officers: Dinas Kehutanan, Perum Perhutani, BPN, Subdistricts</li> </ul>	<ol style="list-style-type: none"> <li>1. Recent status of project location determination</li> <li>2. Implementation of OP 4.12</li> </ol>	<ol style="list-style-type: none"> <li>1. Waiting for BPN's decision.</li> <li>2. Loan Agreement as legal basis for carrying out the land acquisition</li> </ol>
17	Options on relocation sites	<p>31 January 2011 (Access Road) and 13-14 February 2011 (Lower Reservoir).</p> <p>6 February 2011</p>	<p>Along access road row and along lower reservoir footprint</p> <p>Cimarel Elementary School, Cimarel Hamlet, Sukaresmi Village, Rongga sub-district, West Bandung District</p>	<p>Participants from PAPs who are affected by the access road and lower reservoir</p> <p>131 participants from PAPs who are living in the village of Tapos, Cimarel, Cipateungteung, Lembur Panjang, Lembur Sawah, Campaka, Cimanggu, Cibenda, Cilengkong, Gasintu, Cibima, Cipedes, Cilawang Hamlets and officials government from Sukaresmi village office</p>	<ol style="list-style-type: none"> <li>1. Replacement for land and the forestry land occupied by PAPs</li> <li>2. Is the land without land certificate get the same compensation which are certified</li> <li>3. NJOP can't be used anymore because market price is higher than NJOP (10 times)</li> <li>4. Replacement for social/ public facilities</li> <li>5. Continuation school/ education for children who moved their family</li> <li>6. Is land and house free or paid?</li> </ol>	<ol style="list-style-type: none"> <li>1. Entitlement PAPs provides assistance for this group</li> <li>2. Get the same compensation but not the same value</li> <li>3. The value of affected assets carried out by licensed appraiser based on market price/cost approach.</li> <li>4. PLN will provide social/ public facilities</li> <li>5. PLN consider it and cover in the LARAP.</li> <li>6. It must be paid by PAP from compensation on PAPs' affected assets</li> </ol>

					7. People want to move by themselves	7. PLN gives a freedom to PAPs to choose the option as they need
18	Coordination for land acquisition plan	9 February 2011	West Java Province Office	<ul style="list-style-type: none"> <li>- Assistance of Province Secretaries</li> <li>- Officials from West Java Province Office</li> </ul> <p>Official officers: Dinas Kehutanan, BPPT (Agency for the Assessment and Application of Technology) , BPN Province Level</p>	Recent status of project location determination	<ol style="list-style-type: none"> <li>1. Waiting for BPN's decision.</li> <li>2. Legal division from West Java Province Office will review PLN's status as government entity.</li> </ol>
19	Project information	17 February 2011	District of Rongga Office, West Bandung District	<ul style="list-style-type: none"> <li>- Assistance of District Secretaries</li> <li>- Head commission of DPRD Commission C</li> </ul> <p>Official officers: district, sub-district Rongga, DPRD Commission C (local parliament).</p>	<ol style="list-style-type: none"> <li>1. Environmental issues and renewing coordination agreement between district and PLN. Such as Cisokan project should not create giant septic tank like Saguling (disposal water from Bandung city enters to Saguling)</li> <li>2. Farm labor/tenants/ sharecropper should be considered for compensation on their assets</li> </ol>	<ol style="list-style-type: none"> <li>1. PLN has allocated budget for coordination and developing infrastructures in West Bandung district.  Cisokan not accommodate waste water from outside and banned for fishing and farming activity due to safety reason.</li> <li>2. LARAP has covered this</li> </ol>
20	Project impact on environmental and social impact and its mitigation.	23 February 2011	Horison Hotel Bandung	<p>86 participants from:</p> <ul style="list-style-type: none"> <li>- Universities: ITB, UNPAD, UPI</li> <li>- NGOs</li> <li>- Local medias</li> <li>- West Bandung District</li> <li>- Cianjur District</li> <li>- West Java Province</li> <li>- DPRD</li> </ul>	<ol style="list-style-type: none"> <li>1. Before the inundation needs proper information to the community nearby.</li> <li>2. Biodiversity and other environmental impact</li> <li>3. Recent status of project</li> <li>4. Monitoring and evaluation during and post implementation</li> <li>5. Many neighbourhoods nearby PLN's project do not get electricity supply.</li> <li>6. Right of the people who are living on the forest land for long period from generation to generation</li> </ol>	<ol style="list-style-type: none"> <li>1. It has been planned in the EMP</li> <li>2. It has been paid attention on the mitigation plan as part of the EMP</li> <li>3. Waiting for location determination by governor</li> <li>4. It has been covered in the LARAP. External monitoring will be carried out by independent and PLN for internal monitoring</li> <li>5. It has been considered by PLN and PLN will supply electricity to the affected villages</li> <li>6. PLN has paid attention for their livelihood and they are eligible for compensation on their assets other</li> </ol>

					<p>without any sanction/warning from the forestry depart.</p> <p>7. Cultural property and local wisdom should be considered</p> <p>8. After completion of construction, i) cashew and banyan trees suitable for conservation in quarry area; ii) palm and cashew trees suitable for cultivation in the greenbelt of upper and lower reservoirs</p>	<p>than land and for assistance as described in table 4.1, LARAPs</p> <p>7. PLN provides compensation either on private or communal/village cemetery. Consultation is very important to hear/adopt local wisdom in the implementation of LARAP.</p> <p>8. Good input and PLN will consider it.</p>
21	<p>i) Options on livelihood restoration and capacity building program; ii) Environment and iii) Hotline for PAPs to PLN at 0819 1046 9060 for any questions/request information</p>	1 March 2011	<p>Cijambu Village office, Cipongkor Sub District, West Bandung District for PAP who are affected the access road</p> <p>Sukaresmi village office, Rongga Sub District, West Bandung district for PAP who are affected the upper reservoir</p>	<p>40 participants from PAPs who are affected by the access road.</p> <p>34 participants from PAPs who are affected the upper reservoir.</p>	<p>1. Livestock package for lambs is better than poultries due to avian flu risk</p> <p>2. Aid for seedlings for paddies (bibit unggul)</p> <p>3. Participants/PAPs who own farmland hope to buy new farmland</p> <p>4. Training for prevention of poultry diseases and its treatment.</p> <p>5. Training for prevention of plant pests and its treatment</p> <p>6. How the PAP knows about the training package if they move by themselves</p> <p>7. Accessibility for new location either provided by the PLN or chosen by themselves</p> <p>8. Replacement for land belongs to forestry land that occupied by PAPs</p> <p>9. Participants/PAPs prefer to move to the same village by themselves.</p>	<p>1. Good input. The community can select package options as needs and local conditions.</p> <p>2. PLN will consider</p> <p>3. It is good to sustain the livelihood</p> <p>4. PLN will consider</p> <p>5. PLN will consider</p> <p>6. PAPs should inform their moving/new address to the project field office (posko proyek)</p> <p>7. PLN has considered about it</p> <p>8. PLN has considered about it in the LARAP</p> <p>9. PAP can decide their option</p> <p>10. PLN will consider</p> <p>11. PLN will explain these scheme during implementation</p> <p>12. Due to fluctuations in water levels fluctuate dam and slide risk</p> <p>13. PLN will consider</p>

					<ul style="list-style-type: none"> <li>10. Aid for seedling for coffee and coconut and training to maintain the plants to get a good harvest</li> <li>11. How to pay for land and house provided by PLN? cash, credit?</li> <li>12. Why can't the community have activity close to reservoir</li> <li>13. Training for organic fertilizer since chemicals to far away and costly</li> </ul>	
22		4 March 2011	Margaluyu village office, Cibeber Sub District, Cianjur District for PAP who are affected the lower reservoir	110 participants from PAPs who are affected the lower reservoir.		
23	Consolidation meeting in preparation of Land Acquisition Implementation with the Provincial Government	8 March 2011	PLN Bandung Office	27 Officials from Provincial Gvernment	<ul style="list-style-type: none"> <li>1. PLN President Director has followed up BPN's letter by sending a letter to Ministry of Energy and Mineral Resources (MEMR) regarding land acquisition process.</li> <li>2. New BPN regulation no 2 of 2011 concerning on technical consideration on land services</li> <li>3. Gap between Indonesian laws/regulations with the WB policy</li> </ul>	<ul style="list-style-type: none"> <li>- Provincial Government will invite MEMR to discuss land acquisition process</li> <li>- PLN will follow the new guidelines</li> <li>- Indonesian laws/ regulations and the World Bank Policy will complement each other and they will be included in the loan agreement as legal basis in land acquisition implementation.</li> <li>- Coordination and synchronization between PLN and related governmental agencies is needed to implement the LARAPs.</li> </ul>

24	Consolidation meeting in preparation of Land Acquisition Implementation with the Local People's Representative Council (DPRD) Commission A	8 March 2011	PLN Bandung Office	16 Officials from DPRD Commission A (West Bandung)	<ol style="list-style-type: none"> <li>1. The WB was being questioned on how serious the Bank in financing the project since there have been reports from local newspaper that the Bank hesitant in financing the project due to delayed location determination</li> <li>2. The project should provide economic benefits to the local community</li> </ol>	<ol style="list-style-type: none"> <li>1. The Bank said that the headline was written in Galamedia Online dated March 3, 2011 is factually incorrect. Any questions regarding the project should be asked directly to PLN or the WB.</li> <li>2. The main project including new access road development will provide direct and indirect economic impacts to the districts as well as local community. Negative impact on social and environmental mitigation have been identified and planned well in the LARAPs.</li> </ol>
25	Public consultation. Pre-construction Phase 1	8 March 2016	Office PT. PLN	<ul style="list-style-type: none"> <li>- Sinotech consultant</li> <li>- DAW-JV contractor</li> <li>- Principals and Teachers with a total of 75 participants and 10 school representatives (3 of whom are women) from:               <ol style="list-style-type: none"> <li>1. Cimega Elementary School</li> <li>2. Sarinagen Elementary School</li> <li>3. Try Medya Extraordinary School</li> <li>4. Al-Barqunnajah Foundation</li> <li>5. Cilawang Elementary School</li> <li>6. Cimarel Elementary School</li> <li>7. Cimarel Middle School</li> <li>8. Al-Tarbiyah Islamic Elementary School</li> <li>9. Girimukti Elementary School</li> <li>10. Cantrawayang Elementary School</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. Construction work to be carried out</li> <li>2. Traffic management including safety (dust disturbance, noise and traffic safety)</li> </ol>	<ol style="list-style-type: none"> <li>1. School representatives around the Upper Cisokan Hydroelectric Power Plant Roadway who were present at the public consultation has understood the construction work and traffic management of the UCPS Hydroelectric Power Plant construction.</li> </ol>
26	Public consultation. Pre-	18 March 2016	Office PT. PLN UIP VI	- West Bandung District Resettlement Implementation Team	<ol style="list-style-type: none"> <li>1. Construction work to be carried out</li> </ol>	<ol style="list-style-type: none"> <li>1. Regional government representatives around the Upper Cisokan</li> </ol>



	construction Phase 2			<ul style="list-style-type: none"> <li>- Cipongkor Sub District (Sarinagen Village, Cijambu Village and Sirnagalih Village)</li> <li>- Rongga Sub District (Cibitung Village, Sukaresmi Village, Bojongsalam Village and Cicadas Village)</li> <li>- Sinotech consultant</li> <li>- DAW-JV</li> <li>- PT. UIP VI</li> <li>- PT. UPKP Hydro I</li> <li>- The number of participants who attended was 35 people (3 of them were women)</li> </ul>	<ol style="list-style-type: none"> <li>2. Traffic management including safety (dust disturbance, noise and traffic safety)</li> <li>3. Safety Health Management including HIV / AIDS</li> <li>4. Workers Camp Management</li> <li>5. Biodiversity Management Plan</li> <li>6. Job / Business Opportunities</li> <li>7. Mechanisms for submitting complaints / complaints</li> <li>8. Camp followers</li> </ol>	Hydroelectric Power Plant Roadway who were present at the public consultation event understood the construction work and traffic management of the UCPS Hydroelectric Power Plant construction.
27	Public consultation. Pre-construction Phase 3	24 May 2016	Office of PT. PLN UIP JBT I	<ul style="list-style-type: none"> <li>- Cipongkor Sub District Representative</li> <li>- Sindangkerta Police Chief</li> <li>- Danramil Sindangkerta</li> <li>- Village Heads and residents of Karangsari, Sarinagen, Cijambu and Sirnagalih Villages</li> </ul> <p>A total of 34 participants attended</p>	<ol style="list-style-type: none"> <li>1. Construction work to be carried out</li> <li>2. Traffic management including safety (dust disturbance, noise and traffic safety)</li> </ol>	1. Regional government representatives around the Upper Cisokan Hydroelectric Power Plant Roadway who were present at the public consultation event understood the construction work and traffic management of the UCPS Hydroelectric Power Plant construction.
28	Public consultation. Pre-construction Phase 4	26 May 2016	Hall of Karangnunggal Village	<ul style="list-style-type: none"> <li>- Head of Cibeber Subdistrict</li> <li>- Cibeber Police Chief</li> <li>- Danramil Cibeber</li> <li>- Karangnunggal Village Head and its villagers</li> <li>- Girimulya Village Head and its villagers</li> </ul> <p>A total of 33 participants attended</p>	<ol style="list-style-type: none"> <li>1. Construction work to be carried out</li> </ol>	1. Regional government representatives around the Upper Cisokan Hydroelectric Power Plant Roadway who were present at the public consultation event understood the construction work and traffic management of the UCPS Hydroelectric Power Plant construction.
29	Public consultation. Pre-	2 June 2016	Hall of Sukaresmi Village	<ul style="list-style-type: none"> <li>- Gununghalu Police Chief</li> <li>- Danramil Gununghalu</li> </ul>	<ol style="list-style-type: none"> <li>1. Construction work to be carried out</li> </ol>	1. Regional government representatives around access road of the Upper

	construction Phase 5			<ul style="list-style-type: none"> <li>- Desa Cibitung Village Head and the citizen representatives</li> <li>- Desa Sukaresmi Village Head and the citizen representatives</li> <li>- Bojongsalam Village Head and the citizen representatives</li> <li>- Cicadas Village Head and the citizen representatives</li> </ul> <p>A total of 95 participants attended</p>		Cisokan Hydroelectric Power Plant who were present at the public consultation event had understood the construction work and traffic management of the UCPS Hydroelectric Power Plant construction.
30	Public consultation ESIA dan LARAP 2020	30 September 2020	Online & Offline Meeting	<ul style="list-style-type: none"> <li>- The public consultation was held on 30 September 2020, using the online Zoom meeting platform and in-person in 5 locations, namely the Bappeda Office of West Bandung District, Rongga Sub District, Cipongkor Sub District, Haurwangi Sub District, and Bojongpicung Sub District</li> </ul>	<ul style="list-style-type: none"> <li>- Inventory result data from environmental and social monitoring reports</li> <li>- Assessment and management of environmental and social risks and impacts</li> <li>- Acquisition of people's land used in the project (from now on referred to as aspects of LARAP)</li> <li>- Boundary Determination of project-affected people or PAPs</li> <li>- Risk determination of the UCPS project to the social and economic life of the people in the affected area</li> <li>- Assessment of the project's impact on cultural heritage</li> <li>- Assessment of stakeholder engagement</li> <li>- Legislative aspects include the laws and regulations that have been established by the government and become the legal basis for the preparation of the ESIA for the Development of the Upper Cisokan</li> </ul>	<ul style="list-style-type: none"> <li>- There are community lands in 5 villages which are the affected areas. There are different perceptions regarding the legal aspects related to the value of the community land for replacement.</li> <li>- Replacement of village assets and village treasury lands, especially in locations adjacent to the project site in the Cijambu village area, can continue</li> <li>- Social impact of workers entering the project site</li> <li>- Expectations for community involvement in the Upper Cisokan project</li> <li>- There is synergy with irrigated areas, especially Cihea and Cikondang, considering that the Cianjur area is a food barn for rice producers that utilizes irrigation channels.</li> <li>- Expectations regarding synergy in community empowerment</li> <li>- Hope for the continuity of the road access construction process that has just been built 900m</li> <li>- Expectations for completing the replacement of the remaining land and</li> </ul>

					<p>Pumped Storage (UCPS) Hydropower Plant.</p>	<p>community lands in the Sukaresmi village area.</p> <ul style="list-style-type: none"> <li>-Expectations for the realization of cooperatives</li> <li>-Expectations for community involvement in the Upper Cisokan project</li> <li>-Post access road work has an impact on building construction damage and private property</li> <li>-Expectations for proper guidance and management related to the PAP cooperative</li> <li>-Hope for community development program completion priority</li> <li>-Expectations for clarity of targets regarding activities related to the development of Upper Cisokan</li> </ul>
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## 2.3 Stakeholder Identification

Stakeholder identification is the first step in describing the relationship between actors and companies, in what context and related to what issues, and also describing the relationship between actors with one another, whether directly related to the company or indirectly related to the company. Stakeholders can be mutual (positive interest), neutral or opposite (oppose) the project, and can have varying levels of influence.

The stakeholder identification and mapping focus on two regencies: West Bandung and Cianjur Districts that are relevant with the construction of UCPS Hydropower 1040 MW, access road, and transmission lines. Stakeholders identified can be broadly grouped into project-affected parties, other interested parties, and vulnerable groups. More broadly, the PAPs include the local community, the communities surrounding the project site, and local businesses. they can be sub-categorized into national, provincial, and district level government or administrative units who are implementing the project under the purview of PLN and its resettlement team.

**Project Affected Parties** are groups and individuals who are 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. These include

- Local Community (including social institutions (i.e youth forums), groups, and leaders
- Community surrounding the Project site including those in the downstream area.
- Local businesses

**Other interested Parties:** These involve individuals or organizations that have an interest in the project due to the project's impacts related to public interests. This category primarily includes the government and local village and community heads

- Government of West Bandung District and Cianjur District
- Project Implementer (PLN) including Resettlement Team and Contractor
- DLHK (Local government Environmental Agency)
- Sub District heads
- Village heads
- Religious Leaders
- The Village Government
- Labor department
- Interested NGOs and other organizations.
- Contractor, sub-contractors, supplier, and all staff and personnel involved
- Construction Workers (in-migrant)

**Vulnerable Groups** include particularly vulnerable people such as the disabled, senior citizens, elderly women, widows, single mothers, members of the transgender community, and any victim or those at risk of gender-based violence (GBV), including women and girls of all ages, young boys, and members of the LGBTI community.

- Women/women groups
- Vulnerable household
- GBV risk groups including LGBTI
- Disadvantaged Youths

The details on identified stakeholders can be seen in Appendix II-1. The stakeholders consist of government officials, local village and community leaders, private sector, civil society organizations (CSO), women groups, scientific community, etc.

The identified stakeholders are then outlined to describe the relationship between actors, both individuals, and institutions as well as the nature of the relationships. Appendix II-2 shows the complex relationships between project owner (PLN) and the stakeholders.

## 2.4 Stakeholder Mapping and Analysis

Stakeholder mapping and analysis (influence and interest of stakeholders) in the form of a power & interest grid was carried out to illustrate the level of influence/power and interests of stakeholders that have been related either directly or indirectly to the Upper Cisokan Hydropower plant. The mapping on identified stakeholders was categorized in four quadrant as seen in Figure 1.



**Figure 1 Quadrant chart of the degree of influence and interests of Stakeholders Mapping**

The term of power and interest in this context are defined as:

- **Power** - what is meant is how much the potential power of these stakeholders can influence or hinder the project's operating activities. This measurement of power is based on the source of influence such as position, network, education, status, and social position. It is also enriched with how the form of stakeholder influence is in accordance with the powers and abilities they have, such as licensing, mass raising, the formation of public opinion, etc.
- **Interest** - what is meant is how much interest each stakeholder has in the company's operating process. The measurement of the degree of importance is based on the interests of the stakeholders, both expressed/implied about the existence and sustainability of the company's operations.

To produce a power and interest grid quadrant, each actor being mapped is assessed or weighted based on the attributes it has on power (source and form) and interest to UCPS. This quadrant analysis resulting in 4 categories, each of which has a specific strategy in fostering relationships (between the project proponent (PLN) and stakeholders), namely:

- **Manage Closely** - the strategy of dealing with stakeholders by maintaining, building intense communication relationships, and managing close relationships with stakeholders. The stakeholders who must be managed in this way are those who have a high level of influence and interest in the company.
- **Keep Satisfied** - the strategy of dealing with stakeholders by maintaining their relationship and satisfaction. The criteria for stakeholders in this category are those who have a high level of influence but have a low level of importance to the company.

- **Keep Informed** - the strategy of dealing with stakeholders by providing regular and periodic information related to company activities and programs to related stakeholders. The stakeholders in this category are those who have a low level of influence but have a high level of importance to the company.
- **Monitor closely** - a strategy in dealing with stakeholders by monitoring their movements or activities. The stakeholders who fall into this criterion are those who have a low level of influence and interest in the company.

A general guideline for building relationships with the stakeholders based on their position on the quadrant chart is outlined in Table 3. Based on the description and analysis of the actual situation and conditions in the field, the priority stakeholders of the Upper Cisokan Hydroelectric Power Plant are those in the Manage Closely quadrant, who consist of the Resettlement Team, Head of District, Head of Village and village government apparatus, and the integrated security team.

**Table 3 Stakeholder Strategy Guideline**

Quadrant	Definition	Stakeholder	Strategy	Action Program
1. Manage Closely	High power-High Interest	Resettlement Team, Head of Sub District, Head of Village and village government apparatus, municipalities security team, Business Development Supporter Figure	Manage Closely, Stakeholders priority that must be intensely on developed and managed the expectations as well involved in various activities	<ul style="list-style-type: none"> <li>• Involved as a strategic partner in planning process, monitoring and program evaluation</li> <li>• Ask for input and consideration in program implementation</li> </ul>
2. Keep Satisfied	High Power-Low Interest	Religious Leaders, Youth Leaders, Women Figure,	Keep Satisfied, Engaged communication so that stakeholders feel comfortable and feel satisfied with company performance results	Submit an program implementation report program (process and result) periodically both in the form of newsletters, annual reports, publish in the mass media, etc.
3. Keep Informed	Low Power-High Interest	Community Affected by the project	Keep Informed, deliver information regularly and fairly, confirm the main issues that arise can be handled properly	Publish various activities, CSR activities and programs on UCPS Hydropower Cisokan through various media such as published mass media, banners / brochure in public spaces, publish on social media, etc.



4. Monitor	Low Power- Low Interest	Home business actors. Ex Indonesian migrant worker in local community	Monitor, simply monitor and not need too intense communication	<ul style="list-style-type: none"> <li>• Monitor activities and activities stakeholder</li> <li>• Maintain a good relationship with stakeholders</li> </ul>
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The characteristics of quadrant 1 (manage closely) and quadrant 2 (keep satisfied) special priority stakeholders can be seen in table 4.

**Table 4 Priority Stakeholder characteristics**

No.	Social Status	Interest in the Project	Form of Influence
1	Head of the Resettlement Team	<ul style="list-style-type: none"> <li>- Ensuring the project is delivering its responsibilities related to land acquisition and resettlement issues</li> <li>- Identification of affected people project</li> <li>- Calculation of purchase costs land</li> <li>- Livelihood program</li> <li>- Assistance over the livelihood</li> <li>- Monitor PLN's CSR program</li> </ul>	<ul style="list-style-type: none"> <li>- Provide recommendations and suggestions to the Regent</li> <li>- Provide direction and evaluate team performance</li> <li>- Coordination with stakeholders of the project related to land acquisition and resettlement issues</li> </ul>
2	DPRD (Local Peoples Representative Council) members West Bandung District	Program support and development of group business potential for ongoing business groups.	<ul style="list-style-type: none"> <li>- Compiling budget allocations together with local governments.</li> <li>- Compiling regulations together with local governments.</li> <li>- Supervise the implementation of development programs carried out by local governments</li> </ul>
3	Head of Cipongkor Sub-district	<ul style="list-style-type: none"> <li>- The Project establishes communication and coordination with stakeholders at the level sub-districts and villages.</li> <li>- Have an interest in opening increase employment and strengthening the economy of the village community</li> <li>- through the project CSR program</li> </ul>	<ul style="list-style-type: none"> <li>- The authority as a sub-district head, has access and connections to the government and other formal institutions.</li> <li>- Close connection to several NGOs / CBOs and society / religion leaders.</li> </ul>
4	Secretary Cipongkor Sub-district	<ul style="list-style-type: none"> <li>- The Project establishes communication and coordination with stakeholders at the level sub-districts and villages.</li> <li>- Have an interest in opening, increase employment and strengthening the economy of the village community through CSR program</li> </ul>	<ul style="list-style-type: none"> <li>- The authority as secretary of the Camat (head of sub-district), has access to and connections to the government and other formal institutions.</li> <li>- Close connection to several NGOs / CBOs and society / religion leaders.</li> </ul>
5	Head of Rongga Sub-district	<ul style="list-style-type: none"> <li>- The Project establishes communication and coordination with stakeholders at the level sub-districts and villages.</li> <li>- Have an interest in opening increase employment and strengthening the economy of the village community through CSR program</li> </ul>	<ul style="list-style-type: none"> <li>- The authority as a sub-district head, has access and connections to the government and other formal institutions.</li> <li>- Close connection to several NGOs / CSOs and community / religious leaders.</li> </ul>
6	Secretary of Rongga Sub-district	<ul style="list-style-type: none"> <li>- The Project establishes communication and coordination with stakeholders at the sub - district and village levels.</li> <li>- Have an interest in increased job creation and strengthening the</li> </ul>	<ul style="list-style-type: none"> <li>- The authority as secretary of the district head, has access and connections to the government and other formal institutions.</li> </ul>

		economy of the village community through CSR program	- Proximity to several NGOs / CBOs and leader's society / religion figure.
7	Religious Community Leaders	<ul style="list-style-type: none"> <li>- Communication and coordination with stakeholders at the district level and villages intensively.</li> <li>- Implementing social programs sustainably.</li> </ul>	<ul style="list-style-type: none"> <li>- Religious community leaders who are respected throughout Rongga Sub-district</li> <li>- The oldest boarding school leader</li> </ul>
8	Business Development Supporter Figure	<ul style="list-style-type: none"> <li>- Providing CSR programs sustainably</li> <li>- Program support and development of the potential business for craftsmen.</li> </ul>	- Become a community reference, play an active role in giving input, suggestions about village program.
9	Village Head, Secretary and Section Head/Affair	- Program support and development of the potential business for craftsmen.	<ul style="list-style-type: none"> <li>- The authority as the village head (formal position), which can determine the village's attitude toward its stakeholders (the company).</li> <li>- Manage the village budget and carry out development based on the results of the village deliberation.</li> <li>- Has influence in society</li> </ul>
10	Lawyer Interested in Land Dispute	Dispute resolution with company	Has a network of lawyers and experienced in handling cases or conflicts
11	Land Claimant in Access Road	Dispute resolution with company	Supported by lawyers and Legal Aid
12	Chairman of the Siroguci Forum	Opportunity to become a project vendor	Mobilization of labor and financial capital
13	Chairman of Rongga Putra Communication	Opportunity to become a project vendor	Mobilization of labor and financial capital
14	Commander of Integrated Security for vital national object ( <i>Obvitnas</i> )	Project security/guard	Mobilization of integrated security resources
15	Security Coordinator	Project security	Management of security personnel
16	Village head of Girimulya	<ul style="list-style-type: none"> <li>- PLN to immediately settle the compensation for assets that have not been completed.</li> <li>- Advocacy for the affected people, who have not been compensated.</li> </ul>	Has the authority to provide social environmental and domicile permits
17	Chairman of the Youth Organization	PLN to immediately settle the compensation for assets that have not been completed	- Apart from the head of the Village Forest Community Institution (LMDH), also influential figure in the Paku Padjajaran mass organization and highly respected by

			<p>the community.</p> <ul style="list-style-type: none"> <li>- Communicators of the community and often provide input / suggestions related to village programs</li> </ul>
18	Village head Karangnunggal	PLN to immediately settle the cost of compensation for assets that have not been completed	Has the authority to evaluate environmental and social permits domicile.
19	Chairman of the BPD (Village Consultative bodies)	PLN to immediately settle the cost of compensation for assets that have not been completed	Has the authority to evaluate environmental and social permits domicile.
20	Village head Margaluyu	PLN to immediately settle the cost of compensation for assets that have not been completed and have contributed in road construction.	Has the authority to evaluate environmental and social permits domicile.
21	Ponpes (Islamic boarding schools) leaders	Project's contribution in infrastructure development roads, public facilities and social facilities.	An influential religious figure at the Campaka sub-district level
22	Village head Sukaratu	Project's contribution in infrastructure development roads, public facilities and social facilities.	Has the authority to evaluate environmental and social permits domicile
23	Cibeber District Head	Project's contribution in infrastructure development roads, public facilities and social facilities include clean water and irrigation water	Manage administration and communication at the level of sub-district and development facilitation and supervision at the village level.
24	Chief of Campaka district police	Security coordination in the project area under his/ her jurisdiction	Police and Military are elements of the Regional and Subdistrict Consultative Council, a multi-stakeholders forum at subdistrict ( <i>Muspika</i> ). This forum oversees all public activities within their jurisdiction including the development of UCPS as a national strategic program. If there is a problem in the project, this forum will need to be consulted.
25	Danramil Cibeber (District Military)	Security coordination in the project area under his/ her jurisdiction	Police and Military are elements of the Regional and Subdistrict Consultative Council, a multi-stakeholders forum at regency ( <i>Muspida</i> ) and subdistrict ( <i>Muspika</i> ) level consists of Regency secretary, heads of government offices, military and police. This forum oversees all public activities within their jurisdiction including the development of UCPS as a national strategic program. If there is a problem in the project, this forum will need to be consulted.

26	Secretary of the Margaluyu Village	PLN to immediately resolves the cost of compensation for unfinished assets and contributes to completing road repairs	Has the authority to evaluate environmental and social permits domicile.
27	Secretary of Campaka Sub-district	PLN to contribute to complete clean water and irrigation water	Carry out other official duties given by the head of subdistrict
28	Chief of Campaka sub-district police	Security coordination in the project area under his/her jurisdiction	Maintaining order under his/her jurisdiction
29	Babinsa Margaluyu (Military)	Security coordination in the project area under his/her jurisdiction	Babinsa is Indonesian Military's village supervisory non-commissioned officers. Babinsa officers are stationed at village hence they will be the first point of contact from the Military as part of the subdistrict Consultative Council (Muspika).
30	Head of Bojongpicung Sub-district	Expectation that PLN and the project contribute to completing clean water, irrigation water and the construction of public facilities and Social Facility	Manage administration and communication at the level of sub-district and facilitation and supervision of development at the Village level.
31	Chief of Bojongpicung Sub-district Police	Security coordination in the project area under his/her jurisdiction	Police and Koramil are elements of the Muspika (sub-district leadership deliberations), which together have the same responsibility to maintain order and order in the areas under their authority
32	Bojongpicung Police	Security coordination in the project area under his/her jurisdiction	Maintaining order under his/her jurisdiction
33	Neglasari Village Assistant	The involvement of youth organizations in development	village assistant authority in terms of supervision of allocation of village funds.
34	Head of Task Executor of Neglasari village	Implementation of village infrastructure programs	Has the authority to evaluate environmental and social permits domicile.
35	Cooperative Extension of Cianjur Regency	Cooperation Program Empowerment of cooperatives and MSMEs	<ul style="list-style-type: none"> <li>- Oversee regional cooperatives</li> <li>- Women representative</li> </ul>
36	Suryakencana University LPPM (Research institutions and community service)	Community Empowerment Program Cooperation	<ul style="list-style-type: none"> <li>- Formulate research activities</li> <li>- Women researcher</li> </ul>
37	PLUT (Integrated Business Service Center) Cianjur	Cooperation Program Empowerment	Provide recommendations and suggestions to the Regent

38	Chairman of the Cianjur DPRD (Local Peoples Representative Council)	PLN contribution to strengthening the economic potential of rural communities, social and empowerment programs, physical and social infrastructure	Prepare budget allocations and regulations together with local governments.
39	Head of Community and Village Empowerment Service	PLN contribution to strengthening the economic potential of rural communities, social and empowerment programs, physical and social infrastructure	Provide recommendations and suggestions to the Regent
40	Administration Development Chief	PLN contribution to strengthening the economic potential of rural communities, social and empowerment programs, physical and social infrastructure	Provide recommendations and suggestions to the Regent
41	Village government and people/ community of the downstream areas of the project include Salammunggal village, Cikondang Village, and Panyusuhan Village	- Potential project impacts particularly related to irrigation of paddy field; Expectations regarding synergy in community empowerment.	The village government roles are to involve the community in planning and implementation of development, facilitating disputes between the community and the project, and have authority to provide environmental and social permits domicile.
42	Forest Village Community Institution (LMDH)	The LMDHs will be involved in the implementation of the project's biodiversity management plan and forest partnership framework.	LMDH often represent the community in discussions with the village government and companies (PLN and Perhutani)
43	Perum Perhutani	Sustainable forest management under its jurisdiction including forest areas within the proximity of the project.	Perum Perhutani has a significant influence in planning and implementation of the biodiversity management plan, forest partnership framework, and forest partnership action plans.
44	Forest Management Unit- Ministry of Environment and Forestry	Forest area under their jurisdiction located in the Project area are managed and well-maintained in accordance with the forest status as per government's regulation.	Forest Management Unit will be central for field implementation of the project Biodiversity Management Plan and Forest Partnership Framework and forest partnership action plans.
45	Pikiran Rakyat Newspaper (one of the most credible media outlets in West Java Province), and other media outlets	Be able to publish information about the project from credible sources in timely manner.	Contribute in shaping public opinion about the project.
46	Women's NGOs/ CSOs	Women's rights advocacy in the project area.	Important partners to collaborate in planning and implementation of the gender action plan and the GBV action plan.



## 2.5 Stakeholder Engagement Program

The overall strategic approach for the stakeholder engagement will be systematic and holistic, utilizing a range of appropriate and accessible to ensure regular, timely, effective, and inclusive engagement throughout the project cycle. The preliminary goal of the engagement will be to inform the stakeholders particularly the affected communities on the project environmental and social risk and to sensitize them about the project grievance redress mechanism. A range of participatory approach methodologies will be tailored to the identified stakeholder groups, using a mix of consultations, public meetings, focus group discussions, key informant interviews, and satisfaction surveys. GRM training for team members is also planned. In regards to the design of public meetings, gatherings should ensure that:

- Affected people are informed about the environmental and social impacts in the ESIA report in advance of the meeting;
- The meeting venues are accessible to the project-affected population;
- Meetings are held at times most convenient for project-affected groups;
- Clear, non-technical information is presented in the local language with the assistance of visual aids;
- Those attending are genuine representatives of the project-affected population;
- All those participants who wish to raise their concerns are able to do so;
- The issues raised are answered at the meeting or actively followed up; and
- The project sponsor communicates to the participants, and others affected by the project, design changes that result from the meeting.

The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. For example, the Project will utilize existing/ available avenues for women such as *Majlis Taklim* (regular religious activities attended by women only) and PKK (community organization that empower women to participate in the development of Indonesia). Training for facilitators and awareness-raising sessions on the GRM and GBV, as well as consultative meetings during construction, are planned for women groups and vulnerable households. The project will also ensure that the general public meetings and consultations will include women. Also, dedicated separate focus groups, such as with disadvantaged youths, women, and the disabled, will be planned as required.

The Stakeholder Engagement plan and other important environmental and social documents will be disclosed on PLN's project website as well as through online social media platforms such as Facebook, Instagram, and Twitter. Local TV and radio channels will also be leveraged. Furthermore, information prior to and during the project implementation will be made available in print form, including newsletters, leaflets, and brochures in local languages (translation), in the impacted districts. Information desks where locals can access free printed copies of the SEP and contact information for the Community Liaison Officer (CLO) will also be set up in the impacted municipalities at:

- The Project offices
- Village and Regional administrations offices
- Other designated public locations to ensure wide dissemination of the materials.

The SEP activities have been split into 9 programs starting with the pre-construction phase to the operational phase (please see Table 5 for more details). Planned engagement activities for implementation of the Biodiversity Management Plan, Forest Partnership Framework, and Land Acquisition and Resettlement Framework are presented in each respective document.

The estimated budget for over 5 years is IDR 30,469,702,000. The costs relate to publications, communication material, engagement of resource persons/consultants and organization of stakeholder engagement and meetings, communications work, and training budget for implementing the SEP. Please see the table in Appendix II-3 for the breakdown of costs for each engagement activity.

**COVID19 related constraints** on public consultations and stakeholder engagement is a continuing risk. The project will review the latest COVID-19 spread situation in the project area, and the restrictions put in place by the government to contain virus spread; Subject to the local national laws and protocols, the World Bank suggests the following guidelines: 1) avoid public gatherings or 2) conduct smaller gathers, 3) diversity communication channels including use of ICT where possible (Webex, Zoom, Facebook, twitter, E-mail) and 4) traditional channels (phone, tv, radio, mail/pamphlet).

**Table 5 Stakeholder Engagement Plan**

No.	Program Issue/Activity	Stakeholder	Purpose of Engagement	Engagement Strategy	Schedule of Engagement	Follow up Strategy/Plan	Phase
1.	Project scope and rationale; Project E&S risks management principles; Grievance mechanism process	<ul style="list-style-type: none"> <li>- Local Community</li> <li>- Women/women groups</li> <li>- Vulnerable household</li> </ul>	<ul style="list-style-type: none"> <li>- Information dissemination to community surrounding project site</li> <li>- Ensure all affected people are well informed about the project construction, the associated risk/impact, mitigation measures and emergency response prepared, as well as grievance mechanism procedures for them to communicate and convey complain.</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings, workshops utilizing effective platform to reach out the community such as village meetings, <i>PKK</i> and <i>Majlis Taklim</i> targeting women.</li> <li>- Training on grievance mechanism for designated team members with general orientation for others.</li> <li>- Invitation to public meetings.</li> </ul>	At least one meeting will be held before construction	<ul style="list-style-type: none"> <li>- Establish the grievance committee</li> </ul>	Pre-Construction
2.	GBV Grievance mechanism implementation Arrangement	<ul style="list-style-type: none"> <li>- Women/women groups/ Representative</li> <li>- Local Community</li> <li>- Affected communities,</li> <li>- those most vulnerable to risks of GBV,</li> <li>- other protection actors,</li> <li>- youth group</li> </ul>	Giving information about GBV Grievance Mechanism Implementation Arrangement and to get feedback from the community	<ul style="list-style-type: none"> <li>- Meetings, workshops utilizing effective platform to reach out the community such as village meetings, <i>PKK</i> and <i>Majlis Taklim</i> targeting women.</li> <li>- Training on grievance mechanism for designated team members with general orientation for others.</li> <li>- Invitations to public meetings</li> </ul>	Will be conducted in parallel during construction	Established GBV/SEA facilitators from Grievance Unit	<ul style="list-style-type: none"> <li>- Construction</li> <li>- Impoundment</li> <li>- operational</li> </ul>

3.	GBV Community awareness raising and Socialization	<ul style="list-style-type: none"> <li>- civil society organizations,</li> <li>- gender and child advocates</li> <li>- Affected communities,</li> <li>- those most vulnerable to risks of GBV,</li> <li>- other protection actors,</li> <li>- government agencies</li> <li>- youth group</li> </ul>	Raise public awareness of GBV as resources for knowledge on local level risks, effective protective factors and mechanisms for support throughout the project cycle.	<ul style="list-style-type: none"> <li>- Meetings, workshops utilizing effective platform to reach out the community such as village meetings, <i>PKK</i> and <i>Majlis Taklim</i> targeting women.</li> <li>- Training on grievance mechanism for designated team members with general orientation for others.</li> <li>- Invitation to public meetings.</li> </ul>	Will be conducted in parallel during construction	Established GBV/SEA facilitators from Grievance Unit	<ul style="list-style-type: none"> <li>- Construction</li> <li>- Impoundment</li> <li>- Operational</li> </ul>
4.	Capacity building amongst facilitators on GBV/SEA awareness and reporting protocols	- GBV/SEA Facilitators	Raise awareness of GBV as resources for knowledge especially on record handle grievance during project	Public meetings, separate meetings	At least one meeting during construction and operational project phase		<ul style="list-style-type: none"> <li>- Construction</li> <li>- Operational</li> </ul>
5.	Recruitment of local workers (for construction)	<ul style="list-style-type: none"> <li>- Government of West Bandung District and Cianjur District</li> <li>- Sub District head</li> <li>- Village headmen</li> <li>- Labor department</li> </ul>	Consultation with Muspida ( <i>Musyawarah Pimpinan Daerah</i> ) and Muspika ( <i>Musyawarah Pimpinan Kecamatan</i> ) on the process of local workers recruitment to ensure a fair, non-discriminative and transparent recruitment process following PLN procurement policy;	Official correspondence and meetings, progress reports Permitting procedures	At least two meetings during project construction, one meeting will be held before recruitment and one meeting during recruitment period.	<ul style="list-style-type: none"> <li>- Establish and implement Human resources policies and procedures</li> <li>- Establish and implement Working conditions and terms of employment</li> <li>- Establish the recruitment committee</li> </ul>	Construction
		Project Implementer (PLN and Contractor)	- To lead a fair and transparent, non-	to be part of recruitment committee	At least three meetings during		- Construction

			<p>discriminative and transparent recruitment process</p> <ul style="list-style-type: none"> <li>- Design and provide training, whenever possible and required to increase local non-skill workforce to be recruited during construction.</li> <li>- Job ads encouraging women to apply, enforcing non-discriminatory hiring practices, and providing women-friendly sites.</li> </ul>		<p>project construction, one internal (PLN and Contractor) meeting and one meeting with MUSPIDA/MUSPIKA before recruitment and one community meeting during recruitment period</p>	<ul style="list-style-type: none"> <li>- Receive and respond to grievance from stakeholders following the available External Communication procedure and Grievance Mechanism</li> </ul>	
		Local Communities	Empowerment, Ownership & Reduce Cost	Open Vacancies, Recruits, selection Local Worker	Prior to project construction, at least one community meeting will be held during recruitment period		- Construction
6.	Identification of business development for local community	The Village Government	to explore the possibility of local economic development during construction phase for local community and women group to have chance to supply equipment, material, and basic needs in accordance with PLN standard requirements	Announcement of opportunity for local business to supply equipment, material, and basic needs during construction, consultation and meeting as necessary.	prior to project construction, at least one meeting will be held during recruitment period. A separate women group meeting will be held to explore the possibility of local economic development during	<ul style="list-style-type: none"> <li>- Procurement and supplier agreement.</li> <li>- Capacity building training as necessary.</li> </ul>	- Construction
		Women Group/ Representative					- Construction
		Local community/local business owner					- Construction
		Youth Community					- Construction

		Disabled groups			construction specifically for women group.		- Construction
7.	Construction of UCPS and other facilities.  Implementation of RKL RPL and Project ESMP and SCMP	Contractor, sub-contractors, supplier and all staff and personnel involved.	To ensure the Contractor sub-contractors, supplier and all staff and personnel involved be aware and understand the requirement of environmental and social safeguards which include all police, project standards, requirements and mitigation measures set up in AMDAL and Project ESMP.	<ul style="list-style-type: none"> <li>- Formal engagement through contract agreement</li> <li>- Internal and regular training, meeting, safety meeting, internal communication, workers grievances mechanism and other available manual and procedures, which include those to be developed/ updated.</li> <li>- Internal newsletters, notifications and intranet</li> <li>- Company bulletin boards</li> <li>- Information boards</li> <li>- Internal grievance procedure</li> </ul>	<ul style="list-style-type: none"> <li>- PLN will arrange a meeting with Contractor at least one time before start the construction and regularly throughout construction.</li> <li>- All new employee/ staff/sub-contractor will have safety induction before they start working.</li> <li>- Regular internal safety training and meeting be conducted in weekly and monthly basis.</li> </ul>	<ul style="list-style-type: none"> <li>- Establish Health, Safety, Security, and Environment committee</li> <li>- Receive and respond to grievance from workers, contractor/ sub-contractor and other internal stakeholders following the available External Communication procedure and Grievance Mechanism</li> </ul>	- Construction
		DLHK (Local government Environmental Agency)	To ensure DLHK are well informed on the compliance and performance of Project Environmental, Social, Health and Safety through formal reporting and consultation.	<ul style="list-style-type: none"> <li>- Reporting on the implementation of RKL RPL</li> <li>- Formal/ informal consultation as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>- At least one meeting will be held every three months to update DLHK with the progress of project, the implementation and monitoring of environmental</li> </ul>	Inform and consult if there any new impact identified and/or change/ modification on project description.	- Construction

					<p>and social management plan.</p> <ul style="list-style-type: none"> <li>- One meeting will be held as a starting point.</li> <li>- PLN will submit six of environmental and social monitoring monthly reports.</li> </ul>		
		Local business	To ensure all supplier comply with Project Policy and ESMP	Formal engagement through contract agreement	<ul style="list-style-type: none"> <li>- One time during the establishment of contract.</li> <li>- PLN will conduct six monthly monitoring and meeting with their supplier to ensure all supplier are comply with Project policy and ESMP.</li> </ul>	- Establish procurement and supply chain policy.	- Construction
		<ul style="list-style-type: none"> <li>- Community surrounding the Project site</li> <li>- Women/women groups</li> <li>- Interested NGOs and other organization.</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure all affected people are well informed on the progress of construction, the associated risk/impact, mitigation measures and emergency response preparedness, as well as grievance mechanism procedures for them to communicate and</li> </ul>	<ul style="list-style-type: none"> <li>- Announcement in the village public notice boards and/or project location.</li> <li>- Public consultation meeting</li> <li>- Coordination of project's information through village headmen</li> <li>- Construction signs and warnings</li> </ul>	<ul style="list-style-type: none"> <li>- Before and during construction.</li> <li>- Regular public consultation meeting will be conducted every six months to update affected community the progress of construction, the associated risk/impact,</li> </ul>	Establish Community Liaison Officer and grievance unit.	- Construction



			<p>convey complain.</p> <ul style="list-style-type: none"> <li>- Ensure their voices and grievance are properly addressed during the construction</li> </ul>		<p>mitigation measures and emergency response preparedness, as well as grievance status.</p> <ul style="list-style-type: none"> <li>- A consultation meeting with women group will be organized separately.</li> </ul>		
8.	<p>Project health and safety impacts and mitigation measures; Employment opportunities; Environmental concerns;</p>	<ul style="list-style-type: none"> <li>- Community surrounding the Project site</li> <li>- Women/women groups</li> <li>- Vulnerable household</li> <li>- Youth group</li> </ul>	<p>To raise awareness and inform about project impact on local community</p>	<ul style="list-style-type: none"> <li>- Public meetings, separate meetings specifically for women and vulnerable;</li> <li>- Mass/Social Media Communication - TV, radio, Facebook;</li> <li>- Disclosure of written information - Brochures, posters, flyers, website</li> <li>- Information desks in Municipalities;</li> <li>- Grievance mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings in all affected municipalities with ongoing construction (as needed);</li> <li>- Communication through mass/social media (as needed);</li> <li>- Information desks with brochures/posters in affected municipalities (continuous)</li> </ul>	<p>Inform and consult about safety impact and mitigation measures to the community</p>	<ul style="list-style-type: none"> <li>- Construction</li> <li>- Impoundment</li> <li>- Operation</li> </ul>
9.	<p>Satisfaction with engagement activities and GRM; Grievance mechanism process; Community health and safety measures during construction and operation phase;</p>	<ul style="list-style-type: none"> <li>- Community affected by project</li> <li>- Vulnerable household</li> </ul>	<ul style="list-style-type: none"> <li>- Ensure their (community) voices and grievance are properly addressed during the operation</li> <li>- Collect further information on stakeholder perception</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings in all affected municipalities</li> <li>- Information desks with brochures/posters in affected municipalities</li> <li>- Survey</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings in all affected municipalities (one per year);</li> <li>- Communication through mass/social media (as needed);</li> </ul>	<p>Monitoring of the progress of GRM</p>	<ul style="list-style-type: none"> <li>- Construction</li> <li>- Impoundment</li> <li>- Operation</li> </ul>

	Accessing resettlement compensation and completing land transfer (for PAPs who have not yet received it, if any)		of the project associated impacts and benefits, concerns and suggestions		<ul style="list-style-type: none"> <li>- Information desks with brochures/ posters in affected municipalities (continuous)</li> <li>- Satisfaction survey will be conducted simultaneously with other engagement program if needed</li> </ul>		
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## **2.6 Roles and Responsibilities**

PLN has been engaging with various project stakeholders since the end of 2017, as part of the preparation of the UCPS project. Moreover, several stakeholder engagement activities have already taken place during the preparation of this SEP. The activities have targeted the key stakeholders who need to be involved in the project and the engagement plan preparation; these activities include the following:

- Stakeholder involvement in LARAP document preparation (2008 – 2011), and LARAP implementation (2016 – 2020)
- Stakeholder workshops and meetings to improve understanding of biodiversity management and land rehabilitation (2014 – 2020)

PLN will be responsible for implementation of SEP and Budget under the review of the Project manager. The PM will be supported by the Community Liaison Officer, all personnel, contractors, and sub-contractors that should be working to strengthen the relationship between PLN and stakeholders in the project area.

### **PLN Project Manager**

- Communicate Company Policies and the SEP to Community Liaison Officer and all relevant parties, staff, and personnel.
- Review and improve this Stakeholder Engagement Plan.
- Establish a Grievance Unit Team
- Coordinate with Community Liaison Officer, Grievance Unit, and the related managers to take actions related to stakeholder engagement, communication and receive complaints from the community

### **Community Liaison Officer**

- Establish a personable relationship with stakeholders in the project area
- Ensuring that stakeholder engagement processes and procedure are well implemented to maintain an effective relationship with the local community and stakeholders
- Maintain existing relationship through consultation, face to face meeting, or other methods for stakeholder consultation
- Conduct ongoing stakeholder engagement throughout the project cycle
- Managing community development initiatives through training, local organizations, etc.
- Maintain record and documentation of stakeholder engagement processes such as attendance list, meeting minutes, and other documents as necessary
- Manage the community complaints and grievances process
- Submit regular reports on stakeholder engagement
- Report to the project owner (PLN Project Manager).

### **Grievance Unit Team**

- Receive and respond to grievances from affected people and other stakeholders concerning any claims on project impacts on the community health and safety following the available Grievance Mechanism.
- Maintaining Stakeholder Database and;
- Report to PLN Project Manager.

### **All Personnel**

- Support the implementation of the SEP based on his/her position.

### **Contractor's and Sub Contractors**

- Support the implementation of the SEP based on his/her position.

### **2.7 Monitoring and Reporting**

The SEP will be monitored and reported periodically to evaluate environmental and social controls and procedures to ensure they remain applicable to the activities. Reviews will be undertaken by the PLN Environmental and Social Unit and the full SEP will be reviewed and updated as necessary.

### **2.8 Estimated Budget of Stakeholder Engagement Activities**

The estimated budget to implement the SEP from planning to operation, including the GRM and GBV related activities, is estimated to be IDR 30,469,702,000. Please see Appendix II-3 for the detailed breakdown by program.

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## SECTION II APPENDICES

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## Appendix II-1 Description of the Position, Strength and Social Position of the Actor

ACTORS in Relation to Social Position	ACTOR RELATIONSHIP CONTEXT	THE ROLE OF SOCIAL ACTORS IN COMMUNITY LIFE
WEST BANDUNG DISTRICT		
WEST BANDUNG DISTRICT GOVERNMENT		
<ul style="list-style-type: none"> <li>Resettlement Team related to PAP's of UCPS</li> <li>Dinas PUPR (Local Government Agency for Public Works)</li> <li>Dinas LH (Environmental Agency - District Level)</li> <li>Dinas Balitbangda (Regional Research and Development Agency - District Level)</li> <li>Field of ATR/BPN (National Land Agency Certificate - District Level)</li> <li>Dinas Tanaman Pangan (Food Crops Agency - District Level)</li> <li>Dinas Perikanan (Head of Fisheries Agency - District Level)</li> <li>Dinas PMD (Community Empowerment Agency - District Level)</li> </ul>	<ul style="list-style-type: none"> <li>In general, the local government has a neutral position. Furthermore, it tends to show supporting attitude to the Project</li> <li>The coordinating team in the relevant UPTD (specified task force under District Government) in the Local Government is responsible for the resettlement of project-affected people. It also conducted studies on the transfer of professions, data collection, socialization, monitoring and evaluation of the resettlement process of project affected people.</li> <li>The program for installing safety signs and project boundary markers must be a priority for the project and related stakeholders.</li> </ul>	Carry out their respective responsibilities according to the regional development plan and the direction of the Regent to realize the ideals of improving the quality of life and welfare of the community, in accordance with the motto of West Bandung District, namely: AKUR (Aspirational, Creative, Excellent and Religious) Based on Economic Development, Optimization of Natural Resources and Quality of Human Resources
SUB DISTRICT AND VILLAGE GOVERNMENT AGENCIES		
Sub District Leader Cipongkor	Have a critical view of:	Manage administration and communication at the subdistrict level as well as facilitation and supervision a development at the Village level.

	<ul style="list-style-type: none"> <li>• The existence of the project needs to pay attention social problems and economic strengthening local community.</li> <li>• There are several sources of clean water and irrigation affected by the UCPS Upper project Cisokan</li> <li>• Advise to hydropower plants, to build communication and coordination with Head of Muspika, villages, and public figures.</li> </ul> <p>(Muspika : Forum of Sub District Community)</p>	
Secretary of Cipongkor Sub District	Give advice to UCPS, to build communication and coordination with leaders of Muspika district, village, and public figures.	Manage administration and communication at the sub-district level as well facilitation and supervision a development at the Village level.
Head of Division Planning Development	Give advice to UCPS, to build communication and coordination with leaders of Muspika district, village, and public figures.	Manage administration and communication at the sub-district level as well facilitation and supervision a development at the Village level.
KARANGSARI VILLAGE		
Village Head	<ul style="list-style-type: none"> <li>• Socialization of the impact of the rock mining in the quarry area to the community.</li> <li>• Conservation of springs in the quarry area, i.e. Gunung Karang</li> <li>• Attention to local labor</li> <li>• Hoping the project to contribute to strengthening potential business groups (convection, processed wood, opak, farming, etc.), through the CSR program.</li> </ul>	Engaging the community inside planning and implementation development, facilitate disputes between peoples with the company, and have authority to grant social permits environment and domicile.
Ex- Village Head	<ul style="list-style-type: none"> <li>• Opposition to the current Village Government CSR is only given to groups the village head support group</li> </ul>	Actively facilitating farmers community and related stakeholders in the area.



Village Secretary	<ul style="list-style-type: none"> <li>Support the CSR program, willing work together to take advantage of local potential</li> <li>Recipient of Mosque facility CSR assistance</li> </ul>	Fostering farmers as well fostering cooperation between farmers and related stakeholders.
Head of Bumdes (Village-owned enterprises)	Have a good relationship with village administration and UCPS Cisokan. and have an interest in the business his group.	Develop cooperation between farmers and other related parties.
CIJAMBU VILLAGE		
Cijambu Village head	Provide input for CSR program to be implemented evenly across the affected areas.	Engaging the community inside planning and implementation development, facilitate disputes between peoples with the company, and have authority to grant social permits environment and domicile. And, he is still working in agriculture.
Village Secretary	<ul style="list-style-type: none"> <li>Provide input concerning potential economic empowerment, one of which is cultural-based tourism development.</li> <li>The CSR program is not only intended for one village, but for other locations as well.</li> </ul>	
Head of Planning	<ul style="list-style-type: none"> <li>Provide input concerning potential economic empowerment, one of which is cultural-based tourism development.</li> <li>The CSR program is not only intended for one village, but for other locations too.</li> </ul>	<p>As a facilitator and catalyst strengthening the community's economy.</p> <p>Owning a convection business, contractors building and grocery store.</p>
SIRNAGALIH VILLAGE		
Village head	Expecting the Project to contribute to village development i.e. irrigation infrastructure, healthy latrine and village facilities, village roads to strengthen local economy.	Engaging the community inside planning and implementation development, facilitate disputes between peoples with the company, and have authority to grant social permits environment and domicile.

Youth organization	<ul style="list-style-type: none"> <li>The project can contribute to strengthen business groups that are currently running, among them palm sugar business, tailors, trading, etc.</li> <li>Proposing to extend the implementation of the CSR program to outside the directly affected villages.</li> </ul>	As a facilitator and catalyst strengthening the community's economy.
Head of Sub Village	<ul style="list-style-type: none"> <li>Give input attention to art Sundanese culture in the countryside.</li> <li>The CSR program is not only intended for villages, but for other locations too.</li> </ul>	<p>Has legitimacy at the RW level related to development with deliberation mechanism with para community leaders. Figure preserving Sundanese traditional arts, is wrong the only one is pencak silat.</p> <p><i>(RW is small unit village management under Head of the Village)</i></p>
BOJONGSALAM VILLAGE		
Village Head	Village infrastructure has not been built by PLN, people in Cangkuang hamlet not yet get clean water, village roads, and mosques; The CSR program is not only intended for one Village, but for other locations as well.	<ul style="list-style-type: none"> <li>Involve the community in planning and implementation of development, facilitating disputes between the community and company, and have the authority provide environmental and social permits domicile.</li> <li>As a facilitator and catalyst strengthening the socio-economic community</li> </ul>
Village Secretary	Village infrastructure has not been built by PLN, people in Cangkuang hamlet not yet get clean water, village roads and mosques	Has legitimacy at the village level concerned development with mechanisms deliberations with community leaders
Village officials	Village infrastructure has not been built by PLN, the community has not received it CSR program	Has legitimacy at the village level concerned development with mechanisms deliberations with community leaders

Head of Services	Village infrastructure has not been built by PLN, the community has not received it CSR program	Has legitimacy at the village level concerned development with mechanisms deliberations with community leaders
SUKARESMI VILLAGE		
Village Head	<ul style="list-style-type: none"> <li>• Village infrastructure has not been built by PLN, the village alley roads have not been built</li> <li>• The CSR program is not only intended for one Village, but for other locations as well.</li> </ul>	<ul style="list-style-type: none"> <li>• Involve the community in planning and implementation of development, facilitate disputes between the community and company, and has the authority to give environmental social license and domicile.</li> <li>• As a facilitator and catalyst for social strengthening community economy</li> </ul>
Village Secretary	Village infrastructure has not been built by PLN, the village alley roads have not been built	Has legitimacy at the village level concerned development by means of a deliberation mechanism with community leaders
Village Officials	Village infrastructure has not been built by PLN, the community has not received it CSR program	Has legitimacy at the village level concerned development by means of a deliberation mechanism with community leaders
Head of Services	Village infrastructure has not been built by PLN, the community has not received it CSR program	Has legitimacy at the village level concerned development by means of a deliberation mechanism with community leaders
CIBITUNG VILLAGE		
Village Head	<ul style="list-style-type: none"> <li>• Village infrastructure has not been built by PLN, the village alley roads have not been built</li> <li>• The CSR program is not only intended for one Village, but for other locations as well.</li> </ul>	Involve the community in planning and implementation of development, facilitate disputes between the community and the company, and has the authority to grant social permits environment and domicile.

General Affair	Village infrastructure has not been built by PLN, the village alley roads have not been built	Has legitimacy at the village level concerned development by means of a deliberation mechanism with community leaders
Head of Services	Village infrastructure has not been built by PLN, the community has not received it CSR program	Has legitimacy at the village level concerned development by means of a deliberation mechanism with community leaders
CINENGAH VILLAGE		
Village Head	<ul style="list-style-type: none"> <li>Village infrastructure has not been built by PLN, the village alley roads have not been built</li> <li>The CSR program is not only intended for one Village, but for other locations as well.</li> </ul>	<ul style="list-style-type: none"> <li>Involve the community in planning and implementation of development, facilitate disputes between the community and company, and has the authority to give environmental social license and domicile.</li> <li>As a facilitator and catalyst for social strengthening community economy</li> </ul>
Village Secretary	Village infrastructure has not been built by PLN, the village alley roads have not been built	Has legitimacy at the village level concerned development by means of a deliberation mechanism with community leaders
Head of Service	Village infrastructure has not been built by PLN, the community has not received it CSR program	Has legitimacy at the village level concerned development by means of a deliberation mechanism with community leaders
Government chief officer	Village infrastructure has not been built by PLN, the community has not received CSR program	Has legitimacy at the village level concerned development by means of a deliberation mechanism with community leaders
CIANJUR DISTRICT		
CIANJUR DISTRICT GOVERNMENT AGENCIES		

<p>Head of PMD Office</p> <p>(Community Empowerment Agency - District Level)</p> <p>Head of Development Administration Subdivision</p> <p>PLUT KUMKM</p> <p>(Local Agency Service for SMSEs)</p>	<p>Hierarchically, the relationship between the Regent and the Head of the Service is structural-instructional. The Head of the Service, according to his / her authority, is the executor of the Regent's policies in formulating technical policies that refer to the direction of regional development or RPJMD. So that in the context of this hierarchical relationship, the Regent has the authority to obtain reports related to the implementation of duties from related agencies.</p> <p><i>(RPJMD is a medium-term development plan for local government such as district. It consists of development plan for around five years)</i></p>	<p>Carry out their respective main tasks and functions according to the regional development plan and the direction of the Regent in order to realize the aspirations of improving the quality of life and welfare of the community</p>
<p>Chairman of the DPRD. Cianjur District</p> <p>(Regional House of Representatives)</p>	<ul style="list-style-type: none"> <li>• UCPS is perceived positively by the chairman of the District DPRD. Cianjur because it is in accordance with the direction of development of the Cianjur District which will make Cibeber Sub District, Campaka Sub District, Bojongpicung Sub District and other districts as industrial areas. So that PLN is expected to contribute to the preparation of its Human Resources so that the community is ready and competitive.</li> <li>• In addition to contributing to the preparation of competitive Human Resources, PLN in developing all the potential that exists in the Cianjur District is expected to involve all elements in society</li> </ul>	<p>Draft regional regulations with the executive</p> <p>Has a role in budgeting, supervision, and making local regulations related to regional development</p>
CIBEBER SUB DISTRICT GOVERNMENT, VILLAGE GOVERNMENT, AND SECURITY INSTITUTIONS AGENCIES		

Cibeber Sub District Head	<ul style="list-style-type: none"> <li>The Upper Cisokan hydropower plant is perceived as good, where the hydropower plant has made a positive contribution to the community by absorbing labor in the community development and empowerment project. Providing input, among others, so that hydropower plants help related to the limitations of residents in accessing clean water sources and agricultural water in villages around the project, namely Girimulya Village and Karangnunggal Village.</li> <li>In addition, what the UCPS should also think about is the priority of residents in the absorption of post-project workforce, both skills and non-skills according to applicable regulations. This means that if the community does not have the capacity and does not match the qualifications required by the UCPS, they can contribute to the preparation of capacity and other matters oriented towards fulfilling these qualifications.</li> </ul>	Manage administration and communication at the sub-district level as well as development facilitation and supervision at the Village level
Chief of Campaka sub district police	Security coordination in the Upper Cisokan hydropower plant	Responsible for all forms of security and public order disturbances in Cibeber District
Danramil Cibeber (Sub District Military Agency)	Security coordination in the Upper Cisokan hydropower plant	Upholding the law while ensuring security stability, especially in several important / vital objects
GIRIMULYA VILLAGE		
Girimulya Village Head	Asking for certainty related to compensation / replacement of Village Treasury Land (TKD) Girimulya which is included in the development plan. With a total land area of 30,767 m <sup>2</sup>	<ul style="list-style-type: none"> <li>Involve the community in planning and implementation of development</li> <li>Facilitating disputes between the community and the company, has the authority to grant social environmental permits and domicile</li> </ul>

		<ul style="list-style-type: none"> <li>Besides the village head, he is also the elder of the Garunggang Paguron Manunggal Saputra and Puku Padjajaran Cianjur figure.</li> </ul>
Chairman of the BPD (Local Representatives/Legislatives)	The Cisokan hydropower plant is expected to contribute to strengthening the village economy, developing irrigation infrastructure, clean water, and healthy latrine facilities.	As a figure who represents the community through the BPD Institution
Chairman of LMDH (Forest Village Community Institution) Giri Wana Lestari	Requesting an explanation regarding the remnants of compensation payments for land belonging to residents affected by the Upper Cisokan Hydroelectric Power Plant Development Project. The total land area belonging to the PAPs is around 29,995 m <sup>2</sup> . In addition, around 49 households lost their crop assets	<ul style="list-style-type: none"> <li>As well as the head of LMDH, he is also an influential figure from the Paku Padjajaran mass organization and highly respected by the community</li> <li>Community communicators and often provide input / suggestions related to village programs</li> </ul>
Head of RT 05/02 (RT refers to neighborhood association below village head)	PLN or other interested parties are asked to coordinate and communicate with residents who feel they have lost their assets (land and plants), as a result of road construction/widening	Has legitimacy at the RT level related to development through a deliberation mechanism with community leaders
KARANGNUNGGAL VILLAGE		
Karangnunggal Village Head	PT PLN (Persero) was asked to open a room for consultation and discussion for handling complaints so as not to cause polemic and prolonged conflict	<ul style="list-style-type: none"> <li>Involve the community in planning and implementation of development, facilitate disputes between the community and the company, have the authority to grant social environmental permits and domicile</li> <li>Apart from serving as village head, he is also active in one of the mass organizations, Pemuda Pancasila (PP).</li> </ul>

Village Secretary	As many as 11 residents have not received compensation payments. The total land area is 19,408 m <sup>2</sup> .	Involve the community in planning and implementation of development, facilitate disputes between the community and the company, have the authority to grant social environmental permits and domicile
Chairman of the BPD (Local Representative/Legislative)	PT PLN (Persero) is not clear when it will replace the PAPs assets, even though the public continues to demand	<ul style="list-style-type: none"> <li>• A figure respected by the community, because in addition to the head of the BPD he is also a high ranking Satpol PP Cianjur District. (Satpol PP is a civilian security peacemaker under coordination with District government).</li> <li>• Provide direction related to local government development policies</li> <li>• Conducting coaching, monitoring and evaluation of the Village Head and its apparatus in the process of implementing the Village Government</li> </ul>
Head of RT 08/03 (RT refers to neighborhood association below village head)	Concern about potential landslides in the area.	Has legitimacy at the RT level related to development through a deliberation mechanism with community leaders
Community figure	Raised concern about PLN commitment and performance to complete outstanding deliverables of LARAP including construction of school facilities (Elementary School), which until now has not been realized	<ul style="list-style-type: none"> <li>• He is a native of Karangnunggal Village, organizing a number of documents of power of attorney from residents who have not received the remaining land compensation payments</li> <li>• He also has a side business as a supplier of fuel (diesel) to road infrastructure project contractors and projects around the project</li> </ul>
Community figure	One of the residents is waiting for the remaining payment of land compensation. The total land area is 4,600 m <sup>2</sup>	Respected religious / community leaders and a source of reference for public opinion



CAMPAKA SUB DISTRICT GOVERNMENT, VILLAGE GOVERNMENT AND SECURITY INSTITUTION		
Campaka Sub District Secretary	<ul style="list-style-type: none"><li>• The Upper Cisokan hydropower plant is perceived to be quite good, where the hydropower plant has made a positive contribution to the community by absorbing labor in development and community empowerment projects</li><li>• Providing input, among others, so that hydropower plants help related to the limitations of residents in accessing clean water sources and agricultural water in villages around the project</li><li>• In addition, what the hydropower plant must also pay attention to is the priority of residents in the absorption of post-project workforce, both skill and non-skill according to applicable regulations. This means that if the community does not have the capacity and does not match the qualifications required by the UCPS, it can contribute to the preparation of capacity and other matters that are oriented towards fulfilling these qualifications.</li></ul>	Carry out other official duties given by Sub District Head
Chief of Polsek Campaka (sub district police station)	Polsek and Koramil are elements of the Muspika, which collectively have the same responsibility to maintain order and order in the areas under their authority.	<ul style="list-style-type: none"><li>• Responsible for all forms of disturbance to security and public order in Bojongpicung Sub District</li><li>• Upholding the law while ensuring security stability, especially in several important / vital objects</li></ul>
Danramil Campaka (Sub District Military Agency)		
MARGALUYU VILLAGE		
Village Head	<ul style="list-style-type: none"><li>• PT PLN (Persero) was asked to open a room for consultation and discussion for handling complaints so as not to cause polemic and prolonged conflict</li></ul>	Involve the community in planning and implementation of development, facilitate disputes between the community and the company, have the

	<ul style="list-style-type: none"> <li>• Most of the roads in Margaluyu Village are paved with land, this condition greatly hinders the economic pace of the community</li> <li>• Some residents of Margaluyu Village will lose access to the connecting road / bridge between Girimulya Village, Karangnunggal and surrounding villages. Because the area is an area that will be inundated by a reservoir, the Upper Cisokan Development Project. Even though the bridge is an access to agricultural and economic activities for residents</li> </ul>	authority to grant social environmental permits and domicile
Village Secretary	<ul style="list-style-type: none"> <li>• As many as 120 residents of Margaluyu Village have not received compensation payments. The total land area is 124,363 m<sup>2</sup></li> <li>• Implementation of road repairs in Margaluyu</li> </ul>	Involve the community in planning and implementation of development, facilitate disputes between the community and the company, have the authority to grant social environmental permits and domicile
Chairman of the BPD (Local Representatives/Legislatives)	PT PLN (Persero) was asked to open a room for consultation and discussion for handling complaints so as not to cause polemic and prolonged conflict	Oversee the implementation of village regulations, channel community aspirations
Chairman of the Karangtaruna (Youth Association)	<ul style="list-style-type: none"> <li>• One of the residents is waiting for the remaining payment of land compensation. The total land area is 1,746 m<sup>2</sup></li> <li>• Most of the roads in Margaluyu Village are paved with land, this condition greatly hinders the economic pace of the community</li> <li>• Some residents of Margaluyu Village will lose access to the connecting road / bridge between Girimulya Village, Karangnunggal and surrounding villages. Because the area is an area that will be</li> </ul>	Community communicators and often provide input / suggestions related to village programs

	inundated by a reservoir, the Upper Cisokan Development Project. Even though the bridge is an access to agricultural and economic activities for residents	
Public figure	<ul style="list-style-type: none"> <li>One of the residents is waiting for the remaining payment of land compensation. The total land area is 688 m<sup>2</sup></li> <li>Most of the roads in Margaluyu Village are paved with land, this condition greatly hinders the economic pace of the community</li> <li>Some residents of Margaluyu Village will lose access to the connecting road / bridge between Girimulya Village, Karangnunggal and surrounding villages. Because the area is an area that will be inundated by a reservoir, the Upper Cisokan Development Project. Even though the bridge is an access to agricultural and economic activities for residents</li> </ul>	Respected community leaders
Public	One of the elderly residents who lives in an uninhabitable house. He used to be a tenant farmer on Perhutani land in Girimulya Village	Elderly residents (90 years) who live in RTLH <i>(RTLH is a government program dedicated to renovation of community housing)</i>
BOJONGPICUNG SUB DISTRICT GOVERNMENT, VILLAGE GOVERNMENT, AND SECURITY INSTITUTIONS		
Bojongpicung Sub District Head	<ul style="list-style-type: none"> <li>The Upper Cisokan hydropower plant is perceived to be quite good, where the hydropower plant has made a positive contribution to the community by absorbing labor in development and community empowerment projects</li> <li>Providing input, among others, so that hydropower plants help related to the limitations of</li> </ul>	Manage administration and communication at the sub-district level as well as development facilitation and supervision at the Village level

	<p>residents in accessing clean water sources and agricultural water in villages around the project</p> <ul style="list-style-type: none"> <li>• In addition, what the hydropower plant must also pay attention to is the priority of residents in the absorption of post-project workforce, both skill and non-skill according to applicable regulations. This means that if the community does not have the capacity and does not match the qualifications required by the UCPS, it can contribute to the preparation of capacity and other matters that are oriented towards fulfilling these qualifications.</li> </ul>	
Chief of Bojongpicung sub district police	Polsek and Koramil are elements of the Muspika, which collectively have the same responsibility to maintain order and order in the areas under their authority.	<ul style="list-style-type: none"> <li>• Responsible for all forms of disturbance to security and public order in Bojongpicung District</li> <li>• Upholding the law while ensuring security stability, especially in several important / vital objects</li> </ul>
Danramil Bojongpicung ( <i>Sub District Military Unit Agency</i> )		
SUKARATU VILLAGE		
Village Head	Waiting for the implementation of the construction of facilities and infrastructure, public facilities and social facilities. Because Sukaratu Village is inside ring one, it is affected by the implementation of SUTET development ( <i>SUTET is high voltage power lines</i> )	Involve the community in planning and implementation of development, facilitate disputes between the community and the company, and have the authority to grant social environmental permits and domicile
Head of BUMDES (village-owned enterprises)	If in the future there is a CSR program, it is hoped that it can collaborate with BUMDES. So that it can strengthen village economic institutions	Assist the Village Head in implementing village governance at the technical level
Public	There are still many residents (> 12 people) who have not received compensation for plant origin	Has legitimacy at the RT level related to development with mechanisms

Public figure	One of the residents affected by the tower site construction project. And currently he is waiting for compensation payments	As a religious figure he has strong legitimacy in society
Public figure	One of the residents affected by the tower site construction project. And currently he is waiting for compensation payments	They often represent the community in discussions with the village government and companies
NEGLASARI VILLAGE		
PLT Kades PP (Per Procurationem) of Village	Repair of the Neglasari village office, which is in poor condition	Involve the community in planning and implementation of development, facilitate disputes between the community and the company, and have the authority to grant social environmental permits and domicile
Kaur Kesra (Head of People's Welfare)	Economic development	Assist the Village Head in implementing village governance at the technical level
BPD members (Local Representatives/Legislative Agency)	Repair of the Neglasari village office, which is in poor condition	As a figure who represents the community through the BPD Institution
Chairman of BUMDES ( <i>BUMDES are village-owned enterprises</i> )	BUMDES capacity building	Assist the Village Head in implementing village governance at the technical level
KEMANG VILLAGE		
Village Head	BUMDES capacity building	Involve the community in planning and implementation of development, facilitate disputes between the community and the company, and have the authority to grant social environmental permits and domicile
Chairman of BUMDES ( <i>village-owned enterprises</i> )	BumDes capacity building and palm sugar processing technology	Assisting the Village Head in implementing village governance at the technical level







PKK Chairman ( <i>Family Welfare Movement</i> )	Empowerment of women and UMKM	Female Leaders
DOWNSTREAM COMMUNITY		
SALAMNUNGGAL VILLAGE		
Village Head	Have perception about water in the downstream area	<ul style="list-style-type: none"> <li>Involve the community in planning and implementation of development, facilitating disputes between the community and company, and have the authority provide environmental and social permits domicile.</li> <li>As a facilitator and catalyst strengthening the socio-economic community</li> </ul>
CIKONDANG VILLAGE		
Village Head	Have perception about water in the downstream area	<ul style="list-style-type: none"> <li>Involve the community in planning and implementation of development, facilitating disputes between the community and company, and have the authority provide environmental and social permits domicile.</li> <li>As a facilitator and catalyst strengthening the socio-economic community</li> </ul>
PANYUSUHAN VILLAGE		
Village Head	Have perception about water in the downstream area	<ul style="list-style-type: none"> <li>Involve the community in planning and implementation of development, facilitating disputes between the community and company, and have the authority provide environmental and social permits domicile.</li> <li>As a facilitator and catalyst strengthening the socio-economic community</li> </ul>

OTHER INSTITUTIONS		
Forest Management Unit (KPH)	KPH will be central for field implementation of the project Biodiversity Management Plan and Forestry Partnership Framework	Supervisor in their respective forestry area
Chairman of the Putra Sarakan Association	It is hoped that a CSR program for Arts and Culture has not been touched by this program so far	Pencak Silat figures in Karangnunggal Village
Community leader Kolecer Sunda	It is hoped that a CSR program for Arts and Culture has not been touched by this program so far	Figure and craftsmen Kolecer (windmills) in Sukaratu Village
Forest Village Community Institution (LMDH) surround the project area.	The LMDHs will be involved in the implementation of the project's biodiversity management plan and forest partnership framework.	They often represent the community in discussions with the village government and companies (PLN and Perhutani)
Head of Administration at the Bojongpicung Health Center	It is hoped that there will be a program to participate in encouraging the improvement of public health, especially through the process of free medical treatment, development of health infrastructure and the community environment	Providing health services and education to the community
Head of Cempaka Health Center	It is hoped that there will be a program to participate in encouraging the improvement of public health, especially through the process of free medical treatment, development of health infrastructure and the community environment	Leading the Puskesmas (Public Health Center) and managing the Health program
Pikiran Rakyat Newspaper (one of the most credible media in West Java Province)		Contribute in shaping public opinion about the project.

## Appendix II-2 Stakeholder Identification Outline

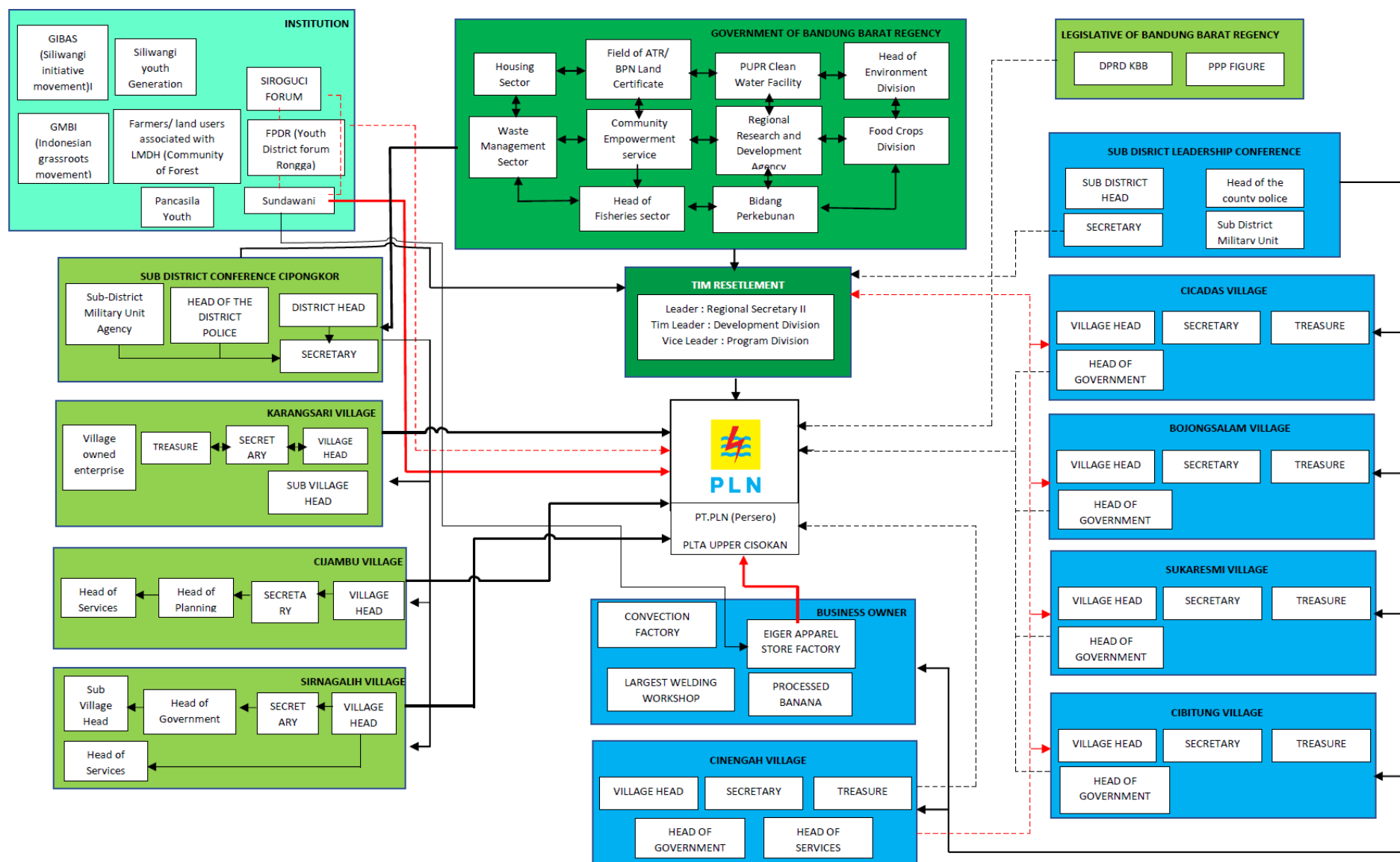
The stakeholders in West Bandung and Cianjur District are mapped to describe the relationships between actors, both individuals, and institutions as well as the nature of the relationships, outlined in the form of stakeholder map. The relationship between stakeholders is indicated with different lines and colors that are as follows:

### Symbol description in Stakeholder Identification

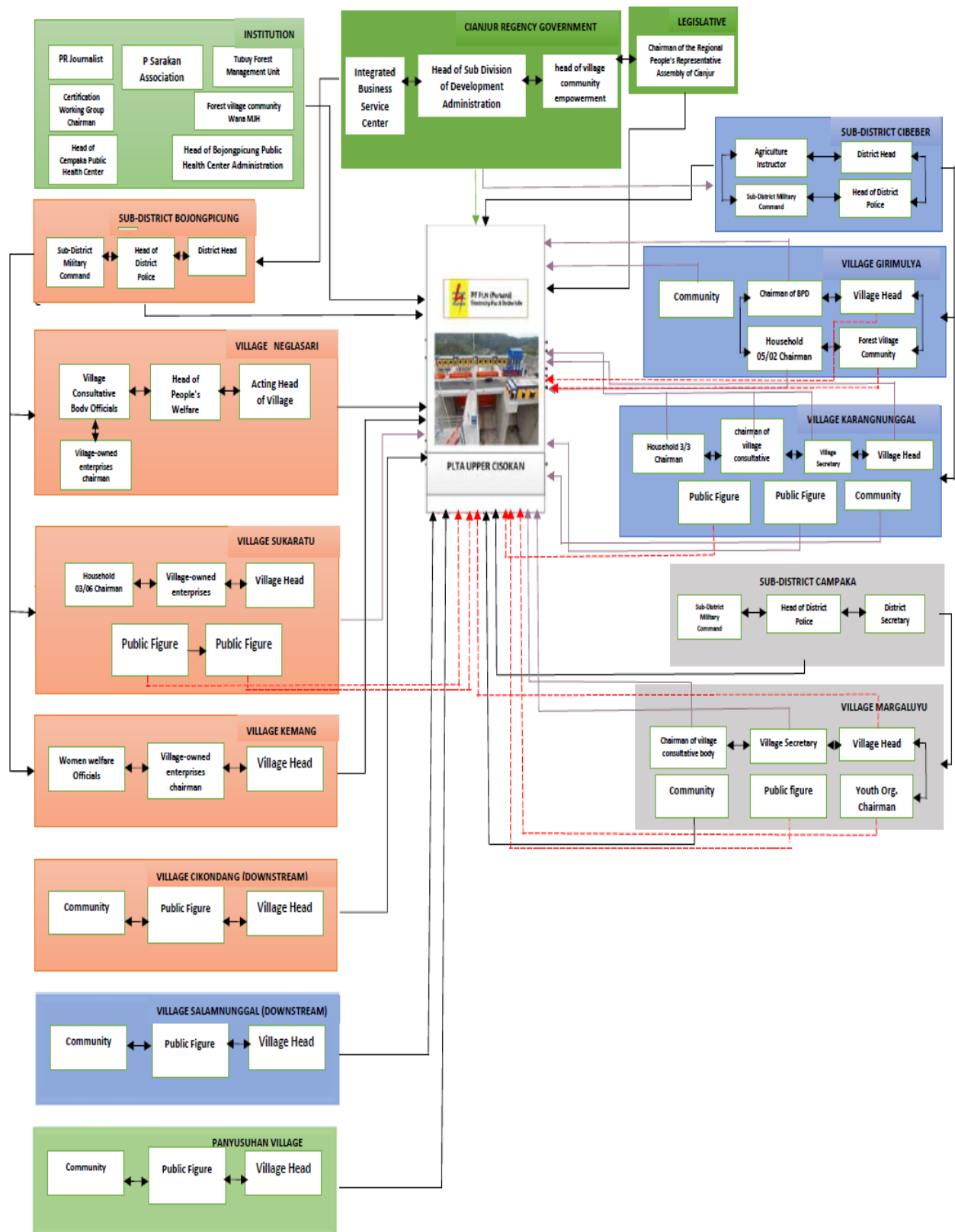
	<b>Neutral - Direct</b> Stakeholders who are not in conflict / close but able to influence one another			<b>Mutual - Close</b> Stakeholders have closeness and are able to exert influence because of the same position or interest
	<b>Neutral - Indirect</b> Stakeholders who are not in conflict / close and unable to influence each other			<b>Opposite - Latent</b> Stakeholders who are opposite / conflict of interest but not stated in the activity
	<b>Neutral - Critic</b> Stakeholders who are not in conflict, do not take sides but provide input, are critical of one another			<b>Opposite - Manifest</b> Opposing stakeholders and conflicts of interest are expressed in activities



## Stakeholder Identification in West Bandung District (Source: Social and Stakeholder Mapping Program, 2019)



## Stakeholder Identification in Cianjur District (Source: Social and Stakeholder Mapping Program, 2019)



Appendix II-3 Estimated Budget of Stakeholder Engagement Activities for 5 years estimated using PMK (Minister of Finance Regulation) in Upper Cisokan Pump Storage (UCPS) PLTA

No	Program	Phase	Engagement Strategy	Estimated Cost (IDR)
1	Informing Project scope and rationale; Project E&S principles; and Grievance mechanism process	• Pre- Construction	Meetings;	62,100,000
			Workshops	124,200,000
			Training on grievance mechanism for designated team members with general orientation for others	124,200,000
			Invitations to public meetings	155,250,000
2	GBV Grievance mechanism Implementing Arrangement	• Construction • Impoundment • Operational	Meetings;	582,564,000
			Workshops	1,165,128,000
			Training on grievance mechanism for designated team members with general orientation for others	1,165,128,000
			Invitations to public meetings	1,456,410,000
3	GBV Community awareness raising and Socialization	• Construction • Impoundment • Operational	Meetings	582,564,000
			Workshops	1,165,128,000
4	Capacity building amongst facilitators on GBV/SEA awareness and reporting protocols	• Construction • Operational	Public meetings, and separate meetings for women	1,269,660,000
5	Recruitment of local workers (for construction)	• Construction	Official correspondence and meetings, progress reports	880,410,000
			Permitting procedures	352,164,000
			Open Vacancies, Recruits, selection Local Worker	704,328,000
6	Identification of business development for local community	• Construction	Announcement of opportunity for local business to supply equipment, material, and basic needs during	528,246,000

			construction, consultation and meeting as necessary.	
7	Implementation of ESMP and SCMP.	<ul style="list-style-type: none"> <li>Construction</li> </ul>	Formal engagement through contract agreement	528,246,000
			Internal and regular training, meeting, safety meeting, internal communication, workers grievances mechanism and other available manual and procedures, which include those to be developed/ updated.	1,056,492,000
			Internal newsletters, notifications and intranet	528,246,000
			Company bulletin boards	528,246,000
			Information boards	528,246,000
			Internal grievance procedure	1,173,880,000
			Regular monitoring by E&S specialist for the implementation of ESMP and LMP	1,165,128,000
8	Informing Project health and safety impacts and mitigation measures; Employment opportunities; Environmental concerns;	<ul style="list-style-type: none"> <li>Construction</li> <li>Impoundment</li> <li>Operational</li> </ul>	Public meetings, separate meetings specifically for women and vulnerable	1,456,410,000
			Mass/Social Media Communication – TV, radio, Facebook	3,883,760,000
			Disclosure of written information - Brochures, posters, flyers, website	873,846,000
			Information desks - In Municipalities	873,846,000
9	Satisfaction with engagement activities and GRM; Grievance mechanism	<ul style="list-style-type: none"> <li>Construction</li> <li>Impoundment</li> <li>Operational</li> </ul>	Meetings in all affected municipalities	1,456,410,000

	process; Community health and safety measures during operation phase; Accessing resettlement compensation and completing land transfer (for PAPs who have not yet received it, if any)		Information desks with brochures/posters in affected municipalities	873,846,000
			Survey	2,912,820,000
10	Economic Empowerment Program	<ul style="list-style-type: none"><li>• Construction</li><li>• Impoundment</li><li>• Operational</li></ul>	Meetings	138,900,000
			Workshops	277,800,000
			Training	277,800,000
11	Women’s knowledge enhancement program	<ul style="list-style-type: none"><li>• Construction</li><li>• Operational</li></ul>	- Training to Improve women’s knowledge and access to project jobs and opportunities	414,600,000
			- Training to Improve knowledge of women on the migration process	414,600,000
			- Training to improve knowledge and awareness on GBV Risk	414,600,000
12	Household Energy Use Assessment in Project Area	<ul style="list-style-type: none"><li>• Construction</li><li>• Operational</li></ul>	- FGD	160,500,000
			- Surveys	214,000,000
Total				30,469,702,000

## III. GRIEVANCE REDRESS MECHANISM (GRM)

### 3.1 Introduction

#### 3.1.1 Overview

This Grievance Redress Mechanism (GRM) is part of the Social and Community Management Plan (SCMP) prepared for the construction and operation of 1040 MW UCPS and 500 kV transmission line. The purpose of this Grievance Redress Mechanism is to define the procedure for managing stakeholder concerns and complaints (referred to as “grievances”) in a planned, timely, and respectful manner.

This Grievance Redress Mechanism helps PLN fulfill the requirements of:

- Environmental and Social Impact Assessment (ESIA) and AMDAL process;
- Environmental and Social Framework World Bank;
- GOI Regulations

This Grievance Redress Mechanism also provides a guideline for PLN to align with international best practice in Stakeholder Engagement.

#### 3.1.2 Purpose

The objectives of this Grievance Redress Mechanism are:

- To ensure that grievances from Affected Communities and other external stakeholders are responded to and managed transparently, and timely.
- Establish a mechanism for responding to complaints in an understanding, transparent, and culturally appropriate way;
- Develop an accessible, transparent and efficient complaint procedure for people involved in and/or impacted;
- Facilitate effective dialogue and open lines of communication with the public;
- Manage expectations and/or negative perception;
- Establish a system of investigation, response, and prompt complaint resolution;
- Improve the project social performance by evaluating complaints as a basis for taking remedial or preventive actions or developing responsive initiatives;
- Enhance PLN’s reputation as a transparent company and a leader in Corporate Social Responsibility in Indonesia; and,
- Meet requirements of international best practice.

#### 3.1.3 Scope

The Grievance Redress Mechanism will manage grievances from stakeholders, in PLN’s 1040 MW UCPS and 500kV transmission line operations might have an impact. It applies to all grievances that arise as a consequence of any Project activity. This process is designed to provide a system for managing grievances from the general public and does not replace the Indonesian legal processes, existing employee grievance systems, normal business-to-business dialogue, or other stakeholder’s management and communication procedures already in place.

There are no restrictions on the type of issue a stakeholder can raise under this procedure. However, when a complaint is received that would be more appropriately handled under a separate company process established for that purpose (such as employment or business integrity-related issues), it will be re-directed to prevent parallel processes from being followed. All complaints received under this procedure shall be tracked until close out, regardless of the process under which they are handled. The decision given by the company for each complaint will be processed in accordance with the specified GRM.

This Grievance Redress Mechanism is developed to anticipate and manage grievance from Affected People and other stakeholders related, but not limited to the following associated Project's impacts:

- Community health, safety, and security
- Reduced water quantity/ quality
- Noise, vibration, and dust nuisances
- Land acquisition and resettlement
- Issues related to access restriction/ implementation of Biodiversity Management Plan
- Environmental parameters quality
- Employment or recruitment
- Potential for accidents and mortalities for road users
- Staffs/contractors/suppliers behavior
- Gender-Based Violence and Violence Against Children

### 3.2 Summary of Existing GRM

PT. PLN first established a Complaint Handling Task Force in January 2013 and began working in the field in February 2013. The Task Force activities included: receiving complaints, field verification, and monitoring the complaint resolution process. To provide convenient access for residents if there were any problems and to accelerate field verification, the Task Force team assigned field workers to be posted at the Cipongkor and Rongga Sub-district offices. In March 2013, the people of Sirnagalih and Cijambu Villages with their own initiative formed a Task Force Team to accommodate community complaints related to land acquisition and resettlement implementation and to negotiate with land acquisition team officers. The task force was temporary for the context of land acquisition, but it is an embryo for Community Organizations to accommodate community complaints at the local level and then submit them to the Grievance Task Force (GTF) Team to be forwarded to relevant parties (IMA, 2013).

In practice, communities' complaints in 2013 were related to the difference in the result of land area measurement (the area size resulting from measurement differs to what was claimed by the PAP), part of the land that was not recorded in the map made by BPN. One difference is the crops data in the data collection results announcement. The landowners submitted the complaints to the village office which were then received by the local Task Force. These complaints were then submitted by the local task force to the Land Acquisition Committee Team. Meanwhile, the GTF Team, until September 2013 recorded 95 complaints were submitted collectively or individually to the GTF Team, among others were related to the following:

1. Unmapped/Unrecorded land.
2. Unrecorded buildings.
3. Land measurement error.
4. Crops counting errors.
5. PAP's name was falsely stated
6. Compensation for buildings exposed to roadways in the existing road
7. Concerns about the negative impact of rock excavation at Mount Karang
8. Sympathy money (Tali asih) for sharecroppers who worked on PT. Perhutani that has not been recorded.
9. Compensation for new buildings after the issuance of the location determination letter in October 2011

Most of the complaints above were resolved by the GTF team starting from the village level to the district task force level. Also, a remeasurement by BPN or deliberation to resolve problems facilitated by village and sub-district officials (IMA, 2013). Subsequently, the GTF Team was

reassigned in June 2015, with a working period until May 2016. This assignment was in line with the commence of the land acquisition process in the transmission road project area since August 2014.

After May 2016, the Complaints Handling Task Force assignment was no longer extended. As a result, from June 2016 to October 2018 (28 months), there were no records of complaints from the public. After 2018, with the absence of the Complaint Handling Task Force, the community complaints process was directed to the village government for accommodation and subsequently accommodated at UPP (Legal, Communication and Land section).

Several key lessons learned on the GRM from the LARAP implementation and access road construction in the last couple of years include:

1. Direct communication with the complainant was proven to be effective in receiving and addressing complaints rather than through administrative channels. Village facilitators were stationed at the affected villages so the community can raise/ submit their concerns easily and followed up in accordance with the procedure. In addition, grievance hotline numbers were also published and posted in strategic locations.
2. Clear description and classification of the complaints helped the effective process of channeling/ directing the issues to the relevant/ appropriate division for resolution.
3. Geographic Information System (GIS) tool is utilized to analyze the spatial location of the complaints. The distribution of complaints was updated monthly following the latest status of each complaint. This helped the project to understand the pattern of emerging issues across the project areas.

Under the new project, a Grievance Unit will be established and fully operationalized to manage all grievances related to the project.

### **3.3 Regulation and Project Standards**

The World Bank ESF- Environmental and Social Standards 10 explains the recognition of the importance of open and transparent engagement between stakeholders and PLN as project stakeholders. Information disclosure is an essential element of good international practice. Effective stakeholder engagement can enhance the environmental and social sustainability of a project, increase project acceptance, and make a significant contribution to successful project design and implementation.

The Government of Indonesia set out a requirement regarding community participation in Environmental Impact Assessment (AMDAL) and Environmental Permits process. The government has enacted Minister of Environment Regulation (KLH) No 17 of 2012 as an implementing regulation of Law Number 32 of 2009 concerning Protection and management of the environment and Government Regulation Number 27 of 2012 concerning Permits Environment.

MoE Regulation No. 17 of 2012 is a technical regulation that implements Government Regulation No. 27 of 2012. MoE Regulation No. 17 of 2012 17 regulates public involvement in AMDAL and Environmental Permit process. Public involvement in AMDAL and Environmental Permit process conducted by the following principles:

- Proponent to provide transparent and complete information of project plan;
- Equal position among parties involved;
- Problem-solving that is fair and prudent;
- Coordination, communication, and cooperation among related parties.



Community involvement in the AMDAL and Environmental Permit process is to be done through public announcements and public consultation activities that will be undertaken prior to the preparation of a KA ANDAL. During the announcement period, which is 10 working days following the announcement, people/community will be able to place any suggestions and opinions on the proposed project. These suggestions and opinions must be taken into consideration in determining the significant impacts in the KA ANDAL. In addition, representatives of communities affected by the project shall be a member of the AMDAL committee to be involved in the AMDAL document assessment.

### **3.4 GRM Management, Roles, and Responsibility**

The project will establish a relatively horizontal institutional arrangement for setup for implementing and managing the GRM. This will allow for speed and transparency in addressing community grievances. The GRM will be overseen by the Grievance Unit who will report to the PLN Project Manager. The Grievance unit will be supported by All Personnel and the Contractors and Sub-Contractors during implementation. GRM training will also be provided to the staff appointed to deal with community stakeholder grievances. Project contractors will also receive necessary instructions for the Grievance Procedure about the main principles of community relations GRM and concerning the labor force working under them.

The mandate of the Grievance Unit is to establish a functional GRM to respond to queries or clarifications or complaints about the project and address complaints/concerns and grievances of the stakeholders. The Grievance Unit will focus on corrective actions that can be implemented in a timely and satisfactory manner to resolve identified implementation concerns. All efforts will be made to address grievances at the project level. GRM will also serve as a channel for early warning, helping to target supervision to where it is most needed and identify systemic issues.

The Grievance Unit will replace the defunct Complaints Handling Taskforce. The Grievance Unit's scope of work will be to administer the GRM by providing resources to handle correspondence, coordinate internal resolutions, manage a log, and report (both internally and externally). Grievance Unit will need to liaise with, support, and work with other work groups within PLN Upper Cisokan Pumped Storage (UCPS) hydropower project 1040 MW to be able to formulate a solution and response. Grievance on Labor and Gender-Based Violence will administer a different mechanism, which is further explained in their respective section.

The roles and responsibilities for GRM managing parties are provided below:

1. PLN Project Manager as the senior-most official in the GRM Management and reports directly to the PLN Management:

- Communicate Company Policies and the GRM to Contractor, sub-contractors, all relevant parties, staff, and personnel;
- Responsible for the establishment of Grievance Unit and trains managers and staff involved in Grievance Unit;
- Coordinate with Contractor Project Manager to be actively involved in Grievance Unit;
- Any complaints that cannot be resolved by the Grievance Unit and/or related managers, PLN Project Manager will take initiative to organize a meeting with Grievance Unit and the related managers to resolve the complaints;
- Ensure Contractor to establish and implement their internal GRM to address any complaints related to their workers; and
- Perform review, audit, and improve the GRM.

2. Grievance Unit is led by the Grievance Officer, who is the primary point of contact for the Unit and will coordinate the implementation of the GRM with the Village Facilitators, UCPS Project Public Relation, PLN HSE (Health, Safety, and Environment) Officer, and Community Liaison Officer:
  - Receive, Screen, and Process Grievances
  - Notify and/or deliver the complaints to related section managers
  - Establish and maintain a grievance register to record, organize and document all complaints and the resolution/commitment.
  - Prepare and deliver a concise weekly report to the Contractor Project Managers
  - Propose ways to resolve complaints in coordination with Contractors Project Manager to PLN Project Manager.
  - Communicate with PLN Project Manager approved responses to the complaining party and/or publish the final result of grievance resolution through the public meeting as scheduled in SEP.
  - Interface with the communities through meetings and other outreach approaches to receive complaints
  - Submit regular reports to PLN Project Manager regarding the implementation of GRM and propose meeting with PLN Project Manager to resolve complaints that cannot be resolved by Grievance Unit and/or related managers.
3. All Personnel:
  - Support the implementation of grievance mechanism based on his/her position, specific role, and responsibility.
4. Contractors and Sub-Contractors:
  - Support the implementation of grievance mechanism; and
  - Establish and implement their own GRM for their employee to address any complaints related to their workers

### **3.5 Publishing the Procedure**

The grievance mechanism procedure will be publicized and communicated in a manner appropriate to the scope and nature of the project, and in a manner appropriate to the audience (i.e. method of delivery, language, etc.). In particular, PLN will publicize and communicate the process to those most likely to use/administer it: local communities, authorities, and contractors. Notification will include:

- A summary of the procedure and how it can/should be used;
- Details of the process, such as who is responsible for receiving and responding to grievances, and any external parties that can receive grievances from communities;
- When stakeholders can expect a response, and
- Safeguards in place to ensure confidentiality.

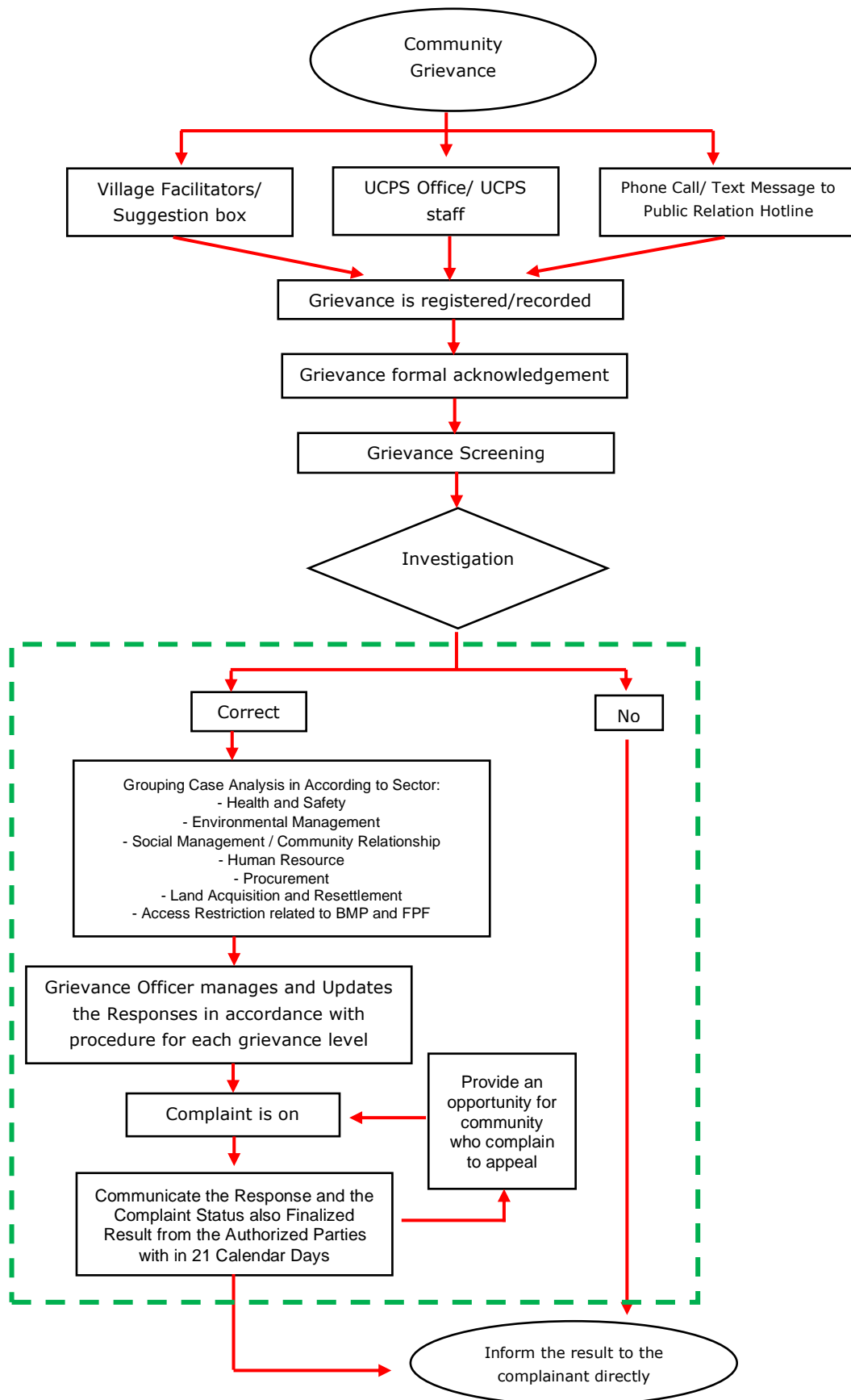
PLN will communicate and distribute this grievance mechanism procedure via a brochure and during townhall meetings or engagements with Village Administrators, local government, and community members. The number of intended community/town hall meetings is defined in Stakeholder Engagement Plan (SEP). A handout/brochure will be provided in Bahasa with information about the grievance mechanism and contact details. The brochure will be distributed to the local community through the village head and to each house, particularly the closest houses to the project sites, whenever necessary. PLN will ensure the soft copy of the brochure and grievance form will be available and accessible on PLN's website while the hardcopy will be available in PLN's (project site) office.

During the notification process, PLN and Contractor will solicit feedback on how the procedure could be improved. This information will be taken into consideration when revising this procedure.

### **3.6 Grievance Redress Operating Mechanism**

#### **Grievance Redressal Mechanism Process**

The key tasks in implementing the grievance redress mechanism are summarized in Figure 2 and described below.



**Figure 2 Community Grievance Flow Diagram**

## **Procedure for Receiving Grievances**

Stakeholders can submit grievances through the following procedures:

- Submit grievance through village facilitators and/or suggestion box;
- Directly meet and submit grievances to Public Relation UCPS Project
- Submit grievance by phone call/text message to Public Relation Hotline

## **Registering Grievances**

Once received, grievances will be logged in the Grievance Register (Appendix III-2) within two days of receiving the grievance. A Grievance Officer will be assigned to each grievance when they are logged. The grievance officer may delegate responsibilities to other staff, but is ultimately responsible for:

- Defining and implementing resolution actions.
- Investigating the grievance.
- Consulting relevant departments or persons within the organization.
- Making sure resolution actions are completed.
- Tracking progress of individual grievances.
- Aggregating and forwarding feedback to Complainants.
- Documenting resolution actions.
- Gaining necessary approvals from, and reporting to, management.

While no response is necessary for anonymous grievances, these will be logged and reported with other grievances to facilitate continuous improvement.

## **Acknowledge Grievance**

The Grievance Officer will formally acknowledge the grievance within five working days of the submission of the grievance, informing the Complainant that PLN's objective is to respond within 20 working days. Verbal and then written feedback will be provided so that a record of correspondence is retained and recorded.

Acknowledgement should include a summary of the grievance, PLN's approach to responding to the grievance, and an estimated timeframe in which the final response will be issued. If needed, use the acknowledgement opportunity to clarify issues from the grievance or request further information if required.

If the grievance is considered out-of-scope for the grievance mechanism (see section 3.1.7 on screening), the Grievance Officer should draft a response for signature by the PLN Manager explaining why it is out-of-scope and providing any guidance of where to go to get the issue addressed (if possible). In cases where another entity (e.g. the government or a contractor) should be responsible for handling the grievance, Grievance Officer will share the grievance with the appropriate government stakeholder (unless the grievance could result in potential reprisal) and inform the Complainant that the grievance has been shared with the appropriate body/person. If appropriate, Grievance Officer may also provide details to the Complainant on any specific follow-up that PLN has completed with the relevant entity to share information for them to address the issue.

## **Screen**

Each grievance will be screened from Level 1 to 3, per definitions provided in Table 6, to determine the appropriate response. "Routine" issues will be managed through the grievance mechanism. "Potentially Significant" grievances will be flagged and managed via the Issues Management/Legislative and Regulatory Advocacy Process.

**Table 6 Grievance Screening Categories**

Category	Issue Description	Issue Type	Management Approach
Level 1	A grievance for which there is already a PLN management-approved response and an answer can be provided immediately. This level also includes grievances that are out of scope.	Routine	Inform PLN management and then utilize approved answers to handle the response.
Level 2	Grievances characterized by being a one-time situation, local in nature, and that will not impact PLN's reputation.		Define grievance response plan and draft a response for PLN and other management approval.
Level 3	Repeated, widespread, or high-profile grievances that may result in a negative impact on PLN's business activities and/or reputation. Level 3 grievances indicate a gap in a management plan or procedure, or that a serious breach in PLN's policies or Indonesian law has occurred.	Potentially significant	Prioritize through Issues Management/Legislative and Regulatory Advocacy Process and define appropriate management strategy

### **Investigate**

The person/unit responsible for investigating the complaint should gather facts to generate a clear picture of the circumstances surrounding the grievance. The investigation/follow-up can include site visits, review of documents, and a meeting with those who can resolve the issue.

Investigation findings will be used to document the decision-making process and inform the proposed remedy.

## **Respond**

Before responding to the Complainant, the Grievance Owner will complete the following:

- **Level 1 Grievances:** Grievance Officer informs PLN management and then utilizes recently approved answers to respond to Complainant. Response requires approval of PLN Manager.
- **Level 2 Grievances:** Grievance Officer defines plan for grievance response and crafts the draft response for PLN management.
- **Level 3 Grievances:** Grievance Officer works directly with PLN and other management to define plan for grievance response, then drafts response. For grievances relating to physical or economic displacement and resettlement, or damage claims or negotiations, PLN will develop a strategy in coordination with PLN Negotiations and Legal division. Sufficient evidence will be collected, captured or verified to support damage or monetary claims. In the case of particularly sensitive grievances – particularly grievances related to physical and/or economic displacement and resettlement – PLN may engage an external organization or third party (e.g. an NGO) in a joint investigation or allow for the participation of a community institution, in order to demonstrate transparency in the process being taken to resolve the issue. Level 3 grievance responses need to be approved by Top Management.

Once the response has been approved, Grievance Officer will take the final, approved language and respond formally using appropriate communication vehicle in the appropriate languages. The Grievance Owner is responsible for ensuring all information on the grievance is documented and actions tracked in the Grievance Register. The results of the verification will be informed to the complainant by face-to-face meeting, phone, mail, email, or by post within 21 days.

## **Following-up and Close Out**

If the Complainant accepts the proposed resolution, the agreed actions are implemented. The Grievance Officer is responsible for assigning action parties, actions, and deadlines to implement the resolution. In case, the Complainant does not accept the proposed resolution, PLN will provide an opportunity for complainants to appeal and PLN will respond through internal meetings and/or community/public meetings that involve relevant government authority and stakeholder's representative as necessary. All grievances, processes, and agreed resolutions will be documented in the Grievance Register with any supporting documentation such as meeting minutes, attendee lists, and photographs. If necessary, monitoring arrangements will be put in place to verify implementation. After resolution, the grievance should be formally closed out. This includes requesting the Complainant sign a completion form to document satisfaction with resolution actions, documenting actions taken, and closing out in the Grievance Register.

## **World Bank Grievance Redress System (GRS)**

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complaints directly to the Bank through the Bank's Grievance Redress Service (GRS) (<https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#file>)



A complaint can be submitted to the Bank GRS through the following channels:

- By email: [grievances@worldbank.org](mailto:grievances@worldbank.org)
- By fax: +1.202.614.7313
- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
- Through the World Bank Indonesia Country Office in Jakarta: Indonesia Stock Exchange (IDX) Tower 2 L12 & L15, Jalan Jend Sudirman, Senayan, Kebayoran Baru, RT.5/RW.3, Senayan, Kec. Kby. Baru, Kota Jakarta Selatan, Daerah Khusus Ibukota Jakarta 12190 (021) 52993000

The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the complaint. Finally, the complaint should identify the complainant(s) or assigned representative(s), and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

### **3.7 Public Announcement and Disclosure of GRM**

According to “Doing Better Business Through Effective Public Consultation and Disclosure International Finance Corporation A Good Practice Manual”, public meetings are a common and potentially efficient way to inform those affected by a project about the results of the ESIA and to solicit comments on it. The disclosure meetings should be conducted during the construction and operation phase following the Stakeholder Engagement Program as stated in Table 5 of this document. Several disclosure methods could be used by PLN during disclosure consultation such as a brochure, presentation, leaflet, poster, dialogue to disclose the information related to the UCPS project development. However, GBV/VAC issues should be treated confidentially.

The current PLN website will be used to disclose project documents, including those on environmental and social performance in both Indonesian and English. PLN will create a webpage on the Project on its existing website. All future project-related environmental and social monitoring reports listed in the above sections will be disclosed on this webpage. Project updates (including news on construction activities and relevant environmental and social data) will also be posted on the homepage of PLN’s website. An easy-to-understand guide to the terminology used in the environmental and social reports or documents will also be provided on the website. All information brochures/fliers will be posted on the website. Details about the Project Grievance Resolution Mechanism will be posted on the website. An electronic grievance submission form will also be made available on PLN’s website. Contact details of the Community Liaison Team and headquarters and all Community Liaison Officers at the Municipality level will also be made available on the website. PLN will update and maintain the website as necessary.

### **3.8 Estimated Budget of GRM Specific Activities**

The indicative budget for establishing GRM, including training and print/communications materials, and GRM MIS/Database to approximately IDR 1,402,111,000.



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## SECTION III APPENDICES

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# Appendix III-1 Grievance Handling Form

<b>PELAPORAN KELUHAN DAN TINDAKAN PENCEGAHAN/PERBAIKAN</b> <b>GRIEVANCE REPORTING AND PREVENTIVE/ CORRECTIVE ACTIONS</b>			
No Pelaporan ( <i>Report Number</i> ):		Nama Pelapor ( <i>Name of Complainant</i> ):	
Tanggal Pelaporan ( <i>Reporting Date</i> ):			
Cara Menghubungi Pelapor ( <i>Please mark how you wish to be contacted</i> )			
A. Surat- tuliskan alamat ( <i>Mail- specify the address</i> )	B. Telepon-tuliskan no telp ( <i>specify the phone number</i> )	C. Email- tuliskan alamat email ( <i>specify the email address</i> )	D. Lain-lain ( <i>others</i> )
Laporan diterima melalui/ <i>The complaint was received through:</i>			
A. Fasilitator Desa/ Kotak Aduan ( <i>Village Facilitator/ Suggestion Box</i> )	B. Kantor/ Staff ( <i>Office/ Staff</i> )	C. Telepon/ surat/ pesan ke nomor hotline ( <i>Phone, mail, call to hotline</i> )	D. Lain-lain ( <i>others</i> )
Jenis Aduan ( <i>Type of complaint</i> )			
A. Kesehatan dan Keselamatan ( <i>Health and Safety</i> )	B. Pengelolaan lingkungan ( <i>environmental management</i> )	C. Pengelolaan Sosial/ hubungan kemasyarakatan ( <i>Social Management/ community relationship</i> )	D. Pengelolaan Sumber Daya Manusia ( <i>Human Resources</i> )
E. Pengadaan ( <i>procurement</i> )	F. Pengadaan tanah dan Pemukiman Kembali ( <i>Land Acquisition and Resettlement</i> )	G. Pembatasan akses/masalah lain terkait pelaksanaan BMP/ FPF ( <i>Access Restriction related to BMP and FPF</i> )	H. Lain-lain ( <i>others</i> )
Penjelasan Keluhan (explanation of grievance)			
Saran penyelesaian keluhan (suggestion to resolve the complaint)			
Dilaporkan oleh (reported by)		Dicatat oleh (Recorded by)	Tanggal (Date)

Analisa Penyebab masalah (Diisi oleh tim penanganan keluhan) <i>Root cause analysis (filled by the grievance officer)</i>	
Tindakan Perbaikan (Diisi oleh tim penanganan keluhan) <i>Corrective action (filled by the grievance officer)</i>	
Tanggal Target Tindakan perbaikan dan penanggung jawab: <i>Target date of corrective action and responsible party:</i>	
Hasil perbaikan: <i>Results of the corrective actions:</i>	
Tanggal penyelesaian tindakan perbaikan: <i>Completion Date of Corrective Action</i>	
Penanggung jawab tindakan perbaikan: <i>Responsible Personnel for Corrective Action</i>	Disetujui oleh yang menyampaikan aduan: <i>Approved by the complainant</i>
Manager:	

## Appendix III-2 Grievances Log

### Instructions:

You should keep a logbook or database of grievances in order to monitor their progress towards resolution. This tool will also enable you to analyze the grievance information and use it to improve your operations and proactively prevent future concerns.

1. GRIEVANCE IDENTIFICATION NUMBER	
2. DETAILS OF COMPLAINT	
2.1 When it occurred	
2.2 Where it occurred	
2.3 How it occurred and who was involved	
2.4 Complainant(s)'s story and expectation	
2.5 Date grievance was recorded	
2.5 Place/method grievance was received	
3. PROFILE OF COMPLAINANT(S)	
3.1 Gender	
3.2 Age	
4. CONTACT INFORMATION OF COMPLAINANT(S)	
4.1 Anonymous (Y/N)	
4.2 Phone	
4.3 Email	
4.4 Address	
5. COMPLAINT ACCEPTED (Y/N)	

**5.1 COMPLAINT NOT ACCEPTED**

5.1.1 Action taken	Clearly not related to the operations of the organization – rejected <input type="checkbox"/>
	Labor-related grievances – transfer to Human Resources <input type="checkbox"/>
	Commercial disputes – transfer to commercial dispute resolution mechanisms or civil court <input type="checkbox"/>
	Related to governmental policy and institutions – transfer to authorities <input type="checkbox"/>
	Other <input type="checkbox"/>
5.1.2 Complainant notified (Y/N)	
5.1.3 Method of notification	
5.1.4 Date of closure	

**5.2 COMPLAINT ACCEPTED**

5.2.1 Category of complaint	Particulate emissions to air <input type="checkbox"/>
	Odor <input type="checkbox"/>
	Noise <input type="checkbox"/>
	Effluents <input type="checkbox"/>
	Company vehicles <input type="checkbox"/>
	Influx of migrant workers <input type="checkbox"/>
	Security personnel <input type="checkbox"/>
	Other <input type="checkbox"/>
5.2.2 Photos and documentary evidence of legitimacy	
5.2.3 Resolution	First: Internal <input type="checkbox"/> - Responsible people/division:

	Second: Multi-stakeholder oversight body <input type="checkbox"/>
	Third: Independent mediation <input type="checkbox"/>
5.2.4 Resolution/corrective action taken	
5.2.5 Complainant notified (Y/N)	
5.2.6 Method of notification	
5.2.7 Complainant(s) satisfied or appealed	
5.2.8 Photos and documentary evidence of closure	
5.2.9 Resources spent	
5.2.10 Date of closure	
5.2.11 Number of days from complaint to closure	
<b>6. POST CLOSURE MONITORING REQUIRED (Y/N)</b>	
6.1 Method and frequency of monitoring required	
<b>7. PREVENTIVE MEASURES TO AVOID REOCCURRENCE OF SIMILAR GRIEVANCES</b>	
7.1 Suggested preventive actions	

## IV. LABOR MANAGEMENT PROCEDURE (LMP)

### 4.1 Introduction

This Labor Management Procedures (LMP) is part of the Social and Community Management Plan (SCMP) developed by PLN to manage labor under the project of construction of 1040 MW UCPS and 500 kV transmission line. The LMP sets out the Project's approach to meeting national requirements as well as the World Bank's Environmental and Social Framework, particularly ESS 2 on Labor and Working Conditions and ESS 4 on Community Health and Safety.

An initial environmental and social risk screening identified key risks and impacts as being associated with direct project workers, community health and safety as well as the risks associated with mobilization of labor for construction work.

The Labor Management Procedure (LMP) has been prepared to guide PLN and contractors in establishing an approach to identifying potential risks to and impacts on project workers and host communities that typically result from construction works. The LMP focuses on the assessment and management of social and environmental risks and impacts, both anticipated and unanticipated, including the risks of labor influxes. It establishes key requirements pertaining to employment relationships, worker protections as well as measures to manage (e.g. avoid, minimize, mitigate and monitor) potential risks and impacts related to Occupational, Health, and Safety (OHS) for both project workers and host communities.

### 4.2 Overview of the Labor Use in the Project

The project will engage a large mass of construction workers under various contracts, as well as attracting possible in-migrants from within the country, who are attracted by the economic opportunities, particularly direct project-related jobs and indirect supporting services/businesses for the workforce. World Bank ESF, ESS2 requires preparation of a labor management procedure to identify the main labor requirements and risks associated with the project, and help PLN identify the resources required to address labor issues under the project.

Scope: the scope of the LMP is determined on the basis of the type of employment relationship between PLN and the project workers. The following categories of project workers are anticipated (see Table 7 below).

**Table 7 Project Worker Categories and Roles**

Category	Definition	Types of workers	Expected Roles
Direct workers	People employed or engaged directly by PLN to work specifically in relation to the project	- PLN staff	- Provide day-to-day management of project activities, including technical assistance and oversight support
		- Village facilitators (Grievance Unit)	- Facilitate community engagement, mobilization, and awareness raising, including handling and/or administering community grievances
Contracted workers	People employed or engaged through third parties to	- Construction workers employed by selected contractors and sub-contractors in each Work Package (WP).	- Perform works related to construction including planning, site clearance and

	perform work related to core functions of the project	These may include members of local or outside communities (migrant/immigrant workers) employed by contractors and/or sub-contractors as casual workers.	preparation, civil works, and electrical installation
		- Supervision consultants	- Provide technical services for supervision during construction.
Primary supply workers	People employed or engaged by project's primary suppliers (either through contractors or directly by the project)	- Workers employed by construction material suppliers. This includes casual workers	- Provide directly to the project goods or materials essential for the construction works (i.e. stones, gravels, sands, timbers, light steels, cement, etc.)

#### **Expected Number of Project Workers:**

The actual size of the workforce is yet to be determined since the start of the construction process is currently being discussed and negotiated into a contract. A rough estimate based on potential volumes of construction works is provided (see Table 8) below, with 2700 contracted workers based at the Worker camps. Approximately 2340 workers are expected to join from outside the project areas (say from another sub-district) when demand is high during peak construction periods. An influx of other people ("followers") are also likely to follow the incoming workforce to sell them goods and services, or in pursuit of job or business opportunities, such as food and entertainment services.



**Table 8 Project Workers Size Estimate**

Packages / Civil Works Contracts (Contract Status)	Workers' camps			Labor influx <sup>1</sup>			
	(a) Required (Y/N)	(b) Average size (person)	(c) Size at peak period (person)	(d) Required (Y/N)	(e) Average size (person)	(f) Size at peak period (person)	(g) Of which: number of followers <sup>2</sup> (person)
Package 1A: Upper & Lower Dam (Contracted)	yes	700	1,200	yes	500	1,000	4,500 – 6,000
Package 1B: Underground Power House and Tunneling (Contracted)	yes	500	800	yes	400	720	
Package 2: Electro-Mechanical Equipment (Contract Discussion Agreement)	yes	200	300	yes	150	270	
Package 3: 500kV transmission line (Bidding Document Preparation)	yes	50	50	yes	30	40	
Package 4: Metal Works (Contracted)	yes	200	300	yes	150	270	
<b>TOTAL</b>			<b>2,700</b>			<b>2,340</b>	

**Characteristics of Project Workers:** There is likelihood that construction workers will be sourced from other parts of the site project. The need for foreign workers for construction activities is considered remote and on-site supervisory activities could be involved when urgently required. The worker will be employed based on the skill or capacity required or needed by the project.

Selected contractors may engage local sub-contractors and primary suppliers who may source raw materials such as gravel and sand or other materials and transport. There could be potential risks where children may get involved in the collection and/or extraction of these materials.

<sup>1</sup> Labor force coming from outside of project areas (say from another sub-district)

<sup>2</sup> Who follow the incoming workforce with the aim of selling them goods and services, or in pursuit of job or business opportunities.

However, the extent of the practices and patterns of employment will need to be further assessed during project implementation.

To the extent possible, unskilled workers will be recruited locally. There is no legal or operational basis to impose a specific quota for local hire, and it is difficult to do so upfront without consulting the contractor and understanding the contractor needs. PT. PLN encourages the contractors to give local people preference and priority in project employment, where they meet the minimum technical requirement.

**Timing of Labor Requirements:** The timing and sequencing of labor will depend on the skill requirements and stages of construction works. Skilled workers, such as masons, plumbers, welders, electricians, and carpenters may likely be engaged in the longer-term and rotated in and out of different projects and/or employed by multiple contractors. Many of these workers are most likely sourced from other parts of West Bandung and Cianjur Districts and hence, may be retained for an extended period if demand for their services exists. These workers may likely be accommodated in temporary basecamps or rent accommodations from local communities during their period of employment.

Casual workers, such as unskilled and semi-skilled workers, such as helpers or basic masons, may be engaged for shorter timeframes. These workers are likely sourced from local communities and are employed on a project and/or sub-project basis. These workers likely do not require temporary accommodation since their places of employment will usually be in close proximity to their residences.

**Contracted Workers:** the nature of works required from contracted workers will likely be construction related. This includes supervision consultants, construction workers employed by selected contractors as well as sub-contractors for both skilled and unskilled workers. A rough estimate of the number of contracted workers is provided in Table 8. Such information will be updated once contracts have been awarded to the selected contractors.

### 4.3 Key Potential Labor Risks

At the construction and operational stage of the UCPS hydropower plant and transmission line, many risks will arise, especially those related to worker health and safety. Risk identification and handling is based on the Hazard Identification, Risk Analysis, and Risk Control (HIRARC) method.

Labor risks can be in the form of accidents and health risks associated with working with vehicles and heavy equipment; transportation; working in or near water; work on the slopes; working at heights or in confined spaces or improper ventilation; work at night or in a dark place where lighting is poor; working with electricity; hot work such as welding and soldering; working with compressed gases; working in a batching plant; and all other construction work that uses tools, machines, and other equipment.

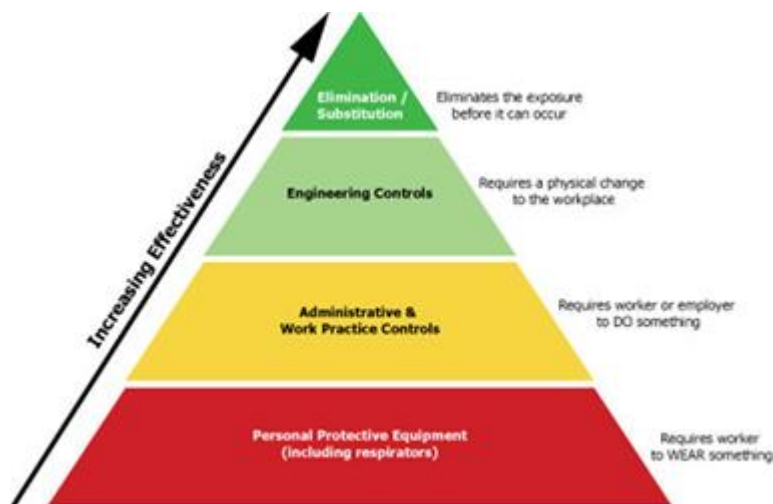
The Hierarchy of Controls pyramid (see Figure 3) will form the foundation by which safety risks and hazards are managed and controlled. The most effective measure is elimination/substitution, followed by engineering controls, administrative and work practice controls and finally PPE as the least effective at the bottom.

The controls are discussed below:

1. **Elimination/substitution.** The best way to deal with a safety hazard is to eliminate it altogether by preventing exposure to the hazard before it even occurs. In substitution, one seeks to permanently reduce the risk by substituting a less

hazardous material or reduction of system energy. These are process design solutions that require a permanent change to how a job is performed.

2. **Engineering controls.** Change the structure of the work area to reduce exposure using safety devices or barriers. An example would be to place a high fence around a dangerous location to prevent access.
3. **Administrative and work practice controls.** Implement procedures that require workers to do things to reduce their exposure to a risk. A lockout/tagout program is an example of an administrative control. Set expectations that workers will engage in safe work practices. Another example is the use of warning signs, sirens and alarms.
4. **Personal protective equipment (PPE).** Make sure employees wear the proper protective clothing, gloves and eyeglasses for the job. Examples are safety goggles, respirators, fall protection and hearing protection.



**Figure 3 Hierarchy Control**

OHS and community, health and safety risks are anticipated from the construction activities and mobilization of construction workers under different Work Packages (WP). This includes construction of Upper and Lower Dams and Waterways, Powerhouse, Switch Yard, and Building Works, 500 kV Transmission Line, Hydraulic Metal Works, and provision of Pump Turbine, Generator-Motor, and Auxiliary Equipment. Non-physical works include mobilization of facilitators and project management, which includes support and oversight/supervision.

**Table 9 Key Labor Risk Assessment and Mitigation Measures**

Risks	Mitigation measures
OHS risk is high due to physical hazards associated with construction and low awareness/experience/capacity amongst employers/workers to identify and manage risks.	Apply Hierarchy of Controls – elimination/substitution, engineering controls, administrative procedures (OHS training, mandatory general inductions, job specific inductions, Lock Out/Tag Out (LOTO) system, Job Safety Analysis (JSA) system, signs and access restrictions) and provisions of Protective Personal Equipment (PPE), supervision and oversight as further defined in the LMP
Child labor/risk of underage labor (under 14) is considered low. Participation of youth labor (under age of 18) is likely and there is a risk that they may be involved in hazardous work or experience interruption of education.	<p>Minimum age of the workers is 14 years old; Ensuring that no children under the age of 18 will be employed in the jobs considered hazardous<sup>3</sup>.</p> <p>Minimum age requirements for workforce will be incorporated in bidding documents and worker contracts, labor supervision as further defined in the LMP.</p> <p>Verification of the ages of staff and subcontractor staff prior to recruitment and keep records of staff ages on file will be conducted.</p>
Use of third-party contractors, primary suppliers may present OHS risks. Nevertheless, the project's leverage to enforce corrective actions on these types of workers may be limited.	Inclusion of primary supplier requirements in bidding documents and contracts, labor supervision as further defined in the LMP
The influx of workers and service providers into communities may increase the rate of crimes and/or a perception of insecurity by the local community. Such illicit behavior or crimes can include theft, physical assaults, substance abuse, prostitution and human trafficking. Local law enforcement may not be sufficiently equipped to	Construction workforce management as defined in the CESMP, including provisions of health, recreational facilities, and other basic services, labor supervision and contracting requirements (i.e. Codes of Conduct)

<sup>3</sup> Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Examples of hazardous work activities prohibited for children include work: (a) with exposure to physical, psychological, or sexual abuse; (b) underground, underwater, or working at heights or in confined spaces; (c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads; (d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise, or vibration damaging to health; or (e) under difficult conditions such as working for long hours, during the night, or in confinement on the premises of the employer.

deal with the temporary increase in local population.	
The presence of construction workers and service providers (and in some cases family members of either or both) can generate additional demand for the provision of public services, such as water, electricity, and medical services. This is particularly the case when the influx of workers is not accommodated by additional or separate supply systems.	As above
The influx of people may bring communicable diseases to the project area, including sexually transmitted diseases (STDs). Incoming workers may be exposed to diseases to which they have low resistance. This can result in an additional burden on local health resources. Workers with health concerns relating to substance abuse, mental health issues, or STDs may not wish to visit the project's medical facility, and instead go anonymously to local medical providers; thereby placing further stress on local resources. Local health and rescue facilities may also be overwhelmed and/or ill-equipped to address the industrial accidents that may occur.	OHS and communicable health awareness training, labor supervision, provisions of recreational activities and work-life balance arrangements
Separation from families especially among construction workers who are away from home for construction jobs may encourage undesired behaviors, such as exploitative sexual relations, and illicit sexual relations with minors from the local community.	As above and codes of conduct (Refer to Appendix VI-4 Project Code of Conduct Preventing Gender Based Violence and Violence Against Children) in work contracts, GBV/SEA awareness to both workers and local communities.
Delivery of supplies for construction workers and the transportation of workers can lead to an increase in traffic and a rise in accidents.	Traffic management as further defined in the ESMP
Labor influx may lead to temporary local price hikes and/or crowding out of community consumers.	On-going monitoring as part of the E&S monitoring plan.

Such potential risks will continue to be assessed in light of the selection of construction sites (i.e. urban, peri-urban, and rural), size of construction works, and potential impacts on host communities. Management of labor influx risk can be seen in Appendix IV-1 and Detail mitigation measures related to Labor Influx can be seen in Appendix IV-2.

#### 4.4 Legal and Regulatory Framework

The section covers a summary of the national policies, regulatory or laws, international treaties or conventions ratified by Indonesia, and systems that apply to the implementation of this project. This includes WB's Environmental and Social Standard 2 on Labor and Working Conditions (ESS2) as outlined in the ESF. Regulatory review related to Labor can be seen in Appendix IV-3

##### **World Bank ESS2**

The World Bank's requirements related to labor are outlined in Environmental and Social Standard 2 on Labor and Working Conditions (ESS2) under the ESF, and promotes sound worker-management relationships and enhances the development benefits of a project by treating workers in the project fairly and providing safe and healthy working conditions. Key objectives of the ESS2 are to:

- Promote safety and health at work;
- Promote the fair treatment, nondiscrimination, and equal opportunity of project workers;
- Protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with ESS2) and migrant workers, contracted workers, community workers, and primary supply workers, as appropriate;
- Prevent the use of all forms of forced labor and child labor;
- Support the principles of freedom of association and collective bargaining of project workers; in a manner consistent with national law; and
- Provide project workers with accessible means to raise workplace concerns.

ESS2 applies to project workers including full-time, part-time, temporary, seasonal and migrant workers. PLN is responsible for implementing written labor management procedures applicable to the project. The procedures will address how this ESS will apply to different categories of project workers including direct workers, and how the Borrower will require third parties to manage their workers.

ILO Convention is one of international regulation relating to ESS 2, especially regulating about safety and health at work and protection project workers of minimum age. Indonesia has ratified the ILO Convention on Minimum Age for Admission to Employment (C138) as well as the ILO Convention on the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labor (C182).

The minimum working age that is allowed to work in the project is 14 years old as required by ESS 2. Children under the age of 18 will not be employed or engaged in connection with the project in a manner that is likely to jeopardize the health, safety, or morals of children or interfere with the child's education or be harmful to the child's health or physical, mental, spiritual, moral or social development.

##### **National Laws**

The main labor legislation in Indonesia is Law No. 13/ 2003 on Manpower, which sets out the primary rules for establishing employment relationships, employment terms, and conditions. These include working hours and overtime arrangements, workers organization and collective bargaining/labor agreements, and employment termination.

Some of the contents of Law No.13 of 2013 have been amended with the enactment of Law No.11 of 2020 concerning Job Creation. Some of which have been amended by the Job Creation Act. Changes to the Manpower Law are:



1. The loss of the maximum time limit provisions in the Fixed Time Work Agreement (PKWT).
2. Permit to use foreign workers is replaced only with a plan to use foreign workers approved by the central government and there are exceptions such as for startups, research, etc.
3. Overtime per day is added from a maximum of 3 hours to 4 hours, a maximum of 18 hours a week.
4. Rest weekly for one day for 6 working days in one week. The provision of weekly rest for 5 working days is not regulated.
5. The elimination of the phrase "the need for a decent life" as a reference for calculating the minimum wage, which has an impact on the broader shift in the concept of wage protection.
6. Removal of restrictions on the types of work that can be outsourced.
7. The paradigm shift of termination of employment is easier because it opens the possibility of layoffs only through notification from employers to workers without prior negotiation.
8. Less government interference in industrial relations by restoring work relations to an agreement between employers and workers, such as the matter of non-permanent contracts time limit and the right to long rest that can be agreed upon in the work agreement.

Indonesia has ratified all of the below ILO fundamental conventions:

- a. Forced Labor Convention
- b. Freedom of Association and Protection of the Right to Organize Convention
- c. Right to Organize and Collective Bargaining Convention
- d. Equal Remuneration Convention
- e. Abolition of Forced Labor Convention
- f. Discrimination (Employment and Occupation) Conventions
- g. Minimum Age Convention
- h. Worst Forms of Child Labor Convention

Law No. 13/2003 on Manpower requires employers to establish consensual terms and conditions with their workers in the form of a contract signed by both parties. These include occupation and types of work, along with agreed job deliverables, duty stations or workplace, amount of wages and method of payment, rights, and obligations of the worker and the employer, starting date and duration of the contract, place, and date of the work agreement, and hours of work and overtime. Enterprises with ten or more workers are required to establish a company regulation.

In terms of minimum wage, the law acknowledges the rights of workers to earn wages to meet a decent living. The minimum wage rates differ across the geographical locations and by economic sectors, formulated by the Provincial Governor in consultation with provincial and district wage councils, which also represent worker organizations/associations.

Non-permanent workers, including those hired for a specified period or to complete certain outputs, are entitled to receive the prevailing district minimum wage for ordinary hours. The law stipulates that workers should be paid on a timely basis and at least once per month, although they may be paid more frequently on a specified date as agreed in the work agreement.

Regular working hours are 40 working hours per week, which can be arranged into five or six working days or other shift arrangements. Employers must pay overtime compensation if the working hours exceed the above with written consent from the employees for all overtime work.

Such overtime work can only reach a maximum of three hours in a day and/or 14 hours in a week.

Regarding child labor, Indonesia has ratified the ILO Convention on Minimum Age for Admission to Employment (C138) as well as the ILO Convention on the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labor (C182). Law Number 20 Year 1999 concerning Ratification ILO Convention No.138 Concerning Minimum Age for Admission to Employment and article 69 of Law Number 13 Year 2003 concerning Manpower in principle prohibits employing children. Children between 15 and 18 years old can be employed but must not be exploited to perform the worst forms of works as stipulated in the Ministry of Manpower and Transmigration Decree No. KEP.235/MEN/2003 on Jobs that Jeopardize the Health, Safety, and Morals of Children.

Law Number 13 Year 2003 concerning Manpower stipulates some exceptions where children between the ages of 13 and 15 can be employed to perform light work, that meets certain conditions, as described below:

- a. The job does not disrupt their physical, mental or social development;
- b. The employer signs a work agreement with the parents or guardians and obtains their written permission;
- c. They do not work longer than 3 hours per day;
- d. They only work during the daytime, without disruption to their schooling; and
- e. The employer ensures compliance with occupational safety and health requirements.

The project has set that minimum working age that is allowed to work in the project is 14 years old and children under 18 can only perform work that is not hazardous as per abovementioned regulations.

Based on Law No. 40/2004 on the National Security System and Law No. 24/2011 on the National Social Security (BPJS), employers are required to register and participate in social security programs, which include healthcare, pension, work accidents, old age, and death insurance. Detailed arrangements on the implementation and administrative sanctions are set out in several governmental and presidential regulations. In addition to this, the workers are also entitled to receive religious holiday allowance as stipulated by the Minister of Manpower Regulation No. PER-04/MEN/1994 on Religious Holiday Allowance.

The labor law protects workers from discrimination in the workplace. This encompasses entitlements to equal treatment as well as equal rights and responsibilities with no discrimination based on sex, ethnicity, race, religion, skin color, and/or political orientation. Commitments to enforce this principle are strengthened by the ratification of the ILO Convention on Discrimination in Respect of Employment and Occupation (C111), as stated in Law No. 21/1999 and Law No. 80/1957 on the Ratification of ILO Convention No. 100 Concerning Equal Remuneration for Men and Women for Work of Equal Value.

Law No. 4/1997 on Disabled Persons stipulates that employers must hire at least one disabled person for every 100 employees. The disabled employees must meet the applicable work requirements and qualifications for the given position and are entitled to equal treatment without discrimination, such as, but not limited to, wages, titles, and positions.

On the provisions of workers' rights to organize, including rights to collective bargaining, workers have the freedom to choose how they are represented, and employers must not interfere in the process as mandated in Law No. 21/2000 on Trade Unions. The Government of Indonesia has also ratified the ILO Convention on the Application of the Principles of the Right to Organize (C98), as stated in Law No. 18/1956. These laws acknowledge the fundamental right



of workers to strike in a legal, orderly, and peaceful fashion as the last resort to resolve disputes if negotiations fail.

### **Occupational Health and Safety**

Indonesia has comprehensive occupational safety and health laws and regulations designed to protect worker safety. The main law concerning occupational safety and health is Law No. 1/1970 on Work Safety (*Keselamatan dan Kesehatan Kerja, K3*) and covers all workplaces (See K3, Chapter II, paragraph 1). Worker safety and health protection programs, therefore, are mandated by law. This law also explicitly states that workers have the right to occupational health and safety protection.

Law No. 1/1970 on Work Safety (hereafter the Work Safety Act) requires safe and healthful workplaces and establishing health and safety committees. It requires employers to report to the various and appropriate government agencies and details regulations regarding government inspections of workplaces. The act was amended with Government Act No. 25/1975 which updated the requirements for Law No. 1/1970. The other act that regulates the compensation system in Indonesia is Law No. 3/1992 on the conduct of *Jaminan Sosial Tenaga Kerja* (Jamsostek). Jamsostek is the social security system for workers in Indonesia. This Law describes and explains the compensation system in Indonesia, which is run by PT. Jamsostek. Law No. 13/2003 also called the Indonesian Labor Law or the Manpower Act, has several articles laying out the framework for OSH. The law stipulates that every worker has a right to receive OSH (articles 86 – 87). Every enterprise is under an obligation to apply ‘an occupational safety and health management system that shall be integrated into the enterprise’s management system.’ It further adds that rulings concerning the application of the occupational safety and health management system shall be determined and specified with government regulations.

In 2012, the Government of Indonesia issued Government Regulation No. 50/2012 on Occupational Safety and Health (OSH) Management Systems. The regulation mandates the establishment of OSH management systems for every undertaking that employs 100 workers or more, or has a high level of potential hazard, with a view towards protecting the safety and health of workers through the prevention of occupational accidents and diseases. Enterprises with a high level of potential hazard are mandated to review their OHS management systems through regular audits by independent auditors. Given the regulation does not specifically provide a ratio for the number of OHS officers against the size of the workforce, international best practices will be adopted by the project. The OHS standards require appointing a competent OHS officer for every 50 workers.

As stated in Article 2 of Act 3 (1992), every worker has the right to social security. Jamsostek coverage is required for any employer of more than 10 employees (Government Regulation No. 14/1993, Jamsostek implementation, Article 2, Paragraph 3). Furthermore, Chapter I, General Section of the act states that: “The social security program provides protection for workers by supplying monetary compensation for lost or reduced income and employability when the worker experiences an accident, a hospital stay, a pregnancy, the birth of a baby, old age, or death.” Jamsostek includes accident insurance, life insurance (death benefit), old age pension and health insurance for workers (Chapter III, Article 6 of Act 3 1992). The legislation covers many types of workers and mandates coverage specifically for occupational accidents (Article 8, Paragraph 1). The law describes who is covered by the workplace accident insurance program (Article 8, Paragraph 2). Among others, it includes student interns working at a company (whether receiving wages or not) and company contractors, as well as prison inmates working in company internships prior to release.

## **4.5 Roles and Responsibilities**

### **General Manager**

- Overall responsibility for effective implementation of the worker grievance mechanism (workplace and accommodation) including appropriate resolution of grievances;
- Ensure the contractors/sub-contractors develop and apply their own GMs that are aligned with the PLN's Worker GM;
- Ensure the PLN's Worker GM be extended to workers whose employers are not able to provide their own aligned GMs;
- Review and endorse grievance resolution, as appropriate;
- Review grievance reports on a regular basis and escalate as appropriate;
- Provide oversight of grievance process and monitor consistency of resolutions and responses;
- Assign Grievance Officer and ensure that he/she has appropriate level of training to implement his/her role and responsibilities;
- Support process in a timely fashion through review, leadership, and approvals;
- Ensure external and internal reporting is appropriate; and
- Support appeal process.

### **Managers**

- Receive and resolve an informal grievance from his/her sub-ordinates;
- If the informal grievance does not resolve the grievance, encourage the complainant to proceed with formal grievance procedure;
- Record and report the initial/informal stage of GM to HR Manager through Grievance Officer.

### **Grievance Officer**

- Provide comment box and grievance forms on the project site;
- Collect grievance form from complainant or from comments box collect the forms on a daily basis, or every two-three days as appropriate;
- Pass the grievance form to Human Resources Manager;
- Maintain a file documenting the worker grievance process and its resolution, occurring at all stages of the worker grievance procedure;
- Responsible for the administration aspects (arranging meeting locations and times) and ensuring the time frames are adhered to;
- Provide a bi-monthly grievance register to PLN's HR Manager detailing when grievances were raised, why, how these were managed and when they were closed out and
- Support HR Manager to disclose Worker Grievance Mechanism.

### **Human Resources (HR) Manager**

- Disclose the Worker Grievance Mechanism to employee and contractors;
- Ensure HR staff, managers, grievance officer and all employees are familiar with details related to this worker grievance mechanism;
- Receive grievance form collected by Grievance Officer, review the contents of the grievance form, investigate the matter and provide a written response to the aggrieved worker, or information to close-out the grievance on the staff notice board if the worker wishes to remain anonymous;
- Organize an appeal meeting with a project committee, if the complainant request for appeal;
- Attend appeal meetings with the Project Committee.

### **GRM Project Committee**

- The committee will be composed of the PLN Social and Environmental Manager and PLN HR Manager. The committee will include Contractor Project Manager, if the complainant is a contracted staff member;
- Present all the parties in the meeting and the committee will have both parties present their evidence in front of each other, or they may decide to hear their evidence sequentially without the other in attendance;
- The committee will be required to reach a decision which will be conveyed in writing to all parties concerned.

### **All Personnel**

- Follow procedures and actions listed in this workers grievance mechanism
- When there are worker workplace and accommodation complaints that need raising and resolving, do this through this worker grievance mechanism.

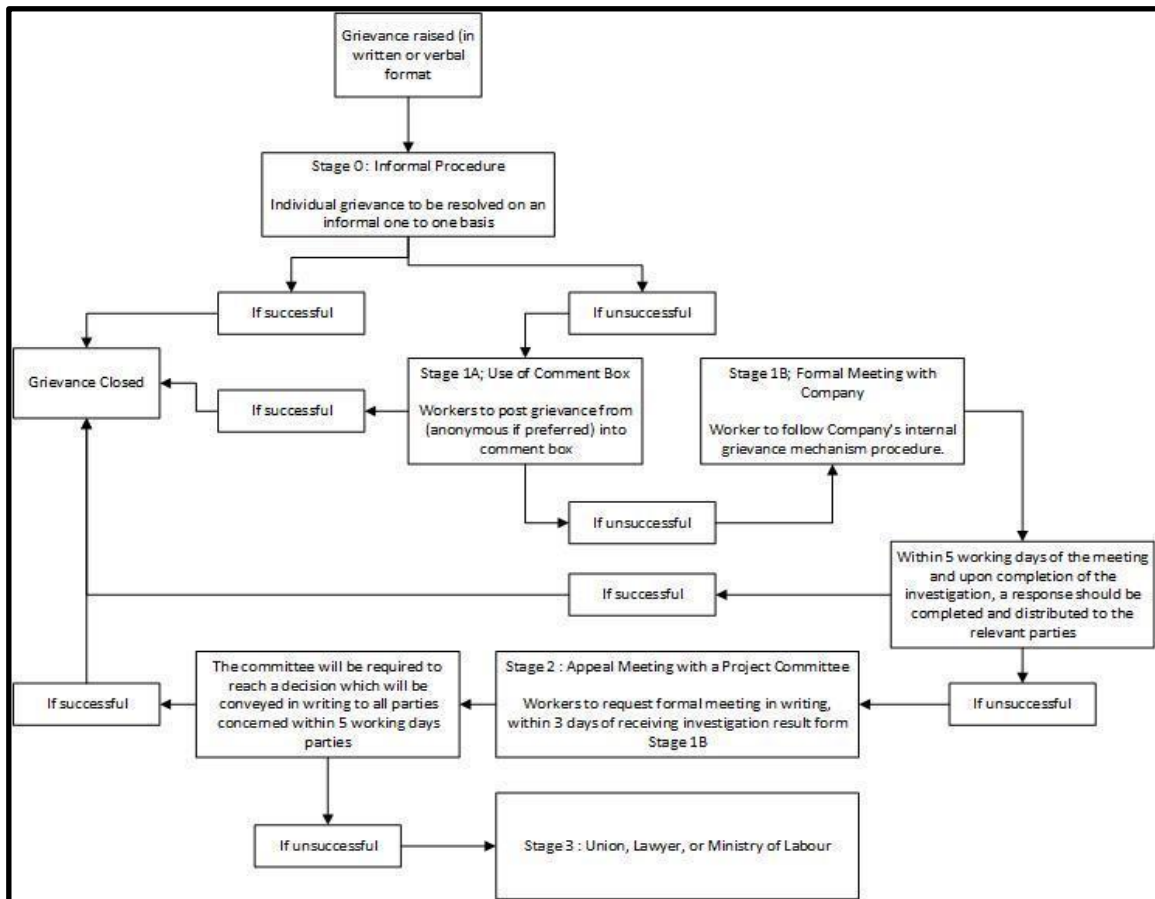
### **Contractors/ sub-contractors**

- Develop and apply their own Worker Grievance Mechanism aligned with this GM;
- If they don't have their own Worker GM, they must ensure their workers understand and follow the PLN's Worker Grievance Mechanism (see also section 4.6 below).

## **4.6 Grievance Mechanism**

PLN will encourage its contractors/sub-contractors to provide their own worker grievance mechanisms to workers and will be responsible for vetting them to ensure they are legitimate, accessible, predictable, equitable, and rights-compatible. Despite this, and in accordance with the requirements of Indonesian laws and regulations and ESS 2 World Bank, the Worker Grievance Mechanism provided by PLN will be made available to all Project workers, whether directly employed or working for contractors/sub-contractors. PLN will extend its GM to workers whose employers are not able to provide their own 'aligned' GMs. This will ensure access to a grievance mechanism for all workers and will assist PLN in monitoring how well contractors are upholding Project workers' rights.

The following worker grievance resolution hierarchy will be followed in cases where a worker grievance is raised. It provides stages to help address the potential complexity and to enable the correct level of management to be involved. It is aimed at addressing concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned, without any retribution. A flowchart showing the process and timeline is illustrated below.



**Figure 4 Worker Grievance Mechanism flowchart**

### Stage 0

Wherever possible, individual grievances should be resolved on an informal one to one basis with the other person involved or with the employee's line manager. If the grievance relates to the line manager, then the line manager's manager should be informally approached. Where such discussion does not resolve the matter, the following more formal procedures will be implemented (Stages 1A, 1B, 2, and 3, as applicable). This worker grievance mechanism does not preclude having suggestion boxes, toolbox talks, or staff meetings where workers can informally raise working issues for management consideration and resolution.

### Stage 1

For PLN employees the Stage 1 procedures established below will be adhered to. For contracted employees, Stage 1 will entail following their own company's worker grievance mechanism/procedure where it exists. For contracted employees working for companies without their own worker grievance mechanism or whose mechanism procedures have not been approved by PLN, the procedures established below will be adhered to. The worker may choose to follow 1A or 1B depending on the severity of the issue and/or their wish to remain anonymous.

#### a) Stage 1A - Use of Comment Box

The employee will state the nature of the grievance using the form below. He/she will also give their name or have the option to remain anonymous if they wish. The completed form will be posted into the comments boxes to be provided by PLN

Grievance Officer on the construction site, in the accommodation, and in rest facilities. Grievance Officer will collect the forms on a daily basis, or every two-three days as appropriate and pass them onto the HR Manager.

The HR Manager will review the contents of the form, investigate the matter and provide a written response to the aggrieved worker, or information to close-out the grievance on the staff notice board if the worker wishes to remain anonymous. If the worker is unsatisfied with the outcome, they may choose to pursue the issue by following Stage 1B.

b) Stage 1B – Formal Meeting with Company

The employee will need to request in writing a formal meeting to state his/her grievance using the form below. For Stage 1B, discussion of the grievance will be between the employee and the company's HR Officer for PLN employees or between the employee and the company's HR Manager for contracted employees. If the contracted employee's company does not have an HR Manager, then the site manager will facilitate the meeting. If the grievance relates to the person with whom the formal meeting is to be held, then an alternative manager of the same level will be involved. A female employee should be able to request a formal meeting with a female HR staff member or female manager, as appropriate if gender issues are significant to the grievance. For accommodation related grievances, a formal meeting will be held between the resident and worker accommodation manager.

Setting out the grievance in writing may be difficult for some employees. Employees should be encouraged to present the grievance in their preferred language and the company will need to provide a translation. Employees who have difficulty expressing themselves on paper should be encouraged to seek help for example from a work colleague, a trade union, or other employee representatives. The employee submitting the grievance will be responsible for ensuring accuracy and truthfulness in the information and evidence provided regarding the complaint.

The employee may be accompanied to a grievance meeting by a companion (a colleague, employee/union representative, or as appropriate, a family member). The person hearing the grievance (i.e. company HR Manager) may be accompanied by an administrative staff member who will record minutes of the meeting.

The time and place for the meeting should be mutually agreed upon. It is important to arrange the discussion in a private location where both parties can feel comfortable. The meeting should not be interrupted and the employee needs to feel their grievance is being treated confidentially. If an employee's companion cannot attend on a proposed date, the employee can suggest another date so long as it is reasonable and is not more than five working days after the date originally proposed by the employer. This five-day time limit may be extended by mutual agreement.

In the meeting, the employee should explain their complaint and say how they think it should be settled. The person hearing the grievance should consider the points made by the employee and as appropriate interview other relevant parties after the meeting. Within five working days of the meeting, and upon completion of the investigation, a response should be completed and distributed to the relevant parties. As part of the findings, the employee or accommodation resident should be informed that they can appeal against the decision if they are not satisfied with it.



## Stage 2 – Appeal Meeting with a Project Committee

If the employee remains aggrieved with the decision under Stage 1B of the procedure, the intention to proceed to Stage 2 must be raised in writing using the form below with the PLN HR Manager within three working days from receiving the investigation results. The HR Manager must acknowledge the request in writing within two working days and set a date set for the appeal meeting.

Stage 2 will entail an appeal discussion of the grievance between the employee and a three-person committee. If it is a PLN staff member, the committee will be composed of the PLN Social and Environmental Manager and PLN HR Manager. If it is a contracted staff member, the committee will be composed of the PLN Social and Environmental Manager, the PLN HR Manager, and the Contractor Project Manager.

The aggrieved party (with a companion of their choosing; such as a colleague, union representative, or family member) and the Company HR Manager will both attend the meeting. Depending on the situation, the committee will have both parties present their evidence in front of each other, or they may decide to hear their evidence sequentially without the other in attendance. The committee will be required to reach a decision which will be conveyed in writing to all parties concerned within five working days.

## Stage 3 – Ministry of manpower

If an employee is still dissatisfied, the matter may be referred to a union, lawyer, or the Ministry of Manpower. Each side will then have rights and responsibilities for addressing the situation according to national and local legislation and courts of law.

### **Commitment of non-retribution**

The worker grievance mechanism intends for all workers to be treated fairly and reasonably. All cases are to be taken seriously by management and objectivity maintained. Individuals and circumstances will be dealt with sensitively. The Worker Grievance Mechanism recognizes grievance procedures as legitimate methods for assuring that contract provisions are met. The Worker Grievance Mechanism guarantees that any employee raising a grievance will not be subject to any retribution of any kind or reprisal in terms of job loss, lack of consideration for promotion or training. Likewise, witnesses and those involved in the investigation will not undergo retribution or prejudice.

### **Worker Grievance Documentation**

The HR department or administration department of the company for whom the aggrieved employee works will maintain a file documenting the worker grievance process and its resolution, occurring at all stages of the worker grievance procedure. That department will be responsible for the administration aspects (arranging meeting locations and times) and ensuring the time frames are adhered to. During construction, the department will provide a bi-monthly grievance register to PLN's HR Manager detailing when grievances were raised, why, how these were managed, and when they were closed out. The grievance form can be seen in Appendix IV-4.

Grievances related to violent incidents including harassment and exploitation at the workplace will be treated and documented confidentially. The mechanism to handle grieves related to sexual harassment and exploitation is elaborated under the section of Gender and GBV (Section 6).

#### 4.7 Contractor management

Four work packages of construction works will be developed within the UCPS project and transmission line. These work packages (WP) are as follows:

- WP 1: Upper and Lower Dams (Package Lot 1A) and Waterways, Power House, Switch Yard, and Building Works (Package Lot 1B)
- WP 2: Pump Turbine, Generator-Motor, and Auxiliary Equipment
- WP3: 500 kV Transmission Line
- WP4: Hydraulic Metal Works

In the selection process of contractors, various criteria will be specified in tender documents such as previous works completed, previous experience, qualification of contractor's human resources, compliance in health and safety issues, precautions taken on child labor, and forced labor employment. According to the selection criteria, the ones who comply the best will be selected as contractors. Contracts with contractors and suppliers will incorporate the provisions to comply with the E&S requirements (specifically ESS2), including this LMP and C-ESMPs, to implement during project construction.

During the implementation phase of the WP, PLN will organize planned and unplanned visits to contractors' offices and/or place where work is being performed. In these visits the progress achieved, health and safety-related issues, and child and forced labor employment status will be monitored and observed. A procedure to audit the contractor management that includes environmental, OHS, labor, and social aspects can be seen in Appendix IV-5.

The contractors are required to monitor the implementation of labor and working conditions as explained in this LMP. Evidence of implementation will be provided through regular reports, which should include the following information:

1. **labor conditions:** records of workers engaged under the Project, including contracts, registry of induction of workers including CoC, hours worked, remuneration and deductions (including overtime), collective bargaining agreements (where applicable);
2. **Safety:** recordable incidents and corresponding root cause analysis (lost time incidents, medical treatment cases), first aid cases, high potential near misses, and remedial and preventive activities required (for example, revised job safety analysis, new or different equipment, skills training, etc.).
3. **Workers:** number of workers, an indication of origin (expatriate, local, nonlocal nationals), gender, age with evidence that no child labor is involved, and skill level (unskilled, skilled, supervisory, professional, management).
4. **Training/induction:** dates, number of trainees, and topics.
5. **Details of any security risks:** details of risks the contractor may be exposed to while performing its work – the threats may come from third parties external to the project.
6. **Worker grievances:** details including occurrence date, grievance, and date submitted; actions taken and dates; resolution (if any) and date; and follow-up yet to be taken – grievances listed should include those received since the preceding report and those that were unresolved at the time of that report.

The following procedures are will be applied by project implementers and contractors to adhere to LMP provisions:

**Table 10 Monitoring of the implementation of labor and working conditions**

Issue	Responsible Party	Timeline
1. Ensure that Contractors have valid contracts with clearly defined service level agreement and applicable environmental and social clauses in accordance with the LMP and C-ESMPs	PLN	Prior to contractor's mobilization
2. Contractor induction to the project standards and LMP	PLN	Prior to contractor's mobilization
3. Report submission of the following topics: a. Incidents and accidents management, incident reporting and investigation procedure b. Contractor employees' records	Contractors	Monthly
4. Site monitoring through field visit	PLN	Monthly
5. Concerns or issues tracking using monitoring register	PLN	Monthly
6. Evaluation of contractor requirements include training, OHS report, certification and other. The evaluation results in Portfolio Reports which include recommendations for contract extension or termination.	PLN	Prior to contractors' end of contract
7. Training needs identification recorded in Contractor Training Schedule	PLN	Monthly

### Managing labor influx risks

Although not under the contractor's control, the contractor will take measures to minimize the risk related to labor influx and associated social and environmental risks. These measures will include:

- Provision of substance abuse prevention and management programs.
- Provision of facilities, services, and entertainment in the workers' camp to reduce the need for workers to use local community amenities (internet, sports).
- Hire workers through recruitment offices and/or through a formal hiring process to discourage the spontaneous influx of job seekers.
- Vaccinating workers against prevalent local diseases
- HIV/AIDS awareness programs and support (provisions for free condoms)
- Mandatory and regular training on GBV, including sexual harassment, child abuse, and exploitation

Please refer to the table in Appendix IV-2 for more details.



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## SECTION IV APPENDICES

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## **Appendix IV-1 Management of Labor Influx Risks**

### **A Project Preparation**

The project will address labor influx through the Construction-Environmental and Social Management Plans (C-ESMPs) by selected contractors.

Such ESMPs will be guided by E&S assessments in the required AMDAL and UKL/UPL processes which identify and, to the extent possible, assess the potential impacts resulting from labor influx.

The specific arrangements for construction are currently not fully known at the preparation stage and will only be confirmed only later once a contractor has been selected. The more specific assessments and mitigation measures will need to be developed as part of the C-ESMPs. Those should reflect findings of the AMDAL and measures proposed in the RKL/RPL which may need to be updated, and the ESIA. The C-ESMP should also be updated when there are changes to the anticipated project area of influence or impact on local communities.

With a view towards the variety of potential impacts stemming from labor influx on the community, it is recommended that enhanced efforts be made to reach out to men and women separately, as well as to different age groups and vulnerable groups.

This SCMP contains LMP established for the project and is subject to further assessments to ensure that the procedures are accessible and inclusive of relevant stakeholders. The project will also require regular monitoring by the E&S specialists assigned by PLN to assess measures to address labor influx risks having been implemented, including identification of suggested improvements by affected communities.

### **B Project Implementation**

Effective implementation of mitigation measures depends on the cooperation and commitment of all parties implementing the project. These include the PLN and its designated consultants and specialists, and selected contractors. To ensure that the mitigation measures are contractually binding and actually implemented by the contractor, PLN will ensure the following:

- a. Labor influx issues are adequately covered in the contract between PLN and the construction contractor during the bid submission, bid evaluation, and contract awarding. Standard bidding documents and construction works contracts may not fully address all the details or project-specific aspects related to labor influx and associated social and environmental risks, impacts and mitigation measures.
- b. Key measures are included in the bidding document. These include “particular conditions of contract” (PCCs) relating to labor influx; and (ii) ensuring that the key safeguard documents/instruments within the ESMP, Labor Management Procedures, and other relevant documents, are included in the bidding document. The general guidance for addressing social and environmental aspects in the contract process/stage is summarized in **Appendix IV- 5**.
- c. Explicit provisions for monitoring environmental and social aspects, including labor-related aspects in the contract between PLN and the supervision consultants. During construction, the supervision engineer acts on behalf of PLN and is assigned contractual authority on behalf of PLN implementing the project. The terms of reference for the supervision consultant need to be specific with regard to their responsibilities for managing environmental and social risks, in particular labor influx, and they should have appropriate staff on their team to ensure this is done effectively.

## Appendix IV-2 Mitigation Measures to Address Labor Influx

Expected Adverse Impact	Potential Mitigation Measures			
	Contractor	PLN		World Bank
		Project-specific with support of the Supervision Consultant	Broader Enabling Environment	
All		<ul style="list-style-type: none"> <li>Establishment and operation of an effective GRM accessible to community members to facilitate early identification of problems and targeted mitigating interventions;</li> <li>Provision of information to communities on how to use the GRM to report issues;</li> <li>Monitoring and taking appropriate actions to ensure C-ESMP provisions are met;</li> <li>Inclusion of relevant provisions in the C-ESMP;</li> <li>Inclusion of relevant provisions in the contract.</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment of locally-hired workers to the extent possible, who would be given preference and priority if meeting the qualification requirement; (will be discussed and agreed with contractors)</li> <li>Skills-training for local communities</li> </ul>	<ul style="list-style-type: none"> <li>Inclusion of relevant provisions in the bidding documents;</li> <li>Provision of advice on expected or likely issues based on Bank experience;</li> <li>Implementation support to verify compliance with the C-ESMP;</li> <li>Monitoring of GRM resolution and identification of recurring issues to discuss with PLN</li> </ul>
Risk of social conflict	<ul style="list-style-type: none"> <li>Provision of information regarding the Worker Code of Conduct in local language(s);</li> <li>Provision of cultural sensitization training for workers regarding engagement with local community.</li> </ul>	<ul style="list-style-type: none"> <li>Consultations with and involvement of local communities in project planning and implementation;</li> <li>Awareness-raising among local community and workers.</li> </ul>		

<b>Increased risks of illicit behavior and crime (including prostitution, theft, and substance abuse)</b>	<ul style="list-style-type: none"> <li>• Paying adequate salaries for workers to reduce incentive for theft;</li> <li>• Paying salaries into workers' bank accounts rather than in cash;</li> <li>• Sourcing of local workforce;</li> <li>• Creation of supervised leisure areas in workers' camp;</li> <li>• Cooperation with local law enforcement;</li> <li>• Introduction of sanctions (e.g., dismissal) for workers involved in criminal activities;</li> <li>• Provision of substance abuse prevention and management programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Reinforcement of local law enforcement staff;</li> <li>• Enforcement of laws on drug abuse and traffic;</li> <li>• Police officers are not expected to perform regular inspection of drugs abuse and trafficking in workers' camp. The project may collaborate with the police on campaign/ education on substance abuse prevention and management programs both for workers and local communities.</li> </ul>		
<b>Adverse impacts on community dynamics</b>	<ul style="list-style-type: none"> <li>• Provision of services in the workers' camp to reduce the need for workers to use local community facilities (internet, sports);</li> <li>• Provision of entertainment and events for workers within camp to reduce incentives for mixing with local community.</li> </ul>	<ul style="list-style-type: none"> <li>• Liaison with civil society organizations to create integrative action plans; provision of upfront information on potentially detrimental impacts on local communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Investment in community participation and engagement programs.</li> </ul>	
<b>Influx of Additional Population/ "Followers"</b>	<ul style="list-style-type: none"> <li>• Contractor to hire workers through recruitment offices and/or through a formal hiring process in consultation with ward/village administration and avoid</li> </ul>	<ul style="list-style-type: none"> <li>• Communications campaign to manage expectations and discourage spontaneous influx of job seekers;</li> <li>• Sub-national governments to address this additional influx of the</li> </ul>		

	<p>hiring “at the gate” to discourage spontaneous influx of job seekers.</p>	<p>“followers” to ensure that no illegal and unsafe settlements develop;</p> <ul style="list-style-type: none"> <li>● Explore options for orderly accommodation on open space that can be monitored by law enforcement.</li> </ul>		
<p><b>Increased burden on public service provision</b></p>	<ul style="list-style-type: none"> <li>● Workers’ camp to include wastewater disposal and septic systems;</li> <li>● Identification of authorized water supply source and prohibition of use from other community sources;</li> <li>● Separate service providers for community and workers’ camp/construction site;</li> <li>● Worker Code of Conduct on water and electricity consumption.</li> </ul>	<ul style="list-style-type: none"> <li>● Contingency plans for temporary rise in demand for utilities and public service provision.</li> </ul>	<ul style="list-style-type: none"> <li>● Investment in and capacity building of local public service providers.</li> </ul>	
<p><b>Increased risk of communicable diseases (Including STDs and HIV/AIDS)</b></p>	<ul style="list-style-type: none"> <li>● Vaccinating workers against common and locally prevalent diseases;</li> <li>● Contracting of an HIV service provider to be available on-site;</li> <li>● Implementation of HIV/AIDS education program;</li> <li>● Information campaigns on STDs among the workers and local community;</li> <li>● Education about the transmission of diseases;</li> <li>● Provision of condoms.</li> </ul>	<ul style="list-style-type: none"> <li>● Establishment or upgrade of health centers at camp and construction sites (unless designated as contractor responsibility);</li> <li>● Free testing facilities;</li> <li>● Provision of condoms;</li> <li>● Monitoring of local population health data, in particular for transmissible diseases.</li> </ul>	<ul style="list-style-type: none"> <li>● Community sensitization campaigns;</li> <li>● Awareness raising about public health impacts from labor influx.</li> </ul>	

<b>Gender-based violence, including sexual harassment, child abuse and exploitation</b>	<ul style="list-style-type: none"> <li>• Mandatory and regular training for workers on required lawful conduct in host community and legal consequences for failure to comply with laws;</li> <li>• Commitment / policy to cooperate with law enforcement agencies investigating perpetrators of gender-based violence;</li> <li>• Creation of partnership with local NGO to report workers' misconduct and complaints/reports on gender-based violence or harassment through the GRM;</li> <li>• Provision of opportunities for workers to regularly return to their families;</li> <li>• Provision of opportunities for workers to take advantage of entertainment opportunities away from rural host communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Collaboration with reputable service providers (NGOs) to handle cases;</li> <li>• Information and awareness-raising campaigns for community members, specifically women and girls;</li> <li>• Provision of information to host community about the contractor's policies and Worker Code of Conduct (where applicable).</li> </ul>	<ul style="list-style-type: none"> <li>• Application of long-term community-based approaches to address the issue;</li> <li>• Strengthening ward/village/community-level surveillance;</li> </ul>	
<b>Child Labor and school dropout</b>	<ul style="list-style-type: none"> <li>• Ensuring that children and minors are not employed directly or indirectly on the project.</li> </ul>	<ul style="list-style-type: none"> <li>• Communication on hiring criteria, minimum age, and applicable laws.</li> </ul>	<ul style="list-style-type: none"> <li>• Enforcement of legislation on child labor.</li> </ul>	
<b>Local inflation of prices and</b>	<ul style="list-style-type: none"> <li>• Appropriate mix of locally and non-locally procured goods to allow local project</li> </ul>		<ul style="list-style-type: none"> <li>• Monitoring of local prices and security of supply.</li> </ul>	

<b>crowding out of local consumers</b>	benefits while reducing risk of crowding out of and price hikes for local consumers.			
<b>Increased pressure on accommodation and rents</b>	<ul style="list-style-type: none"> <li>• When accommodation supply is limited establishment of workers' camp facilities with sufficient capacity for workers – including sub-contractors – and associated support staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusion in contract of funding for establishment of workers' camp.</li> </ul>		
<b>Increased traffic and rise in accidents</b>	<ul style="list-style-type: none"> <li>• Preparation and implementation of a traffic management plan to be approved by supervision engineer;</li> <li>• Building additional/separate roads to project and workers' camp sites;</li> <li>• Organization of commute from camp to project to reduce traffic;</li> <li>• Road safety training and defensive driving training for staff;</li> <li>• Sanctions for reckless driving.</li> </ul>	<ul style="list-style-type: none"> <li>• Local government engagement with contractor and communities to identify accident hotspots and formulation of solutions.</li> </ul>	<ul style="list-style-type: none"> <li>• Upgrading and maintaining roads affected by project (unless designated as contractor responsibility).</li> </ul>	
<b>Inadequate waste disposal and creation of illegal waste disposal sites</b>	<ul style="list-style-type: none"> <li>• Reduction of waste generation;</li> <li>• Sound practices for waste disposal.</li> </ul>	<ul style="list-style-type: none"> <li>• Inspection of waste disposal arrangements.</li> </ul>		

<b>Wastewater discharges</b>	<ul style="list-style-type: none"> <li>• Ensuring workers' camp and associated facilities are connected to septic tank or other wastewater systems which are appropriate and of sufficient capacity for the number of workers and local conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Regular inspection to ensure proper functioning.</li> </ul>		
<b>Increased demand on freshwater resources</b>	<ul style="list-style-type: none"> <li>• Water conservation and recycling of water;</li> <li>• Consideration of use of rainwater where feasible;</li> <li>• Avoiding contamination of fresh water sources.</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusion in contract of requirement for rainwater capture, use of non-potable water for construction works, etc.</li> </ul>		
<b>Camp related land use, access roads, noise and lights</b>	<ul style="list-style-type: none"> <li>• Placement of workers' camp away from environmentally sensitive areas to avoid impacts on the local wildlife;</li> <li>• Routing of new access routes for workers' camp to avoid/minimize environmentally sensitive areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusion in contract of requirements for camp locations.</li> </ul>		



### Appendix IV-3 Regulatory review related to Labor

Topic	Legal reference	Remarks
Work Agreement	Law no 13 of 2003 on Manpower article 22, 54, 56-58, 60, 63-66	<ul style="list-style-type: none"> <li>A work agreement must state the terms and conditions of employment include the enterprise's name, address, and type of business; worker's name, sex, age, and home address; occupation and type of work; duty stations or workplace; amount of wages and method of payment; rights and obligations of the worker and the employer; starting date and duration of the contract; place and date of the work agreement; and signatures of both parties.</li> </ul>
	Ministry of manpower and transmigration regulation no PER.16/MEN/XI/2011 on procedure to establish and ratification of company regulation and the formation and registration of collective labor agreement	<ul style="list-style-type: none"> <li>Enterprises with ten or more workers must establish company regulations</li> </ul>
Minimum wage	Law no 13 of 2003 on Manpower article 88,89, and 90(1)	<p>The worker has a right to earn wage to meet a decent living (<i>penghidupan yang layak</i>). The minimum wage is set by the government.</p> <p>Minimum wage rates differ across groups of workers, sectors of economic activity and by geographical location. Provincial and District Wage Councils provide suggestions to Provincial Governors to formulate regulations specifying the minimum wage. Organizations of employers and workers are represented on the councils. The amount of the minimum wage is decided by the governor. Non-permanent workers, including those hired for specified period or to complete a certain type of job are</p>
	Ministry of manpower and transmigration no PER-01/MEN/199; and the amendment in Ministry of manpower and transmigration decree no KEP-226/MEN/2000 on Minimum Wage	

		entitled to receive a correct district minimum wage for ordinary hours. Wages should be paid on time and at least once per month, although they may be paid more frequently on a certain date as agreed in the work agreement.
Social security and other benefits	Law no 40 of 2004 on national security system article 13,15,18	Employers must register themselves and the workers to participate in the social security programs (healthcare, work accident, pension, old age, an death security); the employees are entitled to receive religious holiday allowance.
	Law no 24 of 2011 on National social security (BPJS) article 8	
	Government regulation no 86 of 2013 on administrative sanctions on social security implementation	
	President regulation no 109 on participation phasing of the national social security program	
	President regulation no 111 of 2013 on the amendment of president regulation no 12 of 2013 on health care article 16C	
	Government regulation no 44 of 2015 on work accidents and death insurance	
	Government regulation no 45 of 2015 on pension insurance	
	Government regulation no 46 of 2015 on old age Benefits	
	Minister of Manpower Regulation no PER-04/MEN/1994 on	

	religious holiday allowance	
Non-discrimination and equal opportunity	Indonesian Constitution 1945 article 28 (I) and 29.	All citizens shall have equal status accorded by law and the government and are obliged to respect the law and government without exception; and (ii) each citizen shall be entitled to work and to have a reasonable standard of living.
	Law no 13 of 2013 on Manpower article 4-6 and 153	Each employee shall have equal opportunity without discrimination to obtain work and shall be entitled to equal treatment from the employer without discrimination; termination of an employment relationship shall not be permitted if it is based on the ideology, religion, political inclination, ethnic group, race, social group, gender, physical condition or marital status of the employee.
	Law no 21 of 1999 on the Ratification of ILO convention on discrimination in respect of employment and occupation (C111)	Ensure the protection of employees' rights and to prohibit discrimination
	Law No. 80 of 1957 on the Ratification of ILO Convention No. 100 concerning Equal Remuneration for Men and Women for Work of Equal Value Government regulation no 8 of 1981 on wages protection	Salaries of male and female employees performing work of equal value must not be discriminated
	Law no 4 of 1997 on Disabled person	Employers must hire at least one disabled person for every 100 employees. The disabled employee must meet the applicable work requirements and qualifications for the given position; disabled employees are entitled to equal treatment without discrimination including, without limitation, as to wages, title and

		position.
	Ministry of Manpower and Transmigration no KEP.68/MEN/IV/2004 on prevention and countermeasures of HIV/ AIDS in Workplace	
Workers' Organization	Law no 21 of 2000 on Trade Union	Workers must be free to choose how they are represented, and employers must not interfere in the process; Detail arrangements on the rights of the workers to establish and or join union which aims to protect workers, defending the workers' rights and increasing the welfare of workers and their families; detail arrangements on the formation of collective bargaining/ labor agreement; Workers have the fundamental right to strike, which should be carried out in a legal, orderly and peaceful fashion, only as a last resort if negotiations fail.
	Law no 03 of 2003 on Manpower article 104, explanatory note	
	Law no 18 of 1956 on Ratification of ILO convention on the application of the principles of the right to organize (C98)	
	Presidential Decree no 83 of 1998 on Ratification of ILO convention on freedom of association and protection of the right to organize	
	Ministry of manpower and transmigration regulation no PER.16/MEN/XI/2011 on procedure to establish and ratification of company regulation and the formation and registration of collective labor agreement	
	Ministry of manpower and transmigration decree no KEP.232/MEN/2003 on legal consequences of illegal strikes	

Child Labor and Minimum Age	Law no 13 on 2003 on Manpower article 1 (26) and 68	<p>Children between 13-15 years of age can be employed to perform light works with specific conditions below:</p> <ol style="list-style-type: none"> <li>The job does not disrupt their physical, mental or social development;</li> <li>The employer signs a work agreement with the parents or guardians and obtains their written permission;</li> <li>They do not work longer than 3 hours per day;</li> <li>They only work during the daytime, without disruption to their schooling; and</li> <li>The employer ensures that occupational safety and health requirements are complied with.</li> </ol> <p>The project has set that minimum working age that is allowed to work in the project is 14 years old and no children under the age of 18 will be employed in the jobs considered hazardous .</p>
	Law no 20 of 1999 on Ratification of ILO convention on Minimum Age for Admission to Employment (C138)	
	Law no 1 of 2000 on Ratification of ILO convention on the prohibition and immediate action for the elimination of the worst forms of child labor (C182)	
	Ministry of Manpower and Transmigration Decree No KEP.235/MEN/2003 on Jobs that Jeopardize the health, safety and morals of Children	
	Minister of Manpower and Transmigration Decree Number Kep.115/MEN/VII/2004 Concerning Protections for Children Performing Work for Developing Talents and Interests	
Working hours and forced labor	Law no 13 of 2003 on Manpower article 78	<p>Regular working is 40 working hours per week. Employers must pay overtime compensation if the working hours exceed the above. The overtime work can only be done maximum 3 hours in a day and/or 14 hours in a week</p> <p>Employees must provide written consent for all overtime work; The company cannot retain original documents of its employees without their consent, such as birth certificates, education certificates, and Personal ID</p>
	Ministry of Manpower and Transmigration Decree no KEP.102/MEN/VI/2004 on overtime work and over time work compensation	

		card; Detail arrangement of overtime work and the compensation rates.
Occupational Health and Safety	Law no 13 of 2013 on Manpower article 87	Every workplace shall implement an occupational safety and health management system
	Law no 1 of 1970 on Work Safety	All workers are entitled to the protection of their safety in performing works.
	Law no 88 of 2019 on Work Safety	All workers are entitled to the protection of their safety in performing works.
	Ministry of Manpower Regulation no PER.03/MEN/1998 on Reporting and Investigation Mechanism for Work Accident	The committee or the employers must report any work accidents in a written format to Head of Manpower Agency in the respective region not more than 2X24 hours. Such accident can be reported orally before submitting written document.
	Law no 50 of 2012 on Implementation of Occupational Health and Safety Management System	Enterprises that employ 100 people or more and/or having potential danger posed by the characteristics of the material process of production that can lead to accidents such as explosions, fires, pollution and work-related diseases are required to apply an OSH Management System
	Minister of Manpower Decree no 44 of 2015 on the Implementation of Work Accident Insurance and Death Insurance for Daily Workers, Bulk Workers and Fixed Term Contract Workers in Construction Services Business Sector	All construction enterprises must register their workers in Occupational Accident Insurance ( <i>Jaminan Kecelakaan Kerja</i> -JKK) and Death Insurance ( <i>Jaminan Kematian</i> -JKM) to the Social Security Implementation Agency (BPJS) include the daily workers, bulk workers (workers whose salary/compensation is based on the work volume/ unit), and fixed term contract workers. All construction services users must require the calculation of these insurance in the bidding document.
	Presidential Regulation no 7 of 2019 on Diseases	Workers diagnosed with diseases caused by Occupation Relation, approved by Doctor's statement are

	Caused by Occupational Relation	entitled to receive benefits of JKK although the employment relationship has ended. The benefit of JKK is granted if this Diseases Caused by Occupation Relation arises for a maximum period of 3 (three) years from the expiry of the employment relationship
	Ministry of Manpower and Transmigration no KEP.68/MEN/IV/200-4 on prevention and control of HIV/ AIDS in Workplace	Employers must take steps to prevent and control HIV/ AIDS in the workplace, such as:
	Guideline for HIV/AIDS Control in the Workplace, Ministry of Manpower and Transmigration of the year 2003.	<ul style="list-style-type: none"> <li>- Developing policy on HIV/ AIDS prevention</li> <li>- Communicating efforts to prevent and control of HIV/ AIDS, and educating workers on HIV/ AIDS</li> <li>- Protect workers with HIV/ AIDS from discrimination</li> <li>- Implementing occupational health and safety procedures to prevent and control HIV/ AIDS</li> </ul>

Gap Analysis of ESS 2 Labor and Working Conditions and Indonesia Regulations				
Issues	Explanation	GoI Regulations	Analysis	Project Policy
Working conditions and management of worker relationships	<p>Project workers (direct workers, contracted workers, primary supply workers, community workers) will be provided with information and documentation that is clear and understandable regarding their terms and conditions of employment including working hours, compensation and benefits;</p> <p>The employment of project workers will be based on the principle of equal opportunity, fair treatment, and no-discrimination;</p> <p>The workers have rights to establish and/or join workers' organizations/ associations.</p>	<p>Law No. 13 of 2003 on Manpower provides the primary rules for establishing an employment relationship, employment terms and conditions including working hours and over time arrangements, and employment termination.</p> <p>The law protects the workers from discrimination at workplace. All workers are entitled to receive equal treatments, equal rights and responsibilities with no discrimination based on sex, ethnicity, race, religion, skin color, or political orientation.</p> <p>Law no 21 of 1999 on the ratification of convention no 111 of the ILO concerning discrimination in respect of employment and occupation includes no discrimination ion the provision of training and skills development based on ethnicity, race, religion, skin color, politics, nationality or origin.</p>	<p>Reviews to the relevant regulations of the GoI identified no gaps with the ESS requirements.</p> <p>However, it is noted that attention must be paid to ensure the enforcement of these regulations on the ground.</p>	<p>The direct workers of the Project are mostly civil servants with clear employment arrangement. As such, there is no additional measures are required for the direct workers.</p> <p>For the contracted workers, the Project will require the third parties who employ the contracted workers to develop and implement labor management procedures which set out detail employment arrangements. The employment arrangements must be developed in accordance with the applicable laws and regulations of the GoI and the requirements of the WB ESS2.</p>



		<p>Government Regulation no 8 of 1981 concerning protection of wages arranges that salaries of male and female employees performing work of equal value must not be discriminated.</p> <p>Minister of Manpower decree No Kep.68/MEN/IV/2004 on HIV prevention and control in the workplace sets out that employers may not discriminate against employees because they have HIV/AIDS or are believed to be infected with the HIV virus.</p> <p>Law no 21 of 2000 on Workers unions/ associations provides three forums in which the employees may have representation namely bipartite forum, tripartite forum, and labor union.</p> <p>Company that employs at minimum of 10 people must develop a company regulation, a written document covering the terms and condition of the employment as well as the company code of conduct.</p>		Regular monitoring will be performed to check and evaluate the third parties.
Protecting the work force	The Project to develop labor management procedure to	The Law defines “child” as people under 18 years old.	Exceptions that allow children between 13-	Minimum age of the workers is 14 years old;

	<p>arrange the minimum age (under 14) for employment and connection with the employment. Child labor is allowed under certain criteria set out in the ESS. Forced labor is not allowed in the Project.</p>	<p>However, there are some exceptions that allow children between 13-15 years of age can be employed to perform light works with specific conditions below:</p> <ul style="list-style-type: none"> <li>f. The job does not disrupt their physical, mental or social development;</li> <li>g. The employer signs a work agreement with the parents or guardians and obtains their written permission;</li> <li>h. They do not work longer than 3 hours per day;</li> <li>i. They only work during the daytime, without disruption to their schooling; and</li> <li>j. The employer ensures that occupational safety and health requirements are complied with.</li> </ul>	<p>15 years old could pose higher risks for child labor</p>	<p>Children under the age of 18 will not be employed or engaged in connection with the project in a manner that is likely to jeopardize the health, safety, or morals of children or interfere with the child's education or be harmful to the child's health or physical, mental, spiritual, moral or social development. Codes of Conduct and minimum age requirements for workforce will be incorporated in bidding documents and worker contracts, labor supervision as further defined in the LMP.</p> <p>Regular inspection and monitoring will be performed to ensure implementation. Should child and/or forced labor is found,</p>
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				the contract of the responsible parties i.e. the third parties who employ child and/or forced labor will be terminated.
Grievance Mechanism	Grievance mechanism is required to allow the workers submit their concerns related to work place and employment without fear of retaliation.	Employment-related complaints are resolved with deliberation and agreement principles. However, if the agreement cannot be achieved, the case can be raised to the industrial relation court to be resolved in accordance with applicable laws and regulations.	The national regulations provide avenue to resolve work-related issues. However, the workers may not feel comfortable to resolve such issues through deliberation and agreement and taking cases further to legal mechanism may even discourage them to submit their concerns.	The Project will develop a workers' grievance mechanism that are accessible to all workers. This procedure will be informed to the workers as part of their induction program and will be refreshed every three months. All submitted grievances will be investigated and resolved in a fair and transparent manners.
Occupational health and safety (OHS)	All parties who employ or engage project workers are required to develop and implement procedures to establish and maintain a safe working environment. The standards and guidelines are available in general	Law no 1 of 1970 on OHS management Ministry of Manpower and Transmigration Regulation no 1 of 1980 concerning OHS management in construction	There are no major gaps between the national regulations and the ESS requirements. The issues are mainly related with the regulation's	Labor management procedures will cover the OHS topics to be implemented by all contractors. Regular investigation and monitoring will be performed to ensure

	EHSGs and industry-specific EHSGs and other GIIP <sup>4</sup>	<p>Minister of Health Regulation (Permenkes) no 48 of 2016 on office occupational health and safety standards regulates the occupational health and safety standards working in office (ergonomics issues)</p> <p>The Minister of Manpower Regulation no 5 of 2018 on occupational health and safety regulates the occupational health and safety standards for workers and work environment.</p>	enforcement on the ground. The project is committed to maximizing local procurements where feasible, as such, it is expected that the local contractors may need more time to meet the OHS requirements.	implementation and propose corrective actions should violations are found. OHS related training programs will be developed to familiarize the contractors with the health and safety standards. These are expected to improve the competitiveness of local contractors to participate in this Project and beyond.
Contracted workers	Reasonable efforts must be made to ensure that third parties who engage contracted workers are legitimate and reliable entities and have in place labor management procedure. The ESS requirements will be incorporated in the contractual agreement with such third parties. The borrower will develop procedure to monitor the performance of the third parties. The contracted workers must			The project will require the third parties who employ the contracted workers to develop and implement labor management procedures which set out detailed employment arrangements in accordance with the applicable laws and regulations of the GoI

<sup>4</sup> <https://www.ifc.org/wps/wcm/connect/9aef2880488559a983acd36a6515bb18/2%2BOccupational%2BHealth%2Band%2BSafety.pdf?MOD=AJPERES>.

	have access to grievance mechanism.			and the requirements of the WB ESS2.
Community workers	In case that community workers are involved, labor management procedures will be developed to identify terms and conditions of the community labor involvement include working hours and compensation (if applicable), access to grievance mechanism; to set out roles and responsibilities for monitoring community workers, including potential risk of child labor and/or forced labor and measures to address if such cases exist. The borrowers must provide a safe environment condition for the community workers to perform their work in accordance with the relevant requirements of the General EHSGs and industry-specific EHSGs.	No regulations governing this issue		The labor management procedure will cover the community workers arrangements in accordance with the requirements of the ESS. Regular monitoring will be performed to check the compliance. In case violations are identified, corrective actions will be suggested with a clear timeline for closing out the findings.
Primary supply workers	Assessment of potential risks of child and forced labors in primary suppliers are required and relevant remedies to address those must be established. The labor management procedures are required to set out roles and	No regulations governing this issue		The project will develop a negative list of primary suppliers that have reputation in child and forced labor employment to prevent such companies

	<p>responsibilities for monitoring primary suppliers' performance.</p> <p>In case that the borrowers' control over such cases is limited and remedy is not possible, the borrower will shift the project's primary suppliers to suppliers that can demonstrate that they are meeting the relevant requirements within a reasonable period.</p>			<p>participate in the Project.</p> <p>The screening mechanism to assess the potential risks of child and forced labor in the primary suppliers will be developed and applied.</p> <p>The project will develop labor management procedures which set out roles and responsibilities for monitoring primary suppliers' performance. Regular monitoring will be conducted to ensure compliance of the primary suppliers against the applicable requirements.</p>
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#### Appendix IV-4 Grievance Form

Grievance Number:
<div>Complainant Information</div> <div>Name:</div> <div>Job title:</div> <div>Date of submission:</div> <div>Signature:</div>
Please provide as detailed information as possible

Category	Description
Personal Relation	
Contractual Rights	
Human Rights	
Labor Rights	
Customary Rights	
For administrative use only	
<p>Received by:</p> <p>Name:</p> <p>Title:</p> <p>Date:</p> <p>Signature</p>	



## Appendix IV-5 Procedures for Auditing Contractor Management Performance

### Instructions

This auditing guidance provides a comprehensive overview of the steps that PLN (Auditor) would take to assess various aspects of contractor management. A contractor should review this auditing guidance to gain insight into the types of issues and questions that auditors consider.

<input type="checkbox"/>	<b>A. PREPARATION</b>
	Collect audit and inspection reports on the company's environmental and labor performance for the previous two years.
	Collect corrective action plans generated from previous audits or inspections and review the status of each action item that was agreed upon. Are they all closed out? Focus your review on open items and the underlying factors that prevent you from completing the corrective action plan.
	Ascertain the general level of PPE use on the organization. Ensure that auditors wear the same PPE as employees are required to wear: head, hearing, eye, skin protection, protective boots, clothing, etc. Do not allow any auditor to enter work areas without the clothing/gear required for the operations activity and that employees are required to wear.
	Obtain site plans for all the relevant operational areas. Ensure auditing team has a working knowledge of the operations to be evaluated.
	<p>Research and refer to current local environmental and labor laws and regulations. Basic labor code issues: (i) regular weekly work hours, (ii) labor contract provisions, (iii) rest periods, lunch, etc., (iv) overtime requirements, limits and exceptions, (v) hour averaging and banking hours, (vi) minimum wage, (vii) social system payment liability, (viii) annual leave, (ix) laws to protect disadvantaged workers, (x) severance pay.</p> <p>Basic environmental code issues: (i) wastewater, (ii) storm water, (iii) spill prevention and response, (iv) construction/demolition/remodeling, (v) hazardous materials, (vi) hazardous waste, (vii) toxic chemical release, (viii) air emissions, (ix) solid waste.</p>
	Review regulatory permit(s) conditions and specific requirements along with most recent review and corrective action reports.
	Review certification(s) audit reports (e.g. ISO 14001, OSHAS 18001, BSCI or SA8000) for nonconformance, mandatory remedial actions, recommendations, etc. Summarize status of items (open or closed).
	Review any government inspection reports, third-party audit reports, etc.

	Review the stakeholder engagement plan and records of grievances by external stakeholders. Pay attention to: emergency preparedness and response capability to include the community if necessary; use of chemicals and accidental releases of hazardous materials affecting community, e.g. dyes and chlorine; discharges of wastewater or other wastes to areas affecting local communities; exacerbation of flooding; limits of water availability use and physical access; diminution of quality of life due to the operation.
	Pay special attention in observation/document review/interviews to issues identified in previous reports.

<input type="checkbox"/>	<b>B. INTRODUCTORY MEETING WITH MANAGEMENT</b>
	Meet with the senior management and department managers before conducting audit activities to review ESMP/SCMP issues and the purpose of the audit.
	Share an agenda and itinerary for the meeting with senior management and local supervisors.
	With department managers, review the prior audit reports and performance to date in meeting corrective actions.
	Discuss non-retaliation against cooperating workers; inform management that future audits will include reviews of the continued employment of workers interviewed.

<input type="checkbox"/>	<b>C. OPERATIONAL WALK-THROUGH</b>
	Conduct operational walk-through following production processes. Refer to previous relevant physical walk-through assessments of the facility; determine if all previous nonconformance/action items are closed out - if not, why not?
	Minimize the number of managers and supervisors that accompany you on the walk-through. One or two escorts of non-supervisory staff based on knowledge/responsibilities are usually sufficient.
	During the walk-through, be aware of your body language and the message sends to workers; ensure that you are equipped with/wearing the same PPE required of employees.

	<p>Take note of all things observed that require attention:</p> <ol style="list-style-type: none"> <li>1. Water used indiscriminately for watering as well as washing and cleaning</li> <li>2. Water wastages/inefficiencies</li> <li>3. Energy wastage</li> <li>4. Evidence of spillages</li> <li>5. Dry cleanup and collection of organic solids</li> <li>6. Harborage or other unorganized storage of materials</li> <li>7. Wastes and discards</li> <li>8. Workplace availability of data on hazards or banned or restricted chemicals in use (MSDS/ICSC)</li> <li>9. Movement of materials: hand trucks, forklifts, etc. Are the passageways and transit routes clearly marked; is color-coding used for non-pedestrian movement?</li> <li>10. Obvious hazards for heads, hearing, sight, life, and limb: workplace hazards attenuated; employee awareness?</li> <li>11. PPE used as prescribed, available, replaced at no cost; employee awareness</li> <li>12. Are employees able to explain jobs and responsibilities?</li> </ol>
	13. Evidence of QA team activity
	<p>Verify that fire exits in buildings (e.g. storage or maintenance areas, administrative buildings, etc.) exist and open on demand; no means to prevent exit; panic bars in good working order; clear egress once exit opened; emergency exits clearly marked; nearest exits clearly marked; hose cabinets equipped with hoses, nozzles, etc.; prohibited areas clearly marked; electrical cabinets closed and sealed; lockout/tag-out procedures and tools (tags, locks, warning labels, and signs) clearly available near electrical cabinets; first aid cabinets and equipment; emergency lighting; emergency preparedness and evacuation plans in place; and that employees are trained on using these.</p>
	<p>Ask an employee to show you how to get out, assuming that there is now a fire; follow the employee; ask another to tell/show you what happens if he/she was just injured.</p>
	<p>Indoor working conditions should be verified for adequacy if there is potential for risks such as heat, light, noise, and dust. Use measuring devices to determine air quality, noise level, and temperature.</p>
	<p>Following the walk around, conduct a walk-through of the dormitory facilities, canteens, washrooms, and changing rooms (if relevant). Note the condition and adequacy of these areas.</p>
	<p>Suggest best practices to supervisors and managers during the walk-through; ensure that the suggestion is filtered by processes/operations practicalities.</p>

	Give sufficient attention to all ESMP/SCMP elements during the operation/dormitory walk-through. Knowledge of procedures, training using the procedures, awareness of complaints management and resolution procedure, employment rights, HR policy, and provisions, etc.
	Pay special attention to areas identified in previous corrective action requests. Focus on open non-compliance from previous audits: why did they occur? Elucidate the underlying cause and make an effort to diagnose and prescribe preventive and ameliorative measures. The individual who is responsible for the item is not as important as why it occurred and how the company can prevent non-conformances and unplanned events in the future.

<input type="checkbox"/>	<b>D. INTERVIEWING WORKERS</b>
	Select at least 5 percent of workers, max. 100 workers. Conduct individual and group interviews for a balanced (non-biased) response.
	Select workers who are representative of the workforce population (gender, race, age, religion, functional departments, etc.).
	If the factory has contracted or migrant workers, make sure to include them as well.
	Do not allow supervisors or managers to influence the selection of workers for interviews or the interviews.
	Conduct on-site interviews in areas that protect worker confidentiality and where the worker would feel comfortable. Make sure supervisors or managers are not in or near the space where the interviews are conducted. Keep them away from the selection and interview process.
	Conduct interviews early in the audit to allow for follow-up.
	Make sure to tell the workers that everything they say is confidential and that management has been warned against retaliation.
	Be sensitive to cultural and gender issues.
	Plan for an average of fifteen minutes per interview; however, use common sense in terminating interviews that are becoming nonproductive and extending interviews with people who are candid or openly addressing critical issues.

	Formulate questions prior to the interviews to make sure you cover all specific areas of the ESMP/SCMP review through the aggregated interviews. Always ask employees how processes may be improved, water use reduced, energy saved, waste reduced, etc.
	If you plan to take notes, ask the workers if it is OK and clearly explain the reason for taking notes. Try to minimize note taking as much as possible during the interview. Finish writing your notes immediately after the interview, so you have accurate documentation.
	Have your worker representatives recommend a preferred approach to building rapport with workers.
	Ask workers specifically about follow up on previous corrective action plans. What non-conformances remain open; what issues presented through the complaints management and resolution mechanism remain open?

Make sure your questions address the following:

### **LABOR ISSUES**

- ☐ Do workers know about and understand company's policies related to labor and working conditions?
- ☐ Do workers understand their rights under the law related to freedom of association and collective bargaining?
- ☐ Do workers understand how their wages are calculated for base time, performance and overtime?
- ☐ Are workers aware of any dismissal, transfer, demotion, or other punitive action against workers due to their exercising their rights under either their contracts or local or national law?
- ☐ Ask workers about the status of trade unions, worker committees, or other worker groups and whether there is management interference.
- ☐ Ask questions to determine conformance to discrimination and sexual harassment policies.
- ☐ Do workers understand the company's grievance mechanism, and do they feel it is operational and free from retaliation?

### **OCCUPATIONAL HEALTH AND SAFETY ISSUES**

- ☐ Do workers feel safe and protected in their jobs? For example, are they provided with PPE that is appropriate and works? Is their physical environment free of hazards? Are they expected to reduce physical hazards or are engineering controls in place? Are there Job Safety Analysis (JSA) assessments done routinely and when the processes or materials change? Do they feel confident to stop the job if they feel the work condition is unsafe? Have issues submitted through the complaints management and resolution mechanism been addressed?
- ☐ Do they feel there is adequate safety equipment, such as extinguishers/hydrants and first aid kits? Are there sufficient safety drills if an emergency, such as a fire, typhoon, flood, or windstorm, were to occur and necessitate an evacuation from buildings? Witness the emergency mock drills and make note of shortcomings; ask an employee to pretend he/she has just been injured and explain what to do next.
- ☐ Are they instructed and trained on these risks at regular intervals?
- ☐ Have any workers been involved in accidents at the facility and, if so, what happened afterwards? Did they receive mandatory induction, job specific training?

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Is the environment comfortable to work in, in terms of temperature, exposure to heat, and sun?</li> <li><input type="checkbox"/> Do they feel that chemicals, waste, and other substances are stored or disposed of safely and appropriately at the facility? Is there sufficient access to Material Safety Data Sheets (MSDSs) and/or International Chemical Safety Cards (ICSCs) and appropriate training in their use? What is the management's response to any expressed issues through the complaint management and resolution mechanism?</li> </ul>
	<p>If the organization employs contract workers, make sure to ask questions that address possible violations and areas of abuse. Do you feel different from a permanent employee? Why?</p>
	<p>Conduct some worker interviews off-site if possible.</p>

<input type="checkbox"/>	<b>E. INTERVIEWING AFFECTED COMMUNITIES AND OTHER STAKEHOLDERS</b>
	The stakeholder mapping exercises and stakeholder consultation meetings should help identify the relevant population that is affected by the facility and its activities.
	Select a sample of individuals that represent the views of this affected community. This group may include members of the public as well as NGOs, campaign groups, trade unions, local businesses, and government authorities. If possible, target NGOs that are industry-specific. Seek out former employees if possible, but filter out disgruntled former employees or those with a personal agenda against the company.
	Gauge awareness of the grievance mechanism. Has it been tested? Does it work? Does the company utilize it in practice or ignore it? Is it taken seriously?
	Be sure to include representatives from indigenous or marginalized groups in these interviews.
	<p>Make sure your questions address the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> How have the facility's operations affected the physical environment (air, water, land) near them?</li> <li><input type="checkbox"/> Has this resulted in either air, land, or water contamination?</li> <li><input type="checkbox"/> Has wildlife been affected by the facility's activities?</li> <li><input type="checkbox"/> Has the facility's business impacted local livelihoods or access to traditional hunting/fishing/breeding/religious/other grounds due to natural habitat conversion?</li> <li><input type="checkbox"/> Have any health risks or deterioration to well-being been associated with the facility from exposure to toxic chemicals, air emissions, or noise pollution? Note any neighbors or employees who have become ill or have ill children.</li> <li><input type="checkbox"/> Have any contagious or vector-borne diseases been on the rise due to an influx of workers in the area or an increase in local vectors (e.g. mosquitos, flies)? Is the community aware of an increase in the rat/mouse or other vermin population?</li> <li><input type="checkbox"/> Have these affected groups had any clashes with security hired at the facility?</li> <li><input type="checkbox"/> Have any of these groups been approached or invited by the company running the facility to discuss their concerns at meetings? Have any of their grievances been addressed or investigated? Has the company followed up on questions?</li> </ul>



□	<p style="text-align: center;"><b>F. ON-SITE DOCUMENT REVIEW</b></p>
	<p><b>LABOR ISSUES:</b></p>
	<p>Make sure you review the relevant documents for the following areas:</p> <ol style="list-style-type: none"> <li>1. Human resources: Management-worker committee meeting minutes, memos and letters, budgets related to implementing labor policy, training material, logs, and curricula or written communications to workers that address all issues, training records, and instructor qualifications.</li> <li>2. Working conditions: Contracts for all workers; policies and procedures related to wages, benefits, hours, and leave; evidence of communication and training on wage calculation; personnel files; time cards; payroll records and pay stubs (selected without management interference); criteria used to set performance pay bonuses; and employment and termination records.</li> <li>3. Are employees' payment methods secured? Can employees opt to have payments deposited into an account? Are employees paid in cash at the facility (which can lead to significant risks during their commute)?</li> <li>4. Collective bargaining: Collective bargaining policy, agreement, and documentation (such as minutes and records of collective bargaining sessions).</li> <li>5. Discrimination: Discrimination policy; related procedures; documentation handling discrimination issues; diversity training and attendance log; hiring, promotion, and termination records; gender demographics in facility at worker and manager levels.</li> <li>6. Retrenchment: Policies and procedures for workforce reduction, severance, and transition; documentation of prior workforce reductions; minutes of management meetings and communications to workers on this issue.</li> <li>7. Complaint management and resolution mechanism: Documented procedure, communications, records, and logs of grievance handling.</li> <li>8. Child labor: Procedure for age verification, documentation of apprentice program, birth and medical records, and school records of workers.</li> <li>9. Forced labor: Employment contracts (as well as for those workers hired through recruitment agencies), payroll records, timesheets and wage deduction, worker passports and IDs.</li> <li>10. Health and safety: Accident and medical treatment logs, equipment safety logs, logs of fire and safety drills, health and safety risk analyses, government health inspection reports, safety certificates, and training curriculum and logs, and evidence of changes to all of this when company processes, methods, chemicals, materials are changed, reordered, etc.</li> </ol>

	Select files and/or records at random to generate a representative sample of the workforce population and functional distribution in the factory. Seek some files to corroborate interviews conducted earlier.
	Balance your time and effort investigating all areas of labor standards at work. Document review is particularly critical for wages, working hours, health and safety, use of sub-contractors, hiring, and termination.
	If the operation employs contract workers, address potential areas of abuse in the document review. Specifically, review the contract with the workers.
	Identify all significant incidences of non-conformance in preparation for your management meeting.

□	<b>ENVIRONMENTAL AND OHS ISSUE:</b>
	<p>Make sure you review the relevant documents for the following areas:</p> <ol style="list-style-type: none"> <li>1. Emergency response and preparedness: Examine the facility's emergency response procedures and accident reports, as well as documents indicating that workers have been trained on these issues.</li> <li>2. Environmental management: Examine any company environmental policies and environmental management system policies and reports, including sustainability reports, energy consumption records, guidelines and monitoring, resource use and waste generation. Note the status of previously identified non-conformances.</li> <li>3. Insurance: Identify documents that indicate legal permits have been obtained, insurance policies are in place and the relevant legal authorities notified of the facility's activities.</li> <li>4. Technical: Documents on production processes, and storage, purchase and maintenance of facility equipment. Availability of MSDS/ICSCs and employee training and orientation to the specific risk posed by materials in use; response to submissions through the complaint management and resolution mechanism.</li> <li>5. Waste disposal: Policies, procedures and guidelines on elimination and recycling of waste emissions and effluents to air, water and land, including monitoring of the quantity and quality, treatment and disposal of all waste, including wastewater and solid waste; are employees/area supervisors queried for opinions on improvements?</li> <li>6. Hazardous material: Inventory of chemicals and toxicology sheets (MSDS/ICSCs from ILO/WHO/EU/UNEP, etc.). Avoid total reliance upon manufacturer's statements. Does procurement mandate furnishing such materials (MSDS/ICSC)?</li> <li>7. Health and safety: Check for the existence of logs of accident and fatality rates and monitoring of these statistics; health and safety guidelines or handbooks for workers; job hazard analyses and engineering corrections to eliminate hazards at the source, as opposed to requiring employees to mitigate environmental hazards; provision of appropriate PPE that cover actual, defined technical, physical, biological and chemical hazards in the workplace; records of OHS Committee meetings, training, Tool Box safety meetings, etc.</li> <li>8. Work environment: Look for guidelines, reports, logs and "ecomaps" of the facility work environment that monitor emissions of dust, odors, sources of noise and vibrations and worker exposure to heat and cold. LEL meters and audible and visual alarms are mandatory wherever there may be accumulations of dust or ambient dust.</li> </ol>

<input type="checkbox"/>	<b>G. CLOSING MEETING WITH MANAGEMENT</b>
	Conduct a closing meeting with senior management and department managers.
	Present your preliminary findings with particular emphasis on the positives as well as areas for improvement and why. All new and previously existing non-conformances must be addressed. Seek clarification on any findings or issues raised during the audit.
	Work with the department managers and supervisors on a corrective action plan that details specific actions to be taken and timelines for their completion.
	Go over any outstanding corrective action requests from previous audit reports.
	Make sure senior management signs off on the corrective action plan.

## V. GENDER ACTION PLAN

### 5.1 Introduction

Construction of the UCPS project, which includes the reservoir, its associated transmission line, and access roads, will have a transformative impact on the local community. The GAP will have an opportunity to not only mitigate the negative social and environmental impacts of the project for women, but also ensure that project benefits (both direct and indirect) can help to address existing gender gaps and barriers under gender priority areas that align with WB and Indonesia's gender goals.

Gender issues are a central problem in development, especially human resource development, because gender equality and gender equity are still the main challenges of development. Various data indicate that there are still gender gaps in terms of access, benefits, and participation in development, as well as control over resources at local government, between provincial and district government. Gender refers to the socio-cultural definition of men and women, and how societies distinguish men and women and assign them social roles. The concept of gender deals with the sharing of benefits and power between men and women and emphasizes partnerships and interdependence. Please see Appendix V-1 to learn more on the concepts of gender in development.

The Report of the World Commission on Dams (2000) states that "gender blindness" of most projects worldwide has increased gender disparities by imposing a disproportionate share of the social costs on women without giving them a fair share of the benefits. In assessing impacts and determining compensation, there has been a tendency to link women with household activities and ignore their important role in agriculture, water use, forestry, and animal husbandry. Women are not compensated for the resources lost. The loss of other resources has accelerated male labor migration and increased the workload for women.

Inclusive hydropower infrastructure development presents an opportunity to close gender gaps in the energy sector and improve the lives of both men and women impacted by the project. Gender considerations can ensure that women have: (i) access to more and better jobs, entrepreneurial opportunities, and voice and agency in the design and delivery of energy infrastructures and services. large investments in and benefit-sharing from energy infrastructure must recognize and address differential needs of men and women. The World Bank has committed to including gender analysis, actions to reduce gender gaps, and corresponding indicators in its energy sector operations and engagement. Incorporating gender-sensitive design in Energy programs is often challenging. Women not only need to be beneficiaries of energy projects, but also play a critical role in driving the sector forward. Diversity contributes to innovation. Women's perspectives in the design and management of infrastructure will both enhance service delivery today and contribute to innovation in the future. The lack of gender considerations can also have broad implications for entrenching gender disparities. Examples of generic negative gender impacts of hydropower (and large infrastructure) projects include:

- Community disruption and displacement caused by major infrastructure projects can put women at risk for sexual harassment and violence.
- Gender-based violence linked to the migration of workers and the construction of ancillary roads, which can improve access to illegal or grey markets for goods and services (i.e prostitution).
- Unwelcoming work environments that discourage women's employment due to implicit biases on the role of construction work (i.e lack of fitted protective equipment

for women).

- Exposure to health risks (e.g., HIV/AIDS and water-borne illnesses)
- Women's lack of meaningful participation in project consultations and public meetings

Projects can help to mitigate some of these risk through:

- Gender-sensitive training and skills development (women only FGDs, women CSOs)
- Use of project targets and incentives to encourage women's employment
- Gender-inclusive public consultations and gender analysis as part of social assessments and safeguards policies
- Gender-equitable compensation decision processes (e.g., women's important role in agriculture) and strategies (e.g., joint land titling)
- Ancillary social development investments as part of CSR/Benefit Sharing mechanisms (e.g., girls' boarding schools and maternal health services)
- Targeted project outreach initiatives (e.g., health risk management, prevention of gender-based violence, joint land titling, and support of women's self-help groups)

## 5.2 Indonesia Gender Context

Indonesia is the most populous Muslim country in the world has made some significant improvements in gender equality. The Global Gender Gap index score for Indonesia from 2020 was 0.7, with a score of 1 being absolute parity and a score of 0 being absolute disparity. According to the source, Indonesia is ranked 85th out of 149 countries in the global gender gap rankings. However, these have not translated into increased economic participation for women, and marriage continues to be the biggest predictor of dropping out of the labor force. FLFP has remained stagnant at around 52 percent for the last two decades – lower than male LFP at 85 percent, and much lower than rates in other East Asian countries.

The key predictors of women's absence from the labor force are marriage and childbearing. Cultural and structural factors (social norms) – most notably the pervasive belief that care of home and family is a woman's responsibility as well as poor social infrastructure – have led to a situation where women are less likely than men to be in the workforce, to own productive assets or own or manage medium or large companies, or to exercise economic leadership at the community or national level. Indonesia has the eighth highest number of child marriages in the world, with one in nine women married before they turned 18 years old. In Indonesia, there are more than one million women aged 20 - 24 whose first marriage took place at the age of fewer than 18 years (1.2 million people). Meanwhile, women aged 20-24 years who had their first marriage before the age of 15 were recorded as 61.3 thousand women (UNICEF, 2020).

Health and safety and violence against women is also a major concern due to subpar access to health care, lax laws regarding women's safety and overall gender inequality. Indonesia's maternal mortality ratio (MMR), at 177 deaths per 100,000 live births, is higher than the ASEAN average and there are also significant sub-national variations in maternal mortality rates; for instance, the MMR in Papua is six times higher than West Java. The government's first national survey on violence against women showed 33 percent of women aged between 15 and 64 - around 26 million people - said they have faced abuse in their lives. While there are health service delivery issues that contribute to the high maternal mortality rate, women suffer disadvantage due to their gender, placing them and their children at risk. A 2019 study of 11 Indonesian hospitals found that 90 percent of maternal deaths were preventable. In addition, Indonesia has organized the Safe Motherhood Initiative program as the basis for the Gerakan Sayang Ibu (GSI). GSI Program is a "movement" to develop the quality of women,

especially through the acceleration of reducing maternal mortality, which is carried out jointly by the government and society.

Women also remain an underappreciated but important part of the economy. Most women work in the informal employment sector, accounting for 74% of those employed as unpaid or family workers and 38% of own-account workers. Women-owned businesses make up around 60 percent of small businesses, but these tend to be primarily micro and informal home-based businesses. These businesses could be more productive with better access to capital, credit, technology, and markets. This can be caused by several things, namely, first, the gender gap in labor force participation occurs primarily during childrearing years, implying an unmet demand for childcare, and indicating that this is a significant constraint. Secondly, with few flexible or part-time work possibilities offered; many women opt to drop out of the labor force after marriage. Thirdly, workforce protection in several areas—such as expanded and harmonized parental leave, worker protections, discrimination in hiring and sexual harassment—remain key gaps. Fourth, while the wage gap has been shrinking, women continue to see a wage gap of around 30 percent as compared to similarly qualified male colleagues, and much of these differences are attributed to discrimination, rather than differences in productivity. Finally, social norms in Indonesia continue to see women as wives and mothers, roles that are often at odds with continued work, although there is some evidence that these are shifting.

Migrant workers and remittances are a key part of Indonesia's economy. Half are women, the majority employed in the informal sector as domestic workers.<sup>5</sup> However, the risks of undocumented migration and human trafficking (physical violence to unsafe workplaces and economic exploitation) are greater for women, who tend to be poorly informed.<sup>6</sup> According to data reported by BP2MI, in 2019 West Java Province ranked third in Indonesia as a province that contributes to the number of migrant workers (documented), with 57,957 people going abroad. Remittances become a financial foundation for families because salaries are quite large in terms of domestic income standards.<sup>7</sup>

### 5.3 Legal and Policy Framework Relevant to Gender

The WB's World Bank Group's Gender Strategy (FY16-23), and companion EEX (Energy and Extractives) Gender Note as guidance frameworks emphasize focuses on four objectives: (a) improving human endowments; (b) removing constraints for more and better jobs; (c) removing barriers to women's ownership and control over assets; and (d) enhancing women's voice and agency and engaging men and boys. The WB Gender Strategy aligns well with

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<sup>5</sup> <https://www.unwomen.org/en/news/stories/2019/6/feature-story-of-change-protection-for-indonesias-migrant-workers>  
<http://pubdocs.worldbank.org/en/357131511778676366/Indonesias-Global-Workers-Juggling-Opportunities-Risks.pdf>

<sup>6</sup> The equivalent of almost 7% of Indonesia's labor force, an estimated 9 million people, work overseas. Indonesians working abroad earn on average 4 times their wages from the last job at home, while receiving remittances from overseas workers reduce the probability of households being poor by 27%. Source: <https://olc.worldbank.org/system/files/Why-do-Indonesian-Men-and-Women-Choose-Undocumented-Migration-Exploring-Gender-Differences-in-Labor-Migration-Patterns.pdf>

<sup>7</sup> Poverty in the region is closely related to the shortage of agricultural land, which causes farmers to lose their main jobs. The main livelihood of Sundanese people is farming and it is estimated that 80% of the population of West Java lives on agricultural products. Informal jobs, such as construction workers/ laborers, trade, home industry, domestic workers (domestic helpers), street singers, beggars, scavengers, Indonesian Migrant Workers indicates that there is a diversification of farmer household businesses as a source of income in rural areas. Women become migrant workers as a last resort when the head of the family is not able to provide sufficiently. In these cases, the children working is also common.



Indonesia's commitment to gender equality and women's empowerment. More details of the GoI's gender milestones can be found in Appendix V-2.

- **International:** Indonesia has ratified the UN Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) (1979) and committed to the Beijing Declaration and Platform for Action (1995), both of which provide guidance on eliminating obstacles for women to fully participate in social, economic and political life. Indonesia has issued a Presidential Decree (no 57/2017) as the legal basis for the implementation of the Sustainable Development Goals (SDGs), which includes a specific goal on gender equality and women's empowerment (SDG number 5). Indonesia's global commitments to UN Women include a focus on increasing the participation and representation of women in decision-making processes, reducing maternal mortality by expanding access to reproductive health services, and eliminating all forms of violence against women. In 2015, Indonesia committed to the G20 Development Commitments, which included a pledge to reduce the gender gap in labor force participation by 25 percent by 2025.
- **National Level:** Indonesia has adopted a policy and institutional framework that promotes women's rights. The Indonesian Constitution gives equal rights to men and women and several national laws and regulations support this. Indonesia was one of the first countries in the region to establish a separate Ministry for the Role of Women. The Government has also passed several laws and regulations to protect women and children from violence,<sup>8</sup> increase the number of women in politics,<sup>9</sup> and promote gender mainstreaming in planning and budgeting,<sup>10</sup> which is central to the Government's gender equality efforts. More recently, the Indonesian Government committed to improving gender equality in RPJMN 2020-2024, which includes targets on access to education, employment, health, violence, and representation in politics. However, the implementation of these laws and targets are often hindered by several factors, such as limited institutional capacity, no clear mandate, and the lack of a clear implementation strategy. The Government of Indonesia does not currently have any overarching strategy on gender equality, although targets related to gender are included in the Medium-Term Development Plan 2020-2025.
- **Local government level:** relevant laws include West Java Provincial Regulation Number 5 of 2006 concerning Child Protection; West Java Provincial Regulation Number 3 of 2008 concerning the Prevention and Management of Victims of Trafficking in Persons; as well as Governor Regulation Number 3 of 2014 concerning the implementation of the minimum service standard (SPM) in integrated services for victims of trafficking in persons and violence against women and children. Meanwhile, for government policies at the district/ city level, namely Cianjur and West Bandung District, as the local government for the location of the UPCS Hydropower construction, no policy specifically addresses violence mitigation against women and children. However, policies that support efforts to prevent acts of violence against women and children or GBVs are already in place, including Cianjur District Regulation No. 3 of 2010 concerning Combating Trafficking in Persons; Cianjur District Regional Regulation No. 6 of 2015 concerning Implementation of Child

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<sup>8</sup> These include the Law on Domestic Violence in 2004, the Victim Protection Law in 2006, the Law on Anti-Trafficking in 2007, and the Law on the Protection of Women and Anti Gender- Based Violence in 2009.

<sup>9</sup> The Law No.10/2008 regarding General Election stipulates that there must be at least 30 percent female representation in Parliament.

<sup>10</sup> The Gender Mainstreaming in National Development Policy (under Presidential Decree No. 9/2000) guides the inclusion of gender into the planning cycle. In 2008, the Ministry of Home Affairs issued Regulation No. 15/2008 on Guidelines for implementation mainstreaming gender at local government levels.



Protection; Cianjur District Regulation No. 84 of 2019 concerning the Duties, Functions and Work Procedures of Regional Technical Implementation Units for Population Control, Women Empowerment and Child Protection in the Office of Population Control, Family Planning, Women's Empowerment and Child Protection in Cianjur District. Meanwhile, West Bandung District has the new West Bandung Regent Regulation No. 1 of 2016 concerning the Integrated Service Center for the Empowerment of Women and Children (P2TP2A) of West Bandung District.

- Energy Sector: There is no explicit mention of women or gender. However, the text alludes to inclusive energy development in Article 6: "access of people to Energy in a fair and equitable way."

However, not all public policies guarantee women's inclusion. For example, during household registration and on the national identity card, men are put as the head of the household and the working status of women are put as dependents. Land ownership patterns also tend to disadvantage women: Article 35 of the marriage law (1974) allows joint ownership of property, but in reality, many assets are still registered in the husband's name. Listyawati's research (2000) shows that the majority of land certificates which are joint assets are still in the name of the husband. This identifies that the problem of land ownership in the Indonesian state is still very patrilineal in its patriarchal system. This system is a social system that places men as the main and dominating power holders in the roles of political leadership, moral authority, social rights, and control over existing property (Koentjaraningrat, 2002). Therefore, women seem reluctant in the process of administering land, and ultimately access to proof of land ownership is low. From these findings, there is an important aspect regarding the low proof of land ownership by women which is often forgotten by many parties.

#### 5.4 The Socio-Economic and Gender Context of the Project Area

**The UCPS hydropower project is located in Cianjur and West Bandung District in the West Java region, which is primarily the home of the Sundanese people.** Sundanese society is patriarchal. Women's roles are traditionally restricted to household domestic affairs and are seldom have opportunities to participate in the public domain. In the case of locations affected the gender power dynamics and decision-making power tends to bias toward men. The majority of women depend on men both politically and financially. The following observations are based on the limited survey data of approximately 300 of the 1500+ PAPs + 10% of non-PAP general population impacted by the project land acquisition in the 2019 LARAP and 2016 MTR. However, it is indicative of the broader gender dynamics of the project area. Data on woman household head/widow is not yet available, but the MTR study states that the data is related to the increasing number of divorces that occur in the project location, although it is not very significant. The data also does not show a relationship between the social changes that have occurred as a result of UCPS development and the divorce rate in affected communities. Details are in Appendix V-3.

The data on divorce cases will have implications for the increasing number of women as family heads or single parents. Divorce will also have certain socio-economic impacts. This means that when the number of these vulnerable groups increases, it is very likely that various other acts of violence will occur such as economic neglect, child neglect, women's poverty and stigmatization or negative labeling of women for their widow status. Socially, the general public still views the status of widows with a negative view. The term widow, regardless of social class, is a disgrace. Various stigmas are imposed on her by people who consider the best place for women to be beside their husbands. With him the social burden was imposed. Without ever wanting to see the various factors causing or the conditions of widowed women,

society tends to judge and label widows as bad and cruel. This stigmatization is a form of gender injustice that allows the emergence of GBV in various forms such as sexual harassment and violence.

**Managing the domestic aspects of the household is seen as the women's primary role.**<sup>11</sup> The domestic responsibilities in PAP households are mostly (88.89%) handled by women (especially wives). Women are responsible for range from preparing meals, cleaning the house, sweeping the yard, taking care of children, washing clothes, being agricultural laborers, fetching water, shopping for daily necessities, caring for children or parents, processing crops, sell crops, and so on. This includes household financial management, harvest utilization, and management, decisions to participate in "arisan" (social gathering) and savings and loans, decisions to participate in cooperatives, participation in family planning counseling, and so on.

**In the productive sector outside of the home, business decisions are primarily (92.5%) made by men (husbands), although women are increasingly active in the agriculture sector and MSMEs.** Of the surveyed women, 51% are in agriculture and only 13% in non-agricultural sectors. Men are very visible in project work, especially in the construction of roads and bridges. However, due to the migration of males to urban areas, there is an increasing trend of rural women in business management, particularly in the stalls, trading, and handicraft business. In the study location, there are food processing businesses (banana chips), food product packaging (banana chips, palm sugar), and fast food businesses are run by women's groups. The profession of shop owner is the dominant livelihood for women (PAP's wives) in the project location. This shows that until now there has been no shift in the main breadwinner from the PAPs, who is still dominated by male household heads (husbands). This condition also shows that activities that can generate income by the wife are still very likely to be developed. However, of course, this situation will be different if the women entrepreneurs are the head of the family. This means that women are not in the position of earning additional income but become the main breadwinners which then need to be a priority for business development.

**Limited non-agricultural livelihood opportunities mean migration is a way of life in the project area, especially for women.** Several villages in the UCPS project location, namely West Bandung and Cianjur District, are known to have quite high numbers of migrant workers. According to data from 2016, women migrants actually outnumbered men 1425 to 192, with most traveling to the middle east to work as houseworker (please see Table 11 and Table 12 below).

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<sup>11</sup> The existence of Family Welfare Empowerment programme in villages does not necessarily have a positive influence in empowering women (Ranny, 2019). Research indicates a that Sudanese women have a positive perception in carrying out two roles; both as 'household managers', but also seek the the social prestige of being a moden "professional" middle-class working woman who support her family financially, as well as contribute to community activities.

**Table 11 Migrant Worker Data in West Bandung District (Project Location)**

No	Village	Men Indonesian Labor	Women Indonesian Labor	Most destination country
<b>I. Cipongkor Sub District</b>				
1.	Karangsari Village	6	100	Saudi Arabia
2.	Sirnagalih Village	7	28	Saudi Arabia
3.	Cijambu Village	13	37	Saudi Arabia
<b>II. Rongga Sub District</b>				
5.	Bojongsalam Village	4	400	Middle East
6.	Cicadas Village	2	22	Middle East
7.	Sukaresmi Village	15	255	Saudi Arabia
8.	Cibitung Village	134	133	Saudi Arabia

Source: West Bandung District Development Data 2016

**Table 12 Migrant Workers in Cianjur District (Project Location)**

No	Village	Men Indonesian Labor	Women Indonesian Labor	Most destination country
1.	Karangnunggal Village	11	427	Malaysia, Brunei Darussalam, Japan, Saudi Arabia, Taiwan, and Abu Dhabi.
2.	Desa Margaluyu Village	-	23	Malaysia, Brunei Darussalam, Japan, Saudi Arabia, Taiwan, and Abu Dhabi.

**Land ownership data from the LARAP shows almost 90% of the land owned or controlled primarily by men, including land use as tenants.** This data contrasts with the fact that of the households that had decided to resettle, a little over half (41 out of 77) made either decided together either as the whole family or the husband and wife. For only one household was the decision made by the wife, compared to 36 of the household where the decision was made by the husband only. Indeed, the fact is that in various meetings held by project implementing parties, there is no active participation of these women (LARAP 2019). Based on the social and stakeholder mapping report of the UCPS hydropower project in Cianjur and West Bandung District, it was known that in several meetings held by the PLN and the community there was data on the presence of women, but there was no data regarding participation in decision making. Please see the table in Appendix V-4 for more details.

**The number of child marriages in the project area is still quite high.** Based on data from the Cianjur Religious Court, every year there are dozens to dozens of marriage dispensation applications. There were 12 applications for dispensation of marriage in 2016 with a total of eight cases granted. In 2017 there were 26 cases of dispensation with 26 cases granted, while in 2018 the figure again increased to 33 cases with a total of around 30 cases granted. Based on this, the Cianjur District Government issued a Regent Regulation (Perbup) No. 10 of 2020 concerning Prevention of Child Marriage. The number of early marriages in West Bandung District is still high, especially in several areas such as Cipongkor, Sindangkerta, Gununghalu to Rongga Sub District. Based on data from the DPPKBP3A KBB in 2015, the number of early marriages in West Bandung District was 7,884 marriages aged 19 and 18 years and under. Meanwhile, in 2016 there were 4,759 early marriages.

### Productive Efforts of Women

Mrs. Neni (52 years old), a resident of Pangkalan Hamlet, Sirnagalih Village, was originally a housewife who routinely delivered lunch for her husband and neighbors who worked as coolies for road construction. But then, her husband's workmates began to ask him to bring him food, cigarettes and snacks. This condition was seen by Mrs. Neni as an economic opportunity, so she then provided for these workers and started hawkers. Ms. Neni and her family then increased their hawker's business to become a warung/ small stall. In the future, she will build a house for his daughter by enlarging the shop, ".... Later when the road is finished ... if now we are afraid of cracks if they are built permanently, hopefully PLN will provide capital for the stall."



### 5.5 Gender Action Plan - Priority areas and Actions to address existing gender gaps and barriers

The objective of the GAP is to i) to mitigate the negative social and environmental impacts of the project for women, and ii) but also ensure that project benefits (both direct and indirect) can help to address existing gender gaps and barriers. The general social impact assessment for each project stage is covered in the ESIA. Table 13 below summarizes the main gender impacts and issues for each component of UCPS.

**Table 13. Summary of Anticipated Gender Impacts and Risks at UCPS**

UCPS Component	Direct Impacts	Indirect Impacts
Reservoir	-Risk of exclusion, additional hardship on women  +Benefit Sharing/Economic empowerment program (risk of exclusion for women/women's groups)	+Water related economic opportunities (fishing, agriculture, tourism) -Loss of land (women may have to travel further for foraging/gathering from the forest) -Waterborne diseases (i.e. pregnant women could be more vulnerable)
TL	+Benefit from improved access to electricity  +Economic Benefits – Jobs, Services for workers (access to women for project jobs)	Improved quality of supply of electricity (able to run high)  Restricted land use  Misinformation on health impact of TLs (i.e. for pregnant women)
Access Road	- Health/Safety Risks from Labor Influx (GBV, STDs)	Easier access to goods/markets/health services/ideas (household items for women, items for stores, but risk exposure to illicit/illegal markets (i.e. narcotics/prostitution) <sup>12</sup>

**Implementation Arrangement:** A gender expert will be hired as part of GM to implement the GAP and other activities outlined in the SCMP. Women CSO will also be hired to help oversee the activities outlined in the SCMP. Local women's groups and NGOs will be recruited for specific activities as required. Gender awareness training and other capacity-building activities will be done for the GAP and GBVAP (covered in Section V).

Overall, the project can help to overcome the key cultural and economic barriers covered in the earlier sections, by addressing the following three key Gender Priority Areas.

#### **Priority Area 1. Voice and Agency - Raise women's awareness and participation in targeted project areas**

- **Gap 1:** It was clear that the meaningful and active participation in women's participation in the various meetings held by project implementing parties has been severely lacking. The results of the MTR report (2016/2017) show that men (husbands) dominate social activities and organizations, both in meetings (FGD), and in making decisions about social activities and development program.
- **Gap 2:** Existing women organizations are often excluded as well. The problem is, women's social activities and social organizations are rarely involved in productive activities, including in determining programs.
- **Actions:** Separate group discussions with women that focus on their needs and aspirations as part of the economic empowerment program. Strategic engagement and consultations with Women's Groups to ensure their meaningful involvement throughout the project cycle. Look for avenues to promote women into visible leadership (role model) positions in the community/project implementation. Ideally, these consultations would be held by female facilitators At least 40% of women participants attend each SCMP consultation meeting, capacity building, and

<sup>12</sup> Transport Sector Gender/GBV literature is extensive on the Gender impacts of projects:  
<https://openknowledge.worldbank.org/handle/10986/17455>



awareness-raising activities related to the project. Choosing a time and place conducive to women's schedules, household visits, and surveys can help to reach women who are unable or unwilling to participate.

- **Results and Indicators:** # of Focus Group Discussion with women/women's groups on UCPS economic empowerment program plan (by female facilitators), # Strategic Plan/MoU with women's groups to partner/benefit from project activities, 90% of women are aware of land and property title rights in targeted project areas, 40% women participation in community meetings.

## **Priority Area 2. More and Better Jobs - Active participation of women in employment opportunities**

- **Gap 3:** Women's livelihood earning opportunities outside of agriculture are limited. The economic empowerment program at the UCPS Hydroelectric Power Plant site has been started in 2015 which is not only aimed at directly affected communities. The LARAP implementation review report indicates that women tend to be more active in productive economic activities.
- **Action:** PLN has already committed to giving priority to assistance to poor women's groups. Technical and financial support and training for income-generating activities such as women-owned micro and small enterprises and female entrepreneurs. First, consultations should be done to assess the support needed by women-run businesses in the area. With the dual roles that women have, business development assistance can be carried out by combining it with assistance to develop women's domestic roles. For rural communities, the dominant financial affairs are left to women. Therefore, for the management of savings and loans it is necessary to include and involve women, both in planning, organizing, implementing, monitoring, and evaluation, as well as in the utilization of loans (removing barriers to ownership and control of assets). Although there has been assistance and empowerment for small business groups carried out by women, there is no specific data that specifically describes the categories and number of recipients per affected village/area, the amount of capital provided and the pattern of business development carried out subsequently.
- **Results and Indicators:** # of workshops on livelihood/business training for women. # of new women enterprises established.
- **Gap 4:** Migration for women in the project area provides great economic benefit as an entry point into paid work, but also comes with great risks, especially as undocumented workers. Women are more likely than men to experience emotional and physical abuse from undocumented migration, and like men, they also risk becoming victims of financial exploitation.<sup>13</sup> Few people know the procedures for documented migration, even when they are interested in migrating. Women are more likely to register with informal migration brokers while men are more likely to rely on formal government agencies such as labor offices. This matters as the likelihood of undocumented migration is higher for those who use informal channels to learn about migration opportunities. Time constraints due to domestic responsibilities may play a role in making women more vulnerable to undocumented migration, and limited their access to sources of formal information (government offices are far from rural areas, lack of internet for official websites)
- **Actions:** One direct intervention by the project would be to provide job opportunities/target recruiting for women who may be thinking of migrating or

<sup>13</sup> <https://blogs.worldbank.org/developmenttalk/why-gender-important-part-migration-policy-example>

returning home. Job ads encouraging women to apply, enforcing non-discriminatory hiring practices, and providing women-friendly facilities (separate toilets, fitting PPE) as just some ways to encourage women to work on the project site. Another approach would be to improving access to formal migration sources through awareness sessions (bringing in govt officials and trusted local brokers), and providing printed informational desks.

- **Results and Indicators:** % of local women are aware of employment opportunities related to the project area, # of awareness session for the migration process for women.

***Note:** These interventions must account for the boom-bust cycle of large energy projects in the local area once the project ends and the work and intensity of the investment subsides. The transition back from a project-centered economy and loss of jobs/customers/incomes will be challenging.*

### **Priority Area 3: Human Endowment, including access to health, education, and social issues**

- **Gap 5:** Although some of these normative cultural issues may be out of the scope of the project, the project can still take direct steps to improve the health and education situation of women, and mitigate risks of child marriage<sup>14</sup> and GBV, both at the project and community levels. The limited surveys from the MTR and LARAP show that 15% of the PAPs receive electricity from their neighbor and 1% from the power generator or windmill. At home, 82% of the respondents rely on wood stoves for cooking, and 18% use LPG. Concerns were also raised about access to i) health services (Public health center, doctor, midwife, and medicine), ii) safe water and public toilet facilities and ii) formal education facilities (93% of the PAPs only finished elementary school – see Appendix V-5). Divorce is also a growing concern (please see Appendix V-3) The survey focuses on the PAPs and 10% of the sample population, we can assume the findings apply to the general area.
- **Actions:** Conduct a household energy use assessment to better understand how domestic responsibilities for women can be relieved (i.e led lighting, clean/energy-efficient cookstoves, appliances, etc). However, there is no data that describes whether this program meets the needs of women and has a significant impact, especially in reducing the burden of domestic work. Consultations with women on local community infrastructure development (This commitment is covered in the LARAP). Place a strong and effective mechanism in place to raise awareness on zero tolerance to sexual harassment and gender-based violence among workers and against women/ girls and men/boys in the communities and respond adequately to any such incidents (covered in section V). Strengthening the capacity of women who manage "Posyandu" also needs further attention as a measure to maintain and improve community health status.
- **Results and Indicators:** % of households getting electricity from to PLN. # reduced household work time burden on women. # of child marriage/GBV awareness sessions by for women/men. # STEM/Student outreach sessions for girl students.

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<sup>14</sup> Child marriage can hinder the education of the girl, as well as put them in higher risk of complication from pregnancy and high maternal mortality rate.

**Table 14 Gender Action Plan**

Action	Intermediate Result Indicator <sup>15</sup>	Means of Verification	Responsibilities	Timeframe
Priority Area 1. Voice and Agency - Raise women's awareness and participation in targeted project areas.				
Women's only consultation groups on project economic empowerment program	# of FGDs  # of Participants	Meeting minutes/ notes  Participant's pre/post feedback survey  Attendee list  Number of policies developed, or actions agreed as a result of women's inputs/suggestions		
Strategic engagement with Women's Groups.	# Strategic Plan/Mou to partner/benefit from project activities (incl. SCMP)	Meeting minutes/ notes  Attendee list  Agreement Document		
Community meetings that involve and consider women's needs and aspirations	Minimum 40% of women participants attend each consultation meetings, capacity building, and awareness-raising activities related to the project (i.e land rights/titling)	Meeting minutes/ notes  Attendee list  # of policies developed or actions agreed as a result of women's inputs/suggestions		Throughout project implementation
Priority Area 2. More and Better Jobs - Active participation of women in employment opportunities				
Improve women's knowledge and access to project jobs and opportunities	35% of women are aware of employment opportunities related to recovery activities in the project area	Consultation Groups pre/post feedback survey (Under priority area 1)  Bidding procurement document that requires:  - job advertisement to encourage women's participation  -community consultation on possible local job opportunities  Contract consultant mentions that at least 30% of workers are women in skilled and unskilled positions		Throughout project implementation

<sup>15</sup> See Project Appraisal Document for the Project Objectives and Indicators



Action	Intermediate Result Indicator <sup>15</sup>	Means of Verification	Responsibilities	Timeframe
		Database on local job opportunities available for women		
Improve knowledge of women on the migration process	# of awareness session for the migration process for women	Participant's pre/post feedback survey  Attendee list		Throughout project implementation
Priority Area 3: Human Endowment, including access to health, education, and social issues				
HH Energy Use Assessment in Project Area	% of households getting electricity from to PLN.  # reduced household work time burden on women.	HH Survey Follow-up  Participant's pre/post feedback survey in meetings (under Priority Area 1)		
Improve health and education infrastructure access for women	# of infrastructure as a result of women's inputs/suggestions	Participant's pre/post feedback survey in meetings (under Priority Area 1)		
STEM/Education Student for Girls Outreach	# STEM/Student outreach events for girl students.	Participant's pre/post feedback survey in meetings  Attendee list		Throughout project implementation
Awareness raising sessions by NGOs for women (and men) on child marriage/GBV risks.	# of child marriage/GBV awareness sessions by for women/men.	Participant's pre/post feedback survey in meetings		

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## SECTION V APPENDICES

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## Appendix V-1 The concepts of gender in development.

- Gender refers to the socio-cultural definition of men and women, and the way in which societies distinguish men and women and assign them social roles. It is a matter of culture that refers to the social classification of men and women into "masculine" and "feminine". The identities of men and women are determined by social, cultural, and psychological conditions, primarily dealing with the differences in the roles and relationships of men and women in a given society. The concept of gender deals with the sharing of benefits and power between men and women and emphasizes partnerships and interdependence. The word "gender" is not a substitute for women and men but a concept, a condition, a category, a component, and an integral part of development. There are so many activities that can be done by both, if given equal opportunities. "Gender" is not sex. "Sex" is biologically or naturally determined and permanent under normal circumstances. It is connected with biology.
- In order to bring women into the mainstream of development, many concepts, methods and applications have evolved since the paradigm shift from Women in Development (WID), through Women and Development (WAD) to Gender and Development (GAD). The WID approach came into existence in early 1970s, and emphasized women's involvement in the development process. The WID approach sought to integrate women into the development process by targeting them as passive beneficiaries of programming. However, it only focused on the productive aspects of women's work and did not consider women as actors in development. The WAD approach emerged in the early 1980s. It focused on the relationship between women and the development process, rather than solely on the strategies for integration of women into development. However, it did not give much attention to the social relations of gender. WAD recognized that women have always been economic actors and emphasized the structural change of the global political economy. It did not address the linkage between patriarchy and economic exploitation. The GAD approach emerged in the late 1980s and recognizes "gender mainstreaming" as a key strategy to address women's subordination and discrimination. GAD looks at the larger inequalities of unequal relations between the rich and poor, the advantaged and the disadvantaged and within that, the additional inequalities that women face. Moreover, GAD focuses on the interdependence of men and women in society and on the unequal relations of power between them.
- Gender issues are a central problem in development, especially human resource development, because gender equality and gender equity are still the main challenges of development. Various data indicate that there are still gender gaps in terms of access, benefits, and participation in development, as well as control over resources at At local government, between provincial and district government. The lack of the role and participation of women is particularly evident in politics, public positions and the economy. Moreover, women are still less responsive in anticipating the impacts of climate change, energy crisis, economic crisis, natural disasters, and social conflicts, and diseases. Furthermore, protection for women from various exploitation, discrimination and violence has not been optimal. There are still many women victims of violence who have not received service and case assistance from official service providers. In other words, if development does not consider the existence of gender inequality and injustice in society, it will never produce development benefits that are equal, fair, effective, and accountable by all Indonesian citizens, both men and women.
- Gender-based violence (GBV) is an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed (i.e. gender)

differences between males and females. It includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty. These acts can occur in public or in private. Acts of GBV violate a number of universal human rights protected by international instruments and conventions. Many, but not all, forms of GBV are criminal acts in national laws and policies; this differs from country to country, and the practical implementation of laws and policies can vary widely. The term 'GBV' is most commonly used to underscore how systemic inequality between males and females which exists in every society in the world acts as a unifying and foundational characteristic of most forms of violence perpetrated against women and girls. The United Nations Declaration on the Elimination of Violence against Women (DEVAW, 1993) defines violence against women as "any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women." DEVAW emphasizes that the violence is "a manifestation of historically unequal power relations between men and women, which have led to the domination over and discrimination against women by men and to the prevention of the full advancement of women."

- Gender discrimination is not only a cause of many forms of violence against women and girls but also contributes to the widespread acceptance and invisibility of such violence – so that perpetrators are not held accountable and survivors are discouraged from speaking out and accessing support. The term 'gender-based violence' is also increasingly used by some actors to highlight the gendered dimensions of certain forms of violence against men and boys – particularly some forms of sexual violence committed with the explicit purpose of reinforcing gender inequitable norms of masculinity and femininity (e.g. sexual violence committed in armed conflict aimed at emasculating or feminizing the enemy). This violence against males is based on socially constructed ideas of what it means to be a man and exercise male power. It is used by men (and in rare cases by women) to cause harm to other males. As with violence against women and girls, this violence is often under-reported due to issues of stigma for the survivor – in this case associated with norms of masculinity (e.g. norms that discourage male survivors from acknowledging vulnerability, or suggest that a male survivor is somehow weak for having been assaulted). Sexual assault against males may also go unreported in situations where such reporting could result in life-threatening repercussions against the survivor and/or his family members. Many countries do not explicitly recognize sexual violence against men in their laws and/or have laws which criminalize survivors of such violence.

## Appendix V-2 The GoI's gender milestones

National level policies
<ol style="list-style-type: none"> <li>1. Law Number 7 of 1984 concerning Ratification of the Convention on the Elimination of All Forms of Discrimination Against Women</li> <li>2. Law Number 39 Year 1999 regarding Human Rights</li> <li>3. Law Number 23 Year 2004 concerning Elimination of Domestic Violence;</li> <li>4. Law Number 23 Year 2002 regarding Child Protection (State Gazette of the Republic of Indonesia Year 2002 Number 109, Supplement to State Gazette of the Republic of Indonesia Number 3143) as amended by Law Number 35 Year 2014 (State Gazette of the Republic of Indonesia Year 2014 Number 297, Supplement to the State Gazette of the Republic of Indonesia Number 5606);</li> <li>5. Law Number 13 Year 2006 concerning Protection of Witnesses and Victims of the Republic of Indonesia Number 4635);</li> <li>6. Law Number 21 of 2007 concerning Eradication of the Crime of Trafficking in Persons;</li> <li>7. Law Number 11 of 2009 concerning Social Welfare;</li> <li>8. Law Number 23 Year 2014 concerning Regional Government;</li> <li>9. Government Regulation Number 4 of 2006 concerning Implementation and Cooperation in the Recovery of Victims of Domestic Violence;</li> <li>10. Regulation of the State Minister for Women's Empowerment and Child Protection Number 2 of 2008 concerning the Implementation of Protection of Women</li> <li>11. Regulation of the State Minister for Women's Empowerment and Child Protection Number 3 of 2008 concerning the Implementation of Child Protection;</li> <li>12. Regulation of the State Minister for Women's Empowerment and Child Protection of the Republic of Indonesia Number 01 of 2010 concerning Minimum Service Standards (SPM) for Integrated Services for Women and Children Victims of Violence;</li> <li>13. Regulation of the State Minister for Women's Empowerment and Child Protection Number 2 of 2011 concerning Empowerment of Children Victims of Violence;</li> <li>14. Regulation of the State Minister for Women's Empowerment and Child Protection Number 19 Year 2011 concerning Empowerment of Women Victims of Violence;</li> <li>15. Regulation of the Minister of Health Number 68 of 2013 concerning the Obligations of Health Service Providers to Provide Information on Alleged Violence Against Children;</li> <li>16. Regulation of the State Minister for Women's Empowerment and Child Protection Number 4 of 2018 concerning Guidelines for the Establishment of Regional Technical Implementation Units for the Protection of Women and Children;</li> <li>17. Presidential Instruction Number 9 of 2000 concerning Gender Mainstreaming in Development;</li> <li>18. Presidential Instruction Number 5 Year 2014 concerning the National Movement Against Sexual Crimes against Children;</li> <li>19. Decree of the Minister of Public Works Number 165 / KPTS / M / 2013 concerning the Establishment of the Gender Mainstreaming Team of the Ministry of Public Works.</li> <li>20. West Java Provincial Regulation No. 5 of 2006 concerning Child Protection;</li> <li>21. West Java Provincial Regulation No. 3 of 2008 concerning Prevention and Handling of Victims of Trafficking in Persons;</li> <li>22. West Java Provincial Regulation Number 9 of 2014 concerning Implementation of Family Resilience Development;</li> <li>23. Governor Decree Number 467.2 / Kep.1331-BPPKB / 2009 concerning the Task Force for the Prevention and Handling of Victims of Trafficking in Persons in West Java which was revised into Governor Decree Number 467.2 / Kep.287 / BP3AKB / 2015</li> </ol>

<p>concerning the Task Force for the Prevention and Handling of Victims of Trafficking in Persons and Violence towards Women and Children.</p> <p>24. Governor Regulation Number 3 of 2014 concerning Application of Minimum Service Standards (SPM) in Integrated Services for Victims of Trafficking in Persons and Violence against Women and Children.</p>
<b>District level policies</b>
<p>Cianjur District has several other supporting policies, namely:</p> <ul style="list-style-type: none"> <li>• Cianjur District Regional Regulation Number 3 of 2010 concerning the Eradication of Trafficking in Persons</li> <li>• Cianjur District Regional Regulation Number 6 of 2015 concerning Implementation of Child Protection</li> <li>• Cianjur District Regional Regulation Number 1 of 2020 concerning Prevention and Handling of Deviant Sexual Behaviors;</li> <li>• Regent Regulation Number 84 of 2018 concerning Amendments to Perbup Number 2 of 2018 concerning the Establishment of the UPTD in the Cianjur District Government Environment. Its existence is based on the work area in the nearest sub-district.</li> <li>• Cianjur Regent Regulation Number 84 of 2019 concerning Duties, Functions and Work Procedures of Regional Work Units in the Field of Population Control, Women's Empowerment and Child Protection in the Office of Population Control, Family Planning, Women and Children Empowerment. Protection in Cianjur District.</li> </ul> <p>West Bandung District has other supporting policies, namely:</p> <ul style="list-style-type: none"> <li>• West Bandung Regent Regulation Number 1 of 2016 concerning Integrated Service Center for the Empowerment of Women and Children (P2TP2A) West Bandung District.</li> </ul>
<b>International standard</b>
<ul style="list-style-type: none"> <li>• The roles and responsibilities of humanitarian agencies in armed conflict are described in the Geneva Conventions (1945).</li> <li>• United Nations Charter (1945), United Nations Convention on the Rights of the Child (1990); United Nations Convention on the Elimination of All Forms of Discrimination Against Women (1979); Beijing Platform for Action (1995).</li> <li>• UN Security Council Resolutions 1325, 1820, 1888, 1960, 2106, 2122.</li> <li>• Bulletin of the UN Secretary-General on the Prevention of Sexual Exploitation and Harassment (PSEA), ST / SGB / 2003/13.</li> <li>• Humanitarian principles, including impartiality, are derived from international humanitarian law and are described in General Assembly resolutions and apply to all humanitarian action. Beijing Declaration and Platform for Action. UN Security Council resolutions on women's peace and security, and sexual violence in armed conflict (UNSC Res 1325, 1820, 1888, 1960, 2106, 2122).</li> </ul>

### Appendix V-3 PAP Divorce Rate Based on Land Status and Project Location

Project location	Land Status	Divorce Rate					Total
		Increase	Remain	Decrease	None	No Info	
Upper Reservoir	Non-Freehold Land Owners	0	3	1	25	4	33
	Owned Land Cultivator	0	1	0	2	3	6
	State Land Cultivator	1	0	0	11	0	12
	Non-Freehold and State Land Owners	0	0	0	7	0	7
	Non-Freehold and Owned Land Owners	0	0	0	1	0	1
	<b>Sub Total</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>46</b>	<b>7</b>	<b>59</b>
Lower Reservoir	Non-Freehold Land Owners	1	6	1	40	10	58
	Owned Land Cultivator	0	2	0	9	3	14
	State Land Cultivator	0	0	0	6	1	7
	Non-Freehold and State Land Owners	1	0	0	12	1	14
	Non-Freehold, Owned and State Land Owners	1	0	0	0	1	2
	Non-Freehold and Owned Land Owners	0	0	0	1	0	1
	Owned and State Land Owners	0	0	0	3	3	6
	<b>Sub Total</b>	<b>3</b>	<b>8</b>	<b>1</b>	<b>71</b>	<b>19</b>	<b>102</b>
New Road	Non-Freehold Land Owners	2	9	0	54	15	80
	Owned Land Cultivator	0	0	0	0	1	1
	State Land Cultivator	0	3	0	20	4	27
	Non-Freehold and State Land Owners	0	1	0	4	1	6
	<b>Sub Total</b>	<b>2</b>	<b>13</b>	<b>0</b>	<b>78</b>	<b>21</b>	<b>114</b>
Upper Reservoir and New Road	Non-Freehold and State Land Owners	0	0	0	4	0	4
	<b>Sub Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>
<b>T O T A L</b>		<b>6</b>	<b>25</b>	<b>2</b>	<b>199</b>	<b>47</b>	<b>279</b>

Source: MTR, 2016

## Appendix V-4 Distribution and arrangement of domestic work

Project Location	Land Status	Distribution and arrangement of domestic work				Total
		Husband	Wife	Daughter	Husband & Wife	
Upper Reservoir	Land owner without certificate	2	30	0	1	33
	Tenants (T)	0	6	0	0	6
	Land state tenants (LST)	0	12	0	0	12
	Land owner without certificate and LST	0	7	0	0	7
	Land owner without certificate and T	0	1	0	0	1
	<b>Sub Total</b>	<b>2</b>	<b>56</b>	<b>0</b>	<b>1</b>	<b>59</b>
Lower Reservoir	Land owner without certificate	3	55	0	0	58
	Tenant (T)	3	11	0	0	14
	Land state tenants (LST)	1	6	0	0	7
	Land owner without certificate and LST	0	14	0	0	14
	Land owner without certificate, T and LST	0	2	0	0	2
	Land owner without certificate and T	0	1	0	0	1
	Tenant & LST	0	6	0	0	6
	<b>Sub Total</b>	<b>7</b>	<b>95</b>	<b>0</b>	<b>0</b>	<b>102</b>
New Road	Land owner without certificate	16	62	2	0	80
	Tenants (T)	0	1	0	0	1
	Land state tenants (LST)	2	25	0	0	27
	Land owner without certificate & LST	1	5	0	0	6
	<b>Sub Total</b>	<b>19</b>	<b>93</b>	<b>2</b>	<b>0</b>	<b>114</b>
Upper Reservoir dan New Road	Land owner without certificate & LST	0	4	0	0	4
	<b>Sub Total</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>TOTAL</b>		<b>28</b>	<b>248</b>	<b>2</b>	<b>1</b>	<b>279</b>

Source: MTR, 2016



## Appendix V-5 PAPs Education Level Based on Land Status and Project Location

Project location	Land Status	PAPs Education Level							Total
		No school	Elementary School Not Completed	SD Completed	Junior High School Not Completed	Junior High School	High School Completed	Bachelor	
Upper Reservoir	Non-Freehold Land Owners	1	12	18	0	2	0	0	33
	Owned Land Cultivator	0	1	5	0	0	0	0	6
	State Land Cultivator	0	2	10	0	0	0	0	12
	Non-Freehold and State Land Owners	0	1	6	0	0	0	0	7
	Non-Freehold and Owned Land Owners	0	0	1	0	0	0	0	1
	<b>Sub Total</b>	<b>1</b>	<b>16</b>	<b>40</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>59</b>
Lower Reservoir	Non-Freehold Land Owners	0	17	37	1	1	2	0	58
	Owned Land Cultivator	0	6	7	1	0	0	0	14
	State Land Cultivator	0	1	6	0	0	0	0	7
	Non-Freehold and State Land Owners	0	6	8	0	0	0	0	14
	Non-Freehold, Owned and State Land Owners	0	1	1	0	0	0	0	2
	Non-Freehold and State Land Owners	0	0	1	0	0	0	0	1
	Owned Land Cultivator and State Land Cultivator	0	1	5	0	0	0	0	6
	<b>Sub Total</b>	<b>0</b>	<b>32</b>	<b>65</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>102</b>
New Road	Non-Freehold Land Owners	1	17	56	0	4	1	1	80
	Owned Land Cultivator	0	0	0	1	0	0	0	1
	State Land Cultivator	2	9	15	1	0	0	0	27
	Non-Freehold and State Land Owners	0	1	5	0	0	0	0	6
	<b>Sub Total</b>	<b>3</b>	<b>27</b>	<b>76</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>114</b>
Upper Reservoir & New Road	Non-Freehold and State Land Owners	1	1	2	0	0	0	0	4
	<b>Sub Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>TOTAL</b>		<b>5</b>	<b>76</b>	<b>183</b>	<b>4</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>279</b>

Source: MTR, 2016

## Appendix V-6 Estimated Cost for GAP

Activities for 5 years estimated using PMK (Minister of Finance Regulation) in Upper Cisokan Pump Storage (UCPS) PLTA

No	Program	Phase	Engagement Strategy	Estimated Cost (IDR)
1	Economic empowerment program	<ul style="list-style-type: none"> <li>• Construction</li> <li>• Impoundment</li> <li>• Operational</li> </ul>	Meetings;	138,900,000
			Workshops	277,800,000
			Training	277,800,000
2	Women's knowledge enhancement program	<ul style="list-style-type: none"> <li>• Construction</li> <li>• Operational</li> </ul>	Training to Improve women's knowledge and access to project jobs and opportunities	414,600,000
			Training to Improve knowledge of women on the migration process	414,600,000
			Training to improve knowledge and awareness on GBV Risk	414,600,000
3	House Hold Energy Use Assessment in Project Area	<ul style="list-style-type: none"> <li>• Construction</li> <li>• Operational</li> </ul>	FGD, survey	374,500,000
Total				2,312,800,000

## **VI. GENDER BASED VIOLENCE (GBV) ACTION PLAN**

### **6.1 Introduction**

Gender-based violence (GBV) is an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed (i.e. gender) differences between males and females. It includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty. These acts can occur in public or in private. Thirty-five percent of women worldwide have experienced non-partner sexual violence or physical and/or sexual intimate partner violence (WHO 2013) which are considered as manifestations of Gender-Based Violence (GBV). The risks of GBV can include Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) that exists in an unequal relationship between gender, power or economy.

In infrastructure projects, major civil works, such as The UCPS hydropower project is a megaproject implemented by PLN, can exacerbate GBV both in public and private spaces. Women are increasingly filling roles in construction projects, which may lead to increased economic empowerment and participation in decision-making roles. However, women stepping into traditionally male-dominated roles can initially experience tension and even violence from some male colleagues. Hence, it is essential that prevention and response policies and procedures for GBV be enshrined in the workplace through the development of GBV action plan to manage the risk of GBV that project may cause towards the community. The availability of prevention and mitigation strategies for Gender Based Violence (GBV) is part of the Social and Community Management Plan (SCMP) prepared for the construction of a 1040 MW UCPS and 500kV transmission line.

### **6.2 General overview of Situation of Gender Based Violence in the Project Location**

West Java Province is one of the provinces in Indonesia that has a fairly high rate of violence against women. The Indonesian Women's National Commission noted that during 2020, 2,738 women in West Java were victims of violence. Similar situation occurs in West Bandung and Cianjur District. Based on the existing data, both West Bandung and Cianjur District have quite high rate of violence. The Integrated Service Center for the Protection of Women and Children Cianjur received 20 reports of cases of violence against women and children throughout 2019. Most of the reports submitted were sexual abuse or violence with a total of 12 cases and the number of sexual violence against children. 80 cases were recorded. As for cases of sexual abuse and trafficking to date, there have been three cases and two cases of domestic violence. Meanwhile, until July 2020, the integrated centre for women empowerment and child protection (P2TP2A) recorded 24 cases reported. The average number of victims is 5 to 17 years old, with the most types of violence occurring in the form of sexual abuse and child rape.

In West Bandung District, the data from the West Bandung District Population Control, Family Planning, Women's Empowerment and Child Protection Agency (DPPKBP3A) shows that the number of cases of violence against children in the first quarter of 2019 was higher than 25 cases last year. The 2019 cases occurred in every sub-district even though it was still dominated by the southern region. The ages of victims range from 10 to 17 years. The type of violence against children that occurs varies from physical, verbal (including bullying).

Child marriage is also the case in the two regions. Based on the results of FGDs conducted in September 2020 by the ESIA team, it was found out that in many villages around the hydropower project, there are child marriages of girls who have dropped out of school. This is true as most of the community education was only elementary school graduates. In addition,

the presence of foreign workers or workers from outside the area of the project site, can increase the demand of sex work. This is compounded with the fact that, based on the local information, there are certain areas where prostitution transactions are indicated, namely the southern area of West Bandung which borders Cianjur District and there are also areas where prostitution transactions are common, including Cilangari and Gununghalu.

Moreover, the results of an interview by the SCMP team (2020) with one of the informants, there were cases of GBVs in the form of economic neglect due to “Kawin Kontrak” (illegal marriages) that occurred between project workers and local women. From the results of the interview, it is known that this case occurred during the construction of an access road in Cipongkor Sub District.

### 6.3 Definitions and Guiding Principles

In developing GBV mitigation procedures, it is necessary to know several terms related to GBVs. The following definitions apply:

**Table 15 Definitions and Related Terms in GBV**

<b>Child marriage</b>	Child marriage refers to any formal marriage or informal union between a child under the age of 18 and an adult or another child (UNICEF)
<b>Gender-based Violence (GBV)</b>	Gender-based violence (GBV) is an umbrella term for any harmful act that is perpetrated against a person’s will and that is based on socially-ascribed (i.e., gender) differences between males and females. It includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty.
<b>Gender-based violence (GBV) service provider</b>	An organization offering specific services for GBV survivors, such as health services, psychosocial support, shelter, legal aid, safety/security services, etc
<b>Human trafficking</b>	Trafficking in persons is defined as the recruitment, transportation, transfer, harboring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation.
<b>Sexual exploitation and abuse (SEA)</b>	Sexual exploitation and abuse: 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 (UN Glossary on Sexual Exploitation and Abuse 2017, pg. 6).
<b>Sexual harassment (SH)</b>	Any unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature
<b>SEA/SH Prevention and Response Action Plan</b>	Document which outlines how the project will put in place the necessary protocols and mechanisms to address SEA/SH risks; and how to address any SEA/SH allegations that may arise. The SEA/SH Prevention and Response Action Plan should include an Accountability and Response Framework, which details how allegations of SEA/SH

	will be handled (investigation procedures) and disciplinary action for violation of the Code of Conduct (CoC) by workers.
<b>Survivor-centered approach</b>	The survivor centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor centered approach aims to create a supportive environment in which the survivor’s interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor’s recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor’s capacity to make decisions about possible interventions.
<b>Violence against women (VAW)</b>	Article 1 of the 1993 UN <i>Declaration on the Elimination of Violence against Women</i> defines violence against women as any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life. Article 2 of the Convention further states that violence against women shall be understood to encompass, but not be limited to, the following: (a) physical, sexual and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence and violence related to exploitation; (b) physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women and forced sex work; (c) physical, sexual and psychological violence perpetrated or condoned by the State, wherever it occurs. The term violence against women and girls is also used.

## Guiding Principles

The PLN GBV Strategy and Action Plan is grounded in the following guiding principles, that need to be understood by all staff, especially those who will be interacting with survivors and those managing complaints.

**Safety & Well-Being:** The safety of the survivor shall be ensured at all times including during reporting, investigation, and the provision of victim assistance. Those involved in the management of complaints will need to consider potential dangers and risks to all parties (including the survivor, the complainant if different, the subject of the complaint, and the organizations involved), and streamline ways to prevent additional harm in all the complaint handling process.

The survivor is never to blame for reporting an act of GBV and should never be made to feel ‘investigated’. On the contrary, it is important that they feel that their story is heard, believed and valued. The actions and responses of the complaint mechanism will be guided by respect for the choices, needs, rights, and the dignity of the survivor. Furthermore, while pending investigation, the project should make efforts to ensure that the subject of the complaint does not have further contact with the survivor, such as by preventively suspending employment.

**Confidentiality:** The confidentiality of complainants, survivors, and other relevant parties must be respected at all times. All GBV-related information must be kept confidential, identities must be protected, and the personal information on survivors should be collected and shared only with the informed consent of the person concerned and on a strict need-to-know basis.

**Survivor-Centered Approach:** All prevention and response actions will need to balance the respect for due process with the requirements of a survivor-centered approach in which the survivor's choices, needs, safety, and wellbeing remain at the center of all matters and procedures. As such, all actions taken should be guided by respect for choices, needs, rights and dignity of the survivor, whose agency and resilience must be fostered through the complaint process.

**Transparency:** The functioning of the GBV complaint mechanism shall remain transparent to the community in which it sits. The key to a clear reporting system is that complainants know to whom they should report and what sort of assistance they can expect to receive. All affected communities, including potential and actual survivors of project related GBV, must be informed about how the complaint mechanism works, including the reporting process and the expected duration of the case handling. Complainants and survivors have the right to receive feedback on the development and outcome of their case, and the system will make every effort to maintain lines of communication.

**Accessibility and non-discrimination:** The mechanism must be accessible to all potential complainants, and sufficient information must be given on how to access it, making the complaints process accessible to the largest possible number of people. This includes identifying and instituting various entry points that are both gender and context sensitive. To facilitate incidents reporting and avoid stigmatization, reports from third parties (witnesses, people suspicious or aware of an incident, etc.) must also follow accountability protocols. Additionally, regular consultations with complainants and other community members, including groups most vulnerable to GBV, to gauge their knowledge, trust and satisfaction of the system or other feedback and suggestions will be important to strengthen accessibility.

**Considerations regarding children:** All the guiding principles listed above apply to children, including the right to participate in decisions that will affect them. If a decision is taken on behalf of a child, the best interests of the child shall be the overriding guide and children's legal guardian should be associated with this decision whenever possible without exposing a child to further risk.

#### **6.4 Gender Based Violence (GBV) Prevention and Response Action Plan**

To prevent and manage the potential risk of GBV that the project may have, a GBV action plan is developed. An effective GBV **Prevention and Response Action Plan** should outline (a) how the project will put in place the necessary protocols and mechanisms to address GBV risks; and (b) how to address any GBV allegations that may arise. This GBV prevention and response action plan outlines a series of mitigation measures that will be conducted by the project:

- Awareness raising strategy, which describes how workers and local communities will be sensitized to SEA/SH risk and the worker's responsibilities under the CoC:
  - How the project will provide information to employees and the community on how to report cases of SEA/SH, in violation of the CoC, to the GM;
  - The GM process for notifying the contractor of allegations and,
  - GBV service providers to which GBV survivors, including SEA/SH survivors, will be referred, and the services which will be available.



- Project response actions for GBV cases
  - Provide essential services for survivors.
  - Report case through the GM as appropriate keeping survivor information confidential and anonymous.
  - Document and close cases brought through the GM.

#### **a. Staff Awareness Raising and Training**

All staff need training so that they can be prepared to help monitor and respond to GBV throughout project phases. It is expected that workers may be unfamiliar with basic but critical issues connected to GBV. These include basic concepts such as definitions, the reasons for the occurrence of GBV, how socio-cultural context influences GBV, as well as practical skills such as non-judgmental listening skills to offer support to someone who discloses their experience to project workers. Training in basic GBV will be planned as part of the process of gender integration. Training on GBV should not be considered a one-time activity. It is important to have ongoing capacity building opportunities throughout the project cycle and to offer refreshers from time to time. All workers will attend induction training addressing root causes of GBV and its impact on survivors and communities before beginning work, and additional refresher training on a regular basis. Training will be led by a qualified GBV Service Provider with the coordination of project Implementing agencies and support of Contractor and Supervision Consultant management.

At a minimum, all UCPS staff/workers should be trained in:

- What GBV is, including SEA and sexual harassment, and the Project's and national commitments in place to fight it;
- Individual UCPS actors' roles and responsibilities on prevention of GBV and SEA;
- Appropriate conduct of UCPS staff and prohibited actions, in line with the standards set by the codes of conduct;
- GBV incident reporting, the duty of investigation, and referral procedures;
- Survivors' needs and available services.

Training would focus on the role that each individual can play to prevent GBV and report it when it occurs. Managers and supervisors should be required (and evaluated on their ability) to promote and foster respect for the standards outlined in the codes of conduct to their subordinates.

#### **b. Community Awareness Raising**

Awareness-raising activities for the whole community (the affected communities, those most vulnerable to risks of GBV, other protection actors, government agencies, etc.) would be conducted in parallel to the setting up of the complaint management system in order to develop a comprehensive response to GBV.

At a minimum, beneficiaries and communities affected by the project have a right to know:

- The standards of conduct for UCPS workers;
- The definition of GBV and sexual exploitation and abuse, and the provisions specifically prohibiting GBV and SEA;
- That they have a right to benefit from the Project without being subjected to GBV/SEA;
- Where to report GBV/SEA incidents;
- What services are available to survivors, and how to access them;

- What to expect after making a complaint, including potential referrals, timeframes, and the roles, responsibilities, and any limitations of actors involved, and;
- What steps the GRM and UPCS will take to ensure safety and confidentiality.

### c. Develop Codes of Conduct

All organizations involved in UCPS implementation are required to develop and implement codes of conduct for organizations, managers and staff. A key element of the Code of Conduct will be the sanctions that may be applied if an employee is confirmed as a GBV perpetrator. The sanctions need to be proportional to the transgression.

- Company Code of Conduct: commits the company to addressing GBV and VAC issues;
- Manager's Code of Conduct: commits managers to implementing the Company Code of Conduct, as well as those signed by individuals; and,
- Individual Code of Conduct: commits each staff of the project to implement and comply with the Company Code of conduct in addressing GBV and VAC.

In the event of Codes of Conduct are being violated, employers should place the worker on an administrative leave pending a full and fair review to determine the veracity of emerged allegation(s). Examples of potential sanctions include the following:

- Informal warning;
- Formal warning;
- Additional training;
- Loss of up to one week's salary;
- Suspension of employment (either administrative leave as above or without payment of salary), for a minimum period of one month up to a maximum of six months;
- Termination of employment; and/or,
- Referral to the police or other authorities as warranted.

### d. Ensuring the Establishment of Grievance Mechanism (GM) to Manage GBV cases and Allegation. To manage GBV cases and allegations, the project develops grievance mechanisms. Specific GM considerations for addressing GBV are:

- Projects must have multiple complaint channels, and these must be trusted by those who need to use them, this is to enable women to safely access the GM. Community consultations may be one mechanism to identify effective channels (e.g., local community organizations, health providers, etc.).
- The GM is operated by the project management unit (PMU).
- No identifiable information on the survivor should be stored in the GM.
- The GM should **not** ask for, or record, information on more than the following related to the GBV allegation: (i) The nature of the complaint (what the complainant says in her/his own words without direct questioning); (ii) If, to the best of the survivors' knowledge, the perpetrator was associated with the project; (iii) the age and sex of the survivor; and (iv) information on whether the survivor was referred to services.
- The GM should assist GBV survivors by referring them to GBV service provider(s) for support immediately after receiving a complaint directly from a survivor. The list of service providers should be available before project work commences as part of the mapping exercise.
- The information in the GM must be confidential—especially when related to the identity of the complainant. For GBV, the GM should primarily serve to: (i) **refer** complainants to the GBV service provider; and (ii) **record** resolution of the complaint.



**e. Establishing Coordination with GBV Service Providers to Provide Support for GBV Survivors**

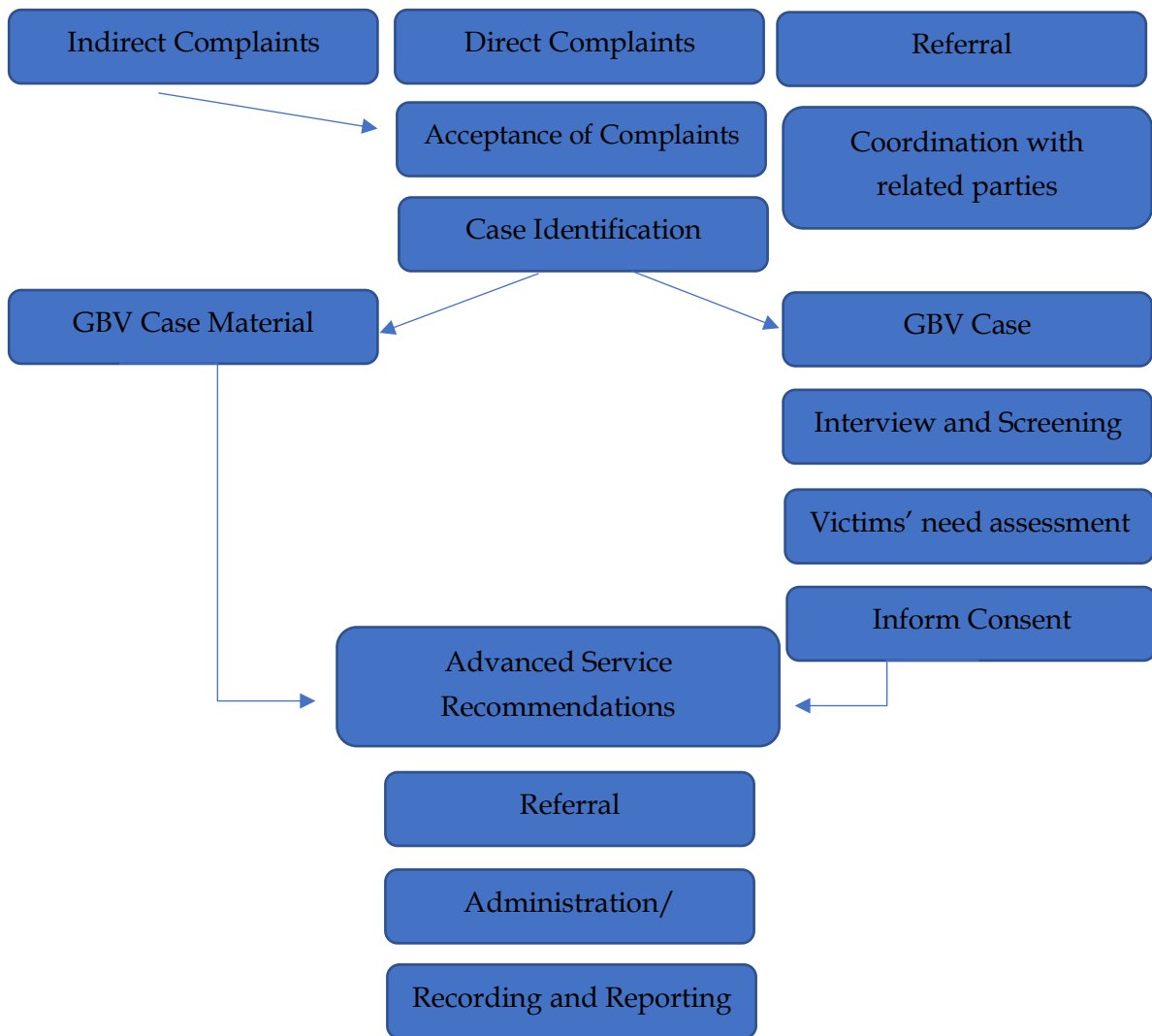
One of the most effective ways of addressing GBV risks and incidences lies in working with GBV service providers and community-based organizations that are able to support the project in addressing any case of GBV, while also working to proactively prevent such cases. When identifying GBV service providers, the quality-of-service provision should be a key consideration. The service providers should include case management support, health services, psychosocial support, police support and security, access to legal services, and shelter, if needed. The government led service providers that are available in the district level is called the integrated service for women empowerment and child protection (P2TP2A) and non-government organization that provide service for GBV survivors.

**f. Establishing other related mechanism to prevent the risk of project related activity**

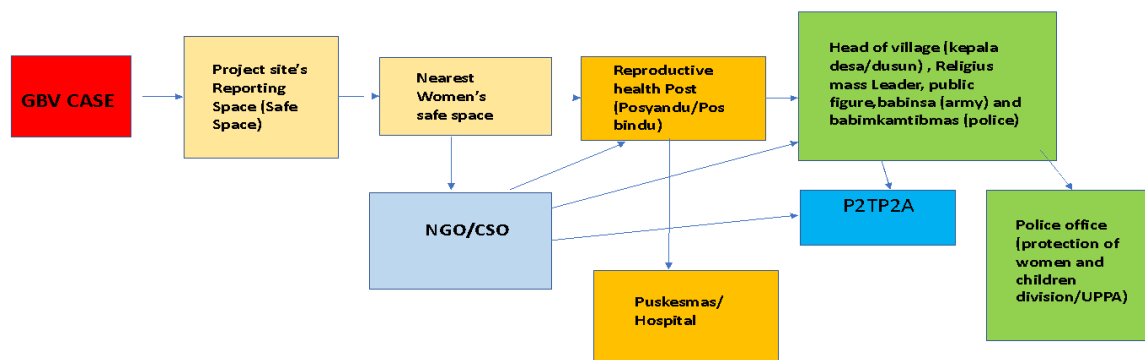
Another preventive mechanism that the project will implement is to provide separate facilities for women and men workers that are easily accessible and safe, as well as to put off GBV free zone signs / board at the project site.

**GBV Response Protocol and Information Flow**

Before responding to GBV cases, it is better to adjust it to the category of complaint examination that has been submitted to the GRM in general. In the case of GBV, there are matters that specifically need to be developed, because GBVs have their own handling mechanisms and service institutions based on policies at the National and Regional (provincial and district/ city) levels that have been previously conveyed. The PLN GBV Response Protocol provides a mechanism for receiving and responding to GBV grievances/ incidents. This protocol should be implemented by workers under the responsibility of contractors, PLN staff and management, affected communities and service providers available at the local level (village, sub-district, district/ city and provincial levels).



**Figure 5 Standard Case Reporting Protocol**



**Figure 6 Handling Protocol which can be developed at the UCPS Project site**

## 6.5 Implementing Arrangements

### a. GBV/SEA and VAC Service Provider

GBV prevention and response in infrastructure projects includes many diverse stakeholders and the inclusion of each of these groups enhances the effectiveness and sustainability of GBV prevention and response. Based on this, PLN needs to determine who will be responsible for handling cases and the qualifications of service providers in the affected locations. A qualified GBV service provider will be contracted to:

- Prepare community mapping and referral pathways in communities impacted by the construction work. The mapping will collect data among service providers and those working with high-risk populations. This community mapping will be accompanied by a referral pathway diagram, including the contact details of relevant GBV service providers.
- Deliver an appropriate GBV and SEA, including VAC training program with activities aimed to sensitize employees on GBV, SEA, VAC and the related risks.
- Design and deliver an appropriate community awareness-raising strategy based on a community mapping of high-risk areas and populations. The training should aim to sensitize the surrounding communities affected by the construction works on the risks related to GBV, SEA and VAC and available services.
- Provide appropriate case management, counselling and referral/ support services to any survivors that report or are referred to them.
- Participate in the project GBV, SEA, and VAC Complaints Team.

Based on data obtained from the field there are Service Providers handling GBV that include local stakeholders/ partners (for example, local government offices, NGOs). This can be seen in Table 16 below:

**Table 16 Service Availability for Affected Locations (Cianjur and West Bandung District)**

Type of Service / Institution Party	Actor	Availability Level
Complaint/ report service	Village officials (hamlet head / village head), community leaders, religious leaders, <i>babinsa</i> , <i>babinkamtibmas</i>	All villages
	P2TP2A	In the District (West Bandung and Cianjur District)
Law enforcement/ assistance service	Women and Children Service Unit, Police	District Police
Health services	Regional Hospital	In the Sub district
	Public health center	In the District
	Supporting Public health center	In the village

Source: Field Results (2020)

The availability of services for the affected locations which is presented in the table above is an initial illustration of the mapping of actors who are actively involved in supporting the handling of GBV cases around the UCPS hydropower project. The availability of this service is one of the networks in the case handling mechanism that is managed internally by the UCPS hydropower project manager. Based on the results of a study on social programs and stakeholder mapping for the UCPS hydropower project (2019), no data was obtained showing the existence of NGOs/ CSOs who work independently or collaborate with local governments on gender issues, especially in relation to assisting GBV cases. However, in every district/ city, including West Bandung and Cianjur District, there is an Integrated Service Center for Women Empowerment and Child Protection (P2TP2A) which is the partner of the local government in providing integrated services for witnesses and victims of violence. For Cianjur district, there is a Technical Implementation Unit (UPT) P5A (Population Control for Women's Empowerment and Child Protection) in every district. In the same study, it was found that not all villages had basic health services (supporting public health center) even though each village had a Village Midwife on average on duty. A Supporting Public health center generally serves 2 (two) to 3 (three) villages/wards. The person in charge of the supporting public health center is a nurse or midwife, who is appointed by the Head of the Health Office upon the recommendation of the Head of the public health center. Details can be seen in Appendix VI-5 and Appendix VI-6.

#### **b. GBV and VAC Complaints Team' (GCT).**

Based on the complaint mechanism for general issues that was previously presented, in the case of GBVs the contractor will manage the complaint mechanism by providing resources to handle correspondence, coordinate internal resolutions, and report (both internally and externally). The contractor will then work with, support and work with other working groups (as P2TP2A and Service Provider Forum) to formulate solutions and responses. It is hoped that integration

in strategic service delivery aims to empower victims and practically to facilitate and accelerate services in accordance with the needs of victims, as well as to make services more efficient and targeted. Operationally integrated services can be done under one roof or many roofs. However, whatever the operational form of the integrated service is chosen, the most important thing is coordination, discipline and work between the legal, medical and psychosocial fields. For this reason, it is necessary to establish a focal point that can bridge complaints handling patterns or services at various levels. If previously the Grievance Task Force was formed by PLN in handling cases, the task force could be re-established with a flow for handling GBV cases.

The project will establish a 'GBV and VAC Complaints Team' (GCT). The GCT will include the following representatives ('Focal Points') as follows:

- A GBV specialist
- A representative from the PLN, UCPS
- The occupational health and safety manager from the contractor or someone else tasked with the responsibility for addressing GBV, SEA and VAC with the time and seniority to devote to the position;
- A representative from the GBV Service Provider which includes local stakeholders/partners who deal with GBV cases (i.e. P2TP2A, Service Provider Forum)

It will be the duty of the GCT with support from the management of the contractor to inform workers about the activities and responsibilities of the GCT. To effectively serve on the GCT, members must undergo training by the local service provider prior to the commencement of their assignment to ensure that they are sensitized on GBV, SEA and Child Protection. The GCT will be required to:

- Approve any changes to this GBV/SEA and VAC Action Plan, including the Codes of Conduct with clearances from the World Bank for any such changes.
- Receive, investigate, recommend and monitor resolutions and sanctions regarding complaints received related to GBV/SEA and VAC associated with the Project.
- Investigate, recommend and monitor resolutions and sanctions regarding complaints received related to GBV and VAC associated with the project.
- Work with local GBV prevention and service provider in handling the cases.
- Ensure that GBV/SEA and VAC statistics in the GRM are up to date and included in the regular project reports.
- Hold quarterly update meetings to discuss ways to strengthen resources and GBV and VAC support for employees and community members.

It is extremely important that members of the management committee clearly understand the limitations of their mandate. Through the verification of complaints, their role will be to establish whether complaints are sufficiently credible to be able to suggest disciplinary measures or other corrective actions. They will not establish criminal responsibility for any individual, as this remains the sole prerogative of the national justice system. The GCT shall confirm that all complaints related to GBV/SEA or VAC have been referred to the World Bank by the GRM officer. The GCT shall consider all GBV/SEA and VAC complaints and agree on a plan for resolution. The appropriate Focal Point will be tasked with implementing the plan (i.e. issues with contractor's staff will be for the contractor to resolve, consultant's staff the consultant and client staff the client). The Focal Point will advise the GCT on resolution, including referral to the Police if necessary. They will be assisted by the Service Provider as appropriate.

All the Focal Points on the GCT must be trained and empowered to resolve GBV/SEA and VAC issues. It is essential that all staff of the GRM and GCT understand the guiding principles and

ethical requirements of dealing with survivors of GBV and VAC. All reports should be kept confidential and referred immediately to the Service Provider represented on the GCT. In GBV and VAC cases warranting police action, the Focal Points must appropriately refer the complaints to: (i) the authorities; (ii) the service provider; and, (iii) management for further action. The client and the World Bank are to be immediately notified.

To facilitate access for residents if there were problems, the GTF team placed field workers at the project site at the Sub District Office to facilitate the receipt of citizen complaints and also carry out field verification of incoming complaints. Unfortunately, there is no data that specifically indicates the situation and condition of GBVs that occur. In addition, there is no disaggregated data available regarding the number of female workers involved in the UCPS project. The handling of GBV complaints that occur to workers and those experienced by the community outside the project requires a slightly different mechanism.

This data description is useful for ensuring that case handling has been carried out by local governments and service agencies, which later can become information to map who can be involved in the focal point for handling GBVs in the UCPS hydropower project area.

### **c. Monitoring and Reporting**

It is understood that GBV risks and cases change overtime, thus the Implementing Agency must monitor them from time to time. They must follow up of GBV cases that have been reported and maintain all reported cases in a confidential and secure location. Monitoring must be done in collaboration with GCT and local government/stakeholders where the project is implemented and include the number of cases that have been reported and actions taken on these cases (i.e. referral to services, sanctions for perpetrators).

The UCPS team must also monitor the following:

- Number of trainings held, individuals trained (disaggregated by Contractor/Supervision Engineer/IA and by sex), and this number as a percentage of overall staff numbers.
- Number of community awareness-raising sessions held, by location.

Number of individuals participating in awareness-raising sessions, disaggregated by sex.

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## SECTION VI APPENDICES

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## Appendix VI-1 Case handling stages

### Step 1: Receive the Complaint

The project operates a grievance redress mechanism (GRM) which is managed by UCPS team. To ensure that survivors feel confident to disclose their experience of GBV/SEA or VAC, they can report cases of GBV/SEA or VAC through multiple channels:

- (i) online,
- (ii) phone,
- (iii) in-person (for example at the site with facilitators, safe space workers, etc.),
- (iv) the local service provider,
- (v) the manager(s),
- (vi) village councils, or,
- (vii) the police.

Complaints can also be made by another individual on behalf of the survivor (known as a complainant) or a witness. The primary project focal point for receiving GBV complaints is the Project's social/gender specialist; however, complaints may also be received by the Contractor or Supervision Consultant. A GBV complaint may also be received directly by GBV service providers, who will then refer to the GRM if the incident is deemed to be project-related and the survivor agrees to share information in order to make a complaint. If not, only metadata will be shared for monitoring purposes. All staff, volunteers, consultants and sub-contractors are encouraged to report suspected or actual GBV/SEA or VAC cases. Managers are required to report suspected or actual GBV and/or VAC cases as they have responsibilities to uphold company commitments and they hold their direct reports accountable for complying with the Individual Code of Conduct. Project staff may use any of the reporting channels available to the affected population, but the main point of contact should be the established focal points. Oral or written allegations may be lodged with supervisors, managers. Information that is captured during intake needs to be as clear and detailed as possible, so that it may be used in verification and disciplinary action. Complete records on intake also help ensure that the survivor/complainant will not have to be subjected to repeated questioning on the incident. The interview should record as much relevant information as is possible and stay as true as possible to the survivor/complainant's words, while recalling that this is not part of an investigative process. Minimum intake questions should capture:

- Complaint reference code<sup>16</sup>.
- Age and sex of the survivor.
- The correct names of all persons involved in the incident and the confirmation that, in the complainant's view, they are linked to the Project.
- The identity of witnesses where appropriate.
- Times, locations, and dates of incident given by the survivor/complainant.
- An accurate account of what was said by the survivor/complainant in their own words.
- Whether anyone else knows or has been given the reported information.
- Any relevant observations made by the person receiving the complaint.

The person receiving the complaint must be compassionate, and empathetic, following the guidelines below:

- Treat the survivor/complainant with respect and make them feel as comfortable as possible.

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<sup>16</sup> Complaints or incidents may be assigned with a unique code to protect confidentiality and allow tracking.



- Do not judge the survivor/complainant or say anything that might indicate that they are to be blamed for the violence they experienced (e.g. do not ask them why they were in a particular place, what they were wearing, etc.)
- Address issues of confidentiality, explaining that there are limits to ensuring confidentiality to the extent that agency staff are obliged to report complaints, while reassuring the complainant that information will only be shared on a “need to know” basis.
- Avoid asking questions that are not relevant (for example, the status of the virginity of the survivor is not relevant and should not be discussed). Ask only the number of questions required to gain a clear understanding of the complaint as outlined in the complaint intake form so that it can be referred to the complaint management committee.
- Reporting should not be rushed, and complainants should be allowed to fully articulate the situation in their own words before clarifications are sought.
- Ensure that all information is well-documented during the in-person interview, so that the allegation can be immediately referred to the investigating agency.
- Ask the survivor/ complainant how they would prefer to receive further communications from the GRM.
- Make a written record of the complaint using a standard complaint intake form developed for this purpose.

If the survivor gives consent to sharing information about the case, the GBV grievance entry point refers the survivor to the GRM officer at the PIUs. When the survivor’s identity is unknown, for various reasons (e.g. the case is reported by a third party, or the complaint is made anonymously, if allowed), allegation referrals will still be made to the complaint management committee who will determine if an investigation is initiated, such as if sufficient evidentiary detail has been provided, as well as independent corroborating evidence on the allegation exists.

## **Step 2: Assess**

The project complaint mechanism should receive all eligible concerns, both related to GBV and not. If a complaint is received by a GBV service provider, they will need to assess whether the complaint alleges a breach of GBV-related policies and codes of conduct and whether there is enough information to refer to the complaint. If the complaint appears to relate to a GBV incident and the complainant provides their informed consent, the GBV focal point should immediately, and within 24 hours from intake, refer the complaint to the GRM officer. The GRM officer should establish the nature and severity of the grievance.<sup>17</sup> It is not the responsibility of the GBV service providers to verify the alleged incidents or to establish whether enough evidence is available to start an investigation. If complaints are not related to a breach of provisions on GBV, the GBV service provider will refer the complaint to the UCPS complaint system through normal channels. The effectiveness of these referral mechanisms is particularly important to foster overall accountability, but also because practice has shown that beneficiaries are more inclined to make a complaint through a broader, more comprehensive system rather than reporting concerns to systems that target only sensitive issues such as GBV.<sup>18</sup>

## **Step 3: Inform and Refer**

The GBV GRM officer or facilitators receiving GBV grievances should provide honest, clear and complete information about services available from different agencies that may be able to assist

<sup>17</sup> E.g. Rape, sexual assault, physical assault, psychological/emotional abuse.

<sup>18</sup> IASC, PSEA Compendium of Practices on Community-Based Complaints Mechanisms, 2012

the survivor as well as details on how to access these. The GBV GRM officer or facilitators should inform the survivor of their legal rights and of the costs and benefits of choosing various referral options. For example, that the officer would like to refer them to the GBV Service Provider, who can explain in more detail and help them access any other services they may need. Ultimately, it is up to the survivor, and only the survivor, whether to take up the proposed referrals.

The GRM operator must explain to the survivor their right to control whether and how information about the case is shared with other agencies or individuals and any implications of sharing information about the case with other actors. The survivor should be given adequate information in order to give their informed consent and should understand that they have the right to place limitations on the type(s) of information to be shared, and to specify which organizations can and cannot be given the information. The GRM operator informs the survivor of any other limits of confidentiality, such as the obligation to share some level of (meta)data about the GBV case with the implementing agency and the World Bank, in accordance with the severity of the incident. The GRM operator documents the complaint and the consent to refer, using the standardized incident intake and consent form, and records the key elements of the incident (not including identifying information) in the Grievance and Complaints Logging System. The incident intake form is then stored in a locked cabinet, ensuring that only a limited and controlled number of staff should have access.

#### **Step 4: Investigate and Act**

The GRM officer or facilitators will, with the informed consent of the survivor, share details of the incident confidentially and safely within 24 hours from intake to the GBV Complaint Team. The GRM officer or facilitators will convene a meeting of the GBV Complaint Team to review the complaint and define an investigation process (according to a standard of proof to be established by PLN in accordance with GBV guiding principles, the presumption of innocence and the standards of proof required by labor law and other applicable regulations). The goal of the investigation will be to recommend disciplinary measures towards the alleged perpetrator of GBV, if the complaint is found to be credible through the investigation process. This process will not establish criminal responsibility of an individual, which remains the sole prerogative of the national justice system. During the investigation, the committee should also consider the adoption of cautionary disciplinary measures, both to protect the survivor from interactions with the alleged perpetrator during the verification process and to ensure that risks of ongoing harm against the same or other survivors are mitigated. The investigation process will need to keep the needs of the survivor at the forefront of any investigation action, while at the same time being thorough. Both parties (complainant and alleged perpetrator) should have the right to participate by identifying witnesses and identifying and/or providing relevant information to the complaint management committee. The committee should equally seek out both inculpatory and exculpatory evidence. Investigation steps and meetings must be documented.

During the process of investigation, the identity of the survivor/complainant will be kept confidential, and the GBV Service Provider will be in charge of liaising with the survivor if further information is needed. The committee will interview the survivor only if strictly needed, with their consent, and after receiving a GBV briefing, which will include how to interview GBV survivors. When deemed necessary, any interaction with the survivor needs to be organized in a manner that avoids further stigmatization and revictimization of the survivor and protects their confidentiality. In the case of a complaint filed by a third party, the committee should seek to safely and confidentially identify and/or approach the survivor. The GBV service provider will play a role as victim's advocate in the GBV Complaint Team, helping maintain the survivor's confidentiality and advising all steps of the investigation to ensure they adhere to GBV guiding principles.

The investigation process should start within a week from the reception of the complaint and last for a maximum of 8 weeks. In the case of a sexual misconduct allegation, it is essential that the GBV actors refer the survivor for evidence gathering and medical care within 72 hours from the intake, including to inform the investigation. If the survivor decides to file a complaint in court, GBV service providers will accompany them with adequate legal assistance (either directly or through referrals). The GBV Complaint Team may decide to suspend the complaint investigation to wait for a court's judgment if a survivor decides to pursue formal justice. However, it is important that complaints are also investigated even if the survivor chooses not to file a formal complaint in court. To verify facts, the committee should first proceed to evaluate the quality of all the available evidence, regardless of who provided it. Any evidence found to be of high quality (such as, for instance, any existing medical evidence of sexual misconducts or available proof of paternity) should be given more weight than any evidence of low quality. In fact, quantity alone should not be the basis for decision-making: the testimony of a single party or witness or the availability of one-piece of medical proof may be sufficient to satisfactorily establish the veracity of a complaint.

After assessing the quality of the evidence, the committee members should find the alleged perpetrator responsible for the misconduct if the evidence convinces them to reasonably conclude that a finding of responsibility is justified. In other words, the committee should find that there is sufficient evidence that is relevant, probable, and persuasive to convince them that the staff engaged in the alleged misconduct, and that the evidence supporting a finding of responsibility outweighs any evidence that the respondent is not responsible for the alleged misconduct. Such a decision should be taken by the committee unanimously. If GBV allegations are confirmed, the appropriate party (i.e. the employer of the perpetrator) implements the adequate remedy (e.g. disciplinary action) in accordance with local legislation, the employment contract and the code of conduct. Internal disciplinary measures that the employer's managers may decide to enact are meant to be separate from any charges or sanctions that the official investigation may result into (e.g. monetary fines, detention etc.). Sanctions applied by the perpetrator's employer may include for example:

1. Informal warning;
2. Formal warning;
3. Additional training;
4. Loss of up to one week's salary;
5. Suspension of employment (without payment of salary), for a minimum period of 1 month up to a maximum of 6 months;
6. Termination of employment;
7. Referral to the police or other authorities as warranted.

Sanctions should be proportional to the nature and severity of the incident; for instance, verbal sexual harassment (e.g. catcalling at a work site) should not be treated with the same level of severity in response as a case of sexual assault.

### **Step 5: Validate and Report**

The GBV Complaint Team will hold regular meetings if a case is currently being managed, confirming that the survivor has received appropriate support, that the investigation is proceeding in the appropriate manner and that recommended sanctions/disciplinary actions have been carried out by the relevant party. If (i) the survivor has been referred to the relevant GBV service providers, received adequate assistance and no longer requires support, and (ii) appropriate actions have been taken against perpetrators or the survivor does not wish to place an official complaint with the employer, the GRM operator can be informed that the case is

closed. The GRM officer or facilitators record the resolution of the incident, the date it was resolved, and marks it as closed. The World Bank is notified that the case is closed.

### **Step 6: Communicate**

Practice has shown that the lack of transparency to affected populations, especially to complainants/survivors, during case verification is an ongoing concern. Leaving complainants to feel as if their complaint has gone unaddressed is an accountability failure and will undermine confidence in the GRM and harm beneficiary relations with all humanitarian and development agencies operating on site.<sup>19</sup> The GRM operator will, upon resolution, advise the complainant of the outcome, unless it was made anonymously. The GBV service provider should also remain accessible to the survivor/complainant to answer questions as needed.

### **Survivor Support and Services**

Services for the survivor and/or the complainant should be made available as early as possible in the complaint management process, and for as long as needed. PLN can cooperate with Service Provider Forums at the District and Provincial levels. The following services are key in cases of GBV:

**Health/medical support service providing agencies** are typically health care center(s) and medical organizations. The main services they provide are medical stabilization; treatment of acute pain or injuries; medical documentation and forensic evidence collection; testing and preventive care for STIs/HIV-AIDS (post-exposure prophylaxis); contraceptive counselling; psychological/mental health services; prenatal care; referrals and transport for hospital care, surgery, etc. The health service institutions above (see Table 16), namely the Public Health Center at the Sub District level and the Regional General Hospital (RSUD). The RSUD is located at the district level (Cianjur and West Bandung District) and at the provincial level in West Java, which is located in Bandung City.

**Psychosocial support service providing agencies** are typically peer support groups, women's organizations, religious leaders, etc. The main services they provide are counselling, psychological/emotional/spiritual support, case management, advocacy to assist survivors in accessing needed services, and assistance with social re-integration. PLN can cooperate with psychology and counseling service providers in Cianjur and West Bandung District (which are owned by the government or private). At the district level, this was generally carried out by P2TP2A, or by UPTD P2A at the provincial level.

**Safety and security-related service providing agencies** are typically police/security services, safe shelters and protection officers. The main services they provide are guarantees of safety and security for survivors and their families (e.g. by providing temporary protection or accompanying the survivor to relevant authorities), referrals to national justice systems, and provision of safe places to stay.

**Legal and justice-related service providing agencies** are typically organizations that are specialized in legal assistance and advice for survivors (e.g. paralegals or attorneys), courts (prosecutors, judges, and officers), and/or traditional justice actors such as elders or community leaders. The main services they provide are legal counselling, aid and support as well as legal representation when the GBV survivor wishes to press charges against the perpetrator. In this case, PLN can adjust to the applicable regulations in the company and integrate it with legal

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<sup>19</sup> PSEA Best Practice Guide: Inter-Agency Community-Based Complaint Mechanisms. Protection against Sexual Exploitation and Abuse.

assistance services for victims outside the company. Legal assistance services include the provision of information regarding the legal process such as legal assistance during the judicial process provided by victims, both litigation and non-litigation services (see Appendix VI-2)

**Organizations that provide economic empowerment opportunities** for survivors are typically women's centres and women's or girls' peer support groups. The main services they provide are the provision of economic opportunities to reduce survivor's vulnerability through skills training programs, income generation projects, small loan programs and rehabilitation programs (also known as social re-integration programs).

### **Confidentiality and Safety**

Safety is an essential part of the management of a GBV complaint. The safety of the survivor/complainant, as well as any project staff, service providers, and the alleged perpetrator (for example from community retaliation), must be protected at all times. The specific actions to be taken to ensure safety will depend on the nature of the case but may include changing work hours or patterns (as outlined in the previous section), providing transport, or conducting any interviews in safe locations. It is important to coordinate with GBV service providers on this issue.

Confidentiality is an important aspect of survivor safety. All reports of GBV/SEA or VAC shall be handled in a confidential manner to protect the rights of all involved. The client, contractor and consultant must maintain the confidentiality of employees who notify any acts or threats of violence, and of any employees accused of engaging in any acts or threats of violence (unless a breach of confidentiality is required to protect persons or property from serious harm or where required by law). Specific measures must be taken in order to safeguard confidentiality at all times. Hard copies of complaint intake and referral forms shall be stored in a locked cabinet, with access strictly limited.

The names of all parties to a complaint are confidential. The identity of the subject of the complaint/alleged perpetrator must be protected, out of considerations of due process, fear of retaliation, and presumption of innocence. It is imperative that the name of the survivor, and/or complainant if different from the survivor, not be released to the subject of the complaint/alleged perpetrator. GBV service providers will maintain the only access to the survivor/complainant's identity, disclosing it with other members of the GBV Complaint Team only if strictly necessary for the verification process and with the survivor/complainant's consent. Disciplinary action may be taken, including and up to dismissal, against those who breach survivor's confidentiality (this is unless a breach of confidentiality is necessary to protect the survivor or another person from serious harm, or where required by law).

### **Special Concerns for Child Complainants**

When the complainant is a child, they must be given all the information needed to make an informed decision using child-friendly techniques that encourage the child to express themselves. A child's ability to provide consent on the use of the information and the credibility of the information will depend on their age, maturity, and ability to express him/herself freely. Children also need to be accompanied by adults and the assistance process must refer to Law Number 35 of 2014 concerning Child Protection and Law Number 11 of 2012 concerning the Child Criminal Justice System.

Best practice generally dictates that parents (or guardians/caregivers) should be informed as they are in the best position to provide support and protection to the child. In some circumstances however, it may be in the best interest of the child not to inform the parents (e.g.



where a parent is suspected of facilitating the GBV/SEA; the child could be subjected to retaliation, including physical or emotional abuse, expulsion from home, or have their well-being compromised; the child does not want parental involvement and is competent to take such decision; or the child is unaccompanied.) It is recommended to involve the Indonesian Child Protection Commission (KPID) or the West Java Child Protection Agency (LPA) to make it easier for PLN to assist children as victims or children as perpetrators. The above considerations and procedures may also apply to complainants/survivors with mental health issues or intellectual disabilities. As in all cases, the wishes of the complainant/survivor must be respected as far as reasonably possible.

## **Appendix VI-2 Standard Operating Procedures (SOP) for Referral Mechanisms for Acceptance and Case Handling between Agencies**

**Source: West Java and Jakarta Service Provider Forum**

### ***Explanation***

1. Partners/ clients are women and children victims who have experienced violence and/ or threats of violence and need legal personnel to recover from service institutions.
2. Victims are women and children who experience structural injustice due to various unequal social relations (gender, class, sexual orientation, age, disability, ethnicity, race, religion/ belief) within the family, community/ society, and the state. whether positioned as victim or suspect/ defendant
3. Recovery for victims is all efforts to strengthen victims of violence so that they are more empowered, both physically and psychologically.
4. Victim recovery services include psychosocial services ranging from health workers, social workers, companion volunteers, and/ or spiritual mentors.
5. A companion is someone who is trusted, has the ability to assist a case and provide reinforcement according to the needs of the victim
6. Referring is a follow-up action on victim reporting based on the identification of the needs of other service institutions in an integrative and comprehensive manner.
7. Handling in general is the handling of cases carried out using the usual approach, namely litigation and non-litigation.
8. Litigation is the handling of cases in the framework of legal settlement at various stages of the judicial system (police, prosecutors and courts).
9. Non-litigation is the handling of cases in the context of settlement outside the judicial process, including consultation, investigation, mediation, negotiation, drafting, assistance in order to strengthen victims both inside and outside the court including to obtain referral services (such as safe houses, psychologists, medical, etc.), documentation, legal counselling, legal research and community empowerment.

### ***Purpose***

1. Encourage efforts to fulfil the rights of victims to get access to quality, comprehensive and sustainable treatment and recovery services
2. Encourage the operation of a referral mechanism for handling women and children victims of violence that is integrated, integrated and in accordance with the needs of victims.
3. Avoid double documenting the same data

### ***Integrated Services***

In ensuring that victims get the right to recovery, truth, justice and non-repetition, continuous, comprehensive and quality services are needed for victims. However, due to limitations, coordination between service agencies is needed. For this reason, a cooperation mechanism in the form of integrated services has been drawn up which must include Complaint Handling; Health services; Social Rehabilitation; Legal Aid and Enforcement; Return and social reintegration.

## ***Rights and Obligations of Partners/ Clients***

### **Partner/ Client Rights**

1. Obtain information or opinions/ legal advice relating to the case she is experiencing.
2. Receive information on follow-up actions from case handling assisted by the Service Institution
3. Asking the Service Institution to keep her identity secret from anyone unless the law determines otherwise.
4. The right to provide input and be involved in determining the steps to be taken regarding the case.
5. Submitting complaints and suggestions regarding services addressed to the Head of Service Institutions in writing or orally.

### **Obligations of Partners/ Clients**

1. Provide correct information about the case she is experiencing and must sign the chronology made.
2. Prepare and submit all evidence and documents relating to the case.
3. Provide information regarding data/ information regarding the identity of supporting witnesses.
4. Cooperate with Service Institutions in handling and recovery.
5. Provide access to communicate with witnesses and related parties.

### **Types of Cases and Services**

Types of cases handled by service agencies, civil society organizations and financial organizations include:

1. Sexual Violence, including SOGIE-based sexual violence
2. Trafficking
3. Migrant workers
4. Civil Family
5. Labor
6. Reproductive Health
7. Domestic Violence
8. Dating Violence
9. Violence against excluded groups (LBT, Minority Religion, Beliefs, Disabilities, HIV/ AIDS)
10. Violence Against Children.

### ***Types of services provided for victims***

#### **1. Legal Services**

Includes the provision of information regarding legal processes such as legal assistance during the judicial process provided by victims, both litigation and non-litigation services.



**Litigation Handling includes:**

- The investigation process at the police, starting from making reports, Investigation Minutes, diversion, collecting/ obtaining documents/ files and documentary evidence, making defence preparations by proposing psychological/ psychiatric examinations of victims as witnesses and defendants and ensuring use of legal regulations related to women's rights in gender sensitive case filing and examination processes
- Handling at the prosecutor level is an effort to accompany the victim or defendant in the examination process at the prosecutor's office starting from sending the Notification Letter for the Commencement of Investigation, P.18, P.19 and P.21 and ensuring the use of statutory regulations related to women's rights in gender sensitive case filing and examination processes.
- Handling at the court level is an effort to assist victims or defendants in court proceedings in criminal, civil, state administration and judicial review cases, as well as ensuring the use of legal regulations relating to women's rights in case decisions and gender sensitive examination processes.

**Non-Litigation Handling includes:**

- Consultation is the provision of legal services in the form of legal advice, explanations, information or directions to partners, either directly or indirectly via email, telephone, letter and other media, regarding the law, victims' rights, case resolution strategies and other information related to interests of partners.
- Investigation is an effort to research, investigate, search, examine and collect data, information and other findings to find out/ prove the truth or even the error of a fact which then presents a conclusion on a series of findings and the chronology of events Mediation is an effort to resolve legal problems by way of deliberation. to reach an agreement between the victim/ partner and the opposing party or other related parties (family, community and colleagues) which includes clarification and negotiation.
- Drafting is the preparation of legal documents related to case handling, including: draft lawsuit, draft agreements or agreements, etc., using national and international legal instruments related to women's rights (PKDRT Law, Trafficking Law, Child Protection Law, SPPA Law, Witness and Victim Protection Act, UUD 1945, CEDAW, and others that are relevant) and use the analysis of the Feminist Legal Theory.
- Non-litigation assistance is: efforts to provide strengthening and empowerment of victims to fulfill the rights of victims and companions (psychological, safe house, health, protection, legal certainty, recovery) to obtain justice.
- Case documentation is an effort to record and store partner data, perpetrator data, case handling process data both electronically and non-electronically. "
- Legal counseling is one of the activities to disseminate information, and to understand the legal system and prevailing laws and regulations regarding the rights and legal protection of women in order to create and develop public legal awareness.
- Legal research is a systematic effort using scientific methods to identify various problems related to law.
- Community empowerment is an effort aimed at strengthening marginalized women so that they can access their legal rights by utilizing existing legal resources in society.
- Case monitoring is the activity of supervising and observing the implementation of law enforcement aimed at actualizing the role of the community in the running of the legal process.

## **2. Health**

Medical services aim to treat violence in the form of medical services, psychological services, in the context of physical and psychological recovery as well as legal interests such as post mortem, counseling, therapy, psychological certificates, expert witnesses, victim / witness strengthening and DNA testing. For women with disabilities, victims of violence, psychological tests are needed to determine calendar age and mental age. In addition, the test is also used to measure or determine the level of disability. This test is usually done to detect mental or intellectual disabilities.

## **3. Shelter Service**

Shelter is a service for victims to stay temporarily so that they are away from the reach of the perpetrator and have sufficient space to make decisions regarding the violence they experience. The shelter also functions as a transit space for victims to build their readiness to return to their original place of residence or to a place that feels safer. The shelter also has a function as an empowerment space for victims.

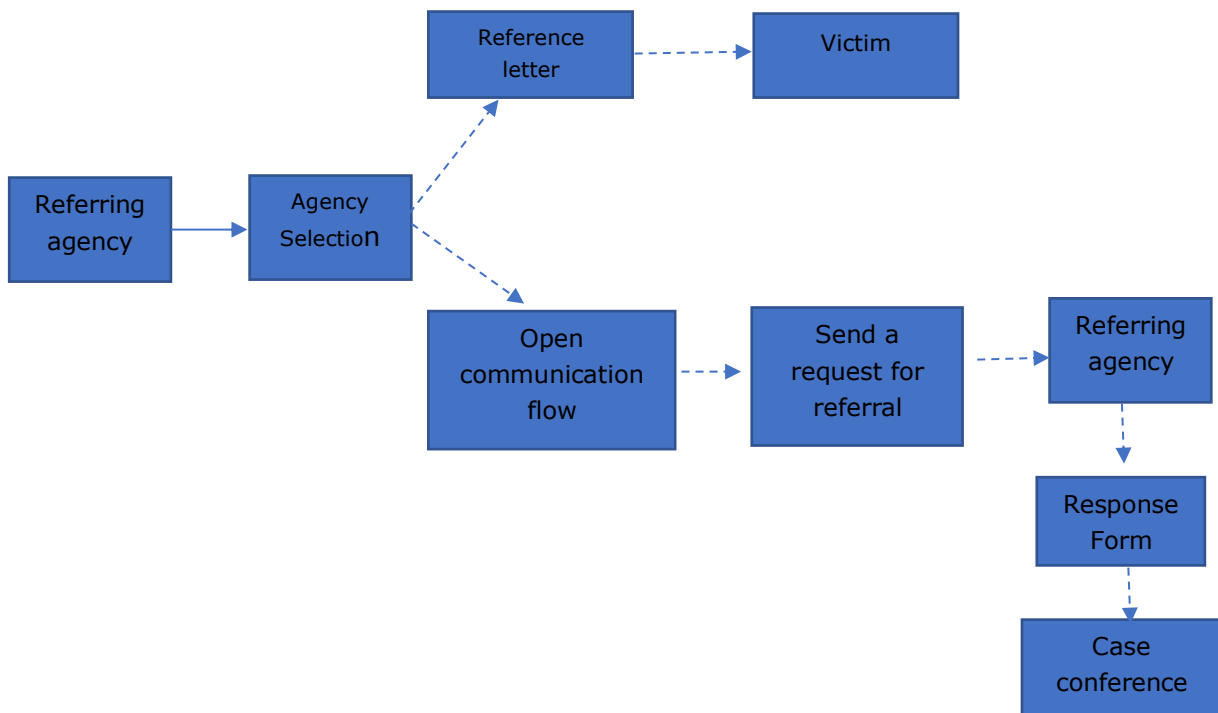
## **4. Safe House Service**

Safe house service, is a service to provide security protection for victims, including so that the perpetrator cannot reach or know where the victim is. This security protection service requires that the location of the safe house is not known by those who have no interest in supporting the victim's recovery process.

### ***Steps to do victim referral***

1. Determine service institutions that have assistants with adequate qualifications, such as having a human rights and gender perspective implemented in the organization, a victim-siding perspective, and the ability to handle cases of gender-based violence.
2. The referral institution has a Standard Operating Procedure (SOP) or general service procedure that is in accordance with the principles of handling victims
3. The referred service institution has services in accordance with the needs of the victim
4. Willingness to build communication between complaint receiving institutions and referral institutions.
5. Make a Reference Letter
6. Send the chronology and the results of the initial assessment for the victim

## Steps for Referring Victims



## Appendix VI-3 GBV Complaint Consent and Intake Form

### CONFIDENTIAL

### GBV COMPLAINT INTAKE FORM

#### PART 1: CONSENT FORM

**Instructions:** This section of the form should be filled by a GBV service provider or GBV focal point receiving a GBV incident linked to PLN/UCPS. Before beginning the interview, the GBV perpetrators should remind the survivor/complainant that all information given will be kept confidential and treated carefully. They may choose to decline to answer any of the following questions.

This form should be read to the survivor/complainant in their first language. It should be clearly explained to the client so that they can choose any or none of the options listed.

I, \_\_\_\_\_, give my permission for (**Name of Organization**) to share information about the incident I have reported to them as explained below:

I give authorization to (**Name of Organization**) to share the specific case information from my incident report with the agency or service providers I have indicated, so that I can receive support or make a complaint.

I understand that shared information will be treated with confidentiality and respect and shared only with those involved in the management of the complaint and response.

I understand that releasing this information means that a person from the agency or service provider may come to talk to me. At any point, I have the right to change my mind about sharing information with any agency or service.

I would like information to be released to the following:

- ☐ PLN or hereafter project (in order to make a complaint)
- ☐ Security Services (specify): \_\_\_\_\_
- ☐ Psychosocial Services (specify): \_\_\_\_\_
- ☐ Health/Medical Services (specify): \_\_\_\_\_
- ☐ Safe House / Shelter(specify): \_\_\_\_\_
- ☐ Legal Assistance Services (specify): \_\_\_\_\_

☐ Livelihoods Services (specify): \_\_\_\_\_

☐ Other (specify type of service, name, and agency): \_\_\_\_\_

**Consent to be marked by survivor/complainant:** ☐ Yes ☐ No  
(or parent/guardian if under 18)

I have been informed and understand that some non-identifiable information may also be shared for reporting. Any information shared will not be specific to me or the incident. There will be no way for someone to identify me based on the information that is shared. I understand that shared information will be treated with confidentiality and respect.

**Consent to be marked by survivor/complainant:** ☐ Yes ☐ No  
(or parent/guardian if under 18)

**Signature/thumbprint of survivor/complainant:** \_\_\_\_\_  
(or parent/guardian if complainant is under 18)

Date: \_\_\_\_\_

Name of the survivor/complainant: \_\_\_\_\_

Incident number (generated by the Grievance Officer): \_\_\_\_\_

Address of the survivor/complainant: \_\_\_\_\_

\_\_\_\_\_

Contact number: \_\_\_\_\_

**This information should be filed separately from the second section of the GBV complaint intake form, in a safely locked cupboard.**

**CONFIDENTIAL**  
**GBV COMPLAINT INTAKE FORM**  
**PART 2: INCIDENT DETAILS**

**Instructions:**

*This section of the form should be filled by a GBV service provider or GBV focal point in receipt of a GBV incident linked to PLN/UCPS. Before beginning the interview, the GBV perpetrators should remind their client that all information given will be kept confidential and treated carefully. This information will be shared, based upon their consent, with the PLN/UCPS GBV Complaints Team. They may choose to decline to answer any of the following questions.*

**Did the individual consent to be referred to the CSRRP complaint mechanism?**

**YES**

**NO**

**If YES, please fill the entire form in all its sections.**

**If NO, ask for complainant's consent to only share their complaint code and type of incident (form of GBV) they reported, anonymously.**

Explain that this information will only be used by the program to gather information on risks created by the project to the safety and wellbeing of members of their community and will not result in any actions against them. No identifiable information specific to their incident (including anyone's identify, location, etc.) will be shared with anyone at any time.

**Did the individual consent to share the complaint code and form of GBV they reported?**

**YES**

**NO**

**If YES, please fill in the complaint code and form of GBV only**

**If NO, please do not fill out this form**

Date of complaint intake (day, month, year): \_\_\_\_\_

Incident number (generated by the Grievance Officer): \_\_\_\_\_

Age and sex of the survivor: \_\_\_\_\_

Village where the incident took place: \_\_\_\_\_

Is the name/nickname of the alleged perpetrator known? ☐ Known ☐ Unknown

Name, if known: \_\_\_\_\_

Function, if known: \_\_\_\_\_

Is the alleged perpetrator(s) linked to the project, in the complainant's opinion?

☐ Yes ☐ No ☐ Unknown

Please include a physical description of the alleged perpetrator, if possible:

The identity of witnesses, where appropriate:

Times, locations, and dates of incident given by the survivor/complainant:

Account of what was said by the survivor/complainant in their own words, as far as possible:

Form(s) of GBV reported

- ☐ Rape
- ☐ Sexual assault
- ☐ Physical assault
- ☐ Psychological/emotional violence
- ☐ Forced marriage
- ☐ Denial of services, resources or opportunities

Has information about the incident been shared with anyone else?

☐ Yes. Give details: \_\_\_\_\_

☐ No

Did the complainant receive services (including referrals to other service providers)?

☐ Yes. Services received:

- ☐ Medical
- ☐ Counselling/Psychosocial
- ☐ Legal
- ☐ Safety/security
- ☐ Other. Please specify:

☐ No

Did the survivor, if different from the complainant, receive services (including referrals to other service providers)?

☐ Yes. Services received:

☐ Medical

☐ Counselling/Psychosocial

☐ Legal

☐ Safety/security

☐ Other. Please specify:

☐ No

Any relevant observations made by the person receiving the complaint:

**This information should be filed separately from the first section of the GBV complaint intake form, in a safely locked cupboard**



## **Appendix VI-4 Code of Conduct**

### **Project Code of Conduct**

#### **Preventing Gender Based Violence and Violence Against Children**

The contractors are committed to ensuring that the Project is implemented in such a way that minimizes any negative impacts on the local environment, communities, and its workers. This will be done by respecting the environmental, social, health and safety (ESHS) standards, and ensuring appropriate occupational health and safety (OHS) standards are met. The company is also committed to creating and maintaining an environment in which gender-based violence (GBV) and violence against children (VAC) have no place, and where they will not be tolerated by any employee, sub-contractor, supplier, associate, or representative of the contractors.

Therefore, to ensure that all those engaged in the project are aware of this commitment, the company commits to the following core principles and minimum standards of behavior that will apply to all company employees, associates, and representatives, including sub-contractors and suppliers, without exception:

#### **General**

1. The contractors – and therefore all employees, associates, representatives, sub-contractors and suppliers – commit to complying with all relevant national laws, rules and regulations.
2. The contractors commit to fully implementing their Contractors' Environmental and Social Management Plan (CESMP).
3. The contractors commit to treating women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status. Acts of GBV and VAC are in violation of this commitment.
4. The company shall ensure that interactions with local community members are done with respect and non-discrimination.
5. Demeaning, threatening, harassing, abusive, culturally inappropriate, or sexually provocative language and behavior are prohibited among all company employees, associates, and representatives, including sub-contractors and suppliers.
6. The contractors will follow all reasonable work instructions (including regarding environmental and social norms).
7. The contractors will protect and ensure proper use of property (for example, to prohibit theft, carelessness or waste).

#### **Health and Safety**

1. The contractors will ensure that the Project's occupational health and safety (OHS) Management Plan is effectively implemented by company staff, as well as sub-contractors and suppliers.

2. The contractors will ensure that all persons on-site wear prescribed and appropriate personal protective equipment, preventing avoidable accidents and reporting conditions or practices that pose a safety hazard or threaten the environment.
3. The contractors will:
  - i. prohibit the use of alcohol during work activities.
  - ii. prohibit the use of narcotics or other substances which can impair faculties at all times.
4. The contractors will ensure that adequate sanitation facilities are available on site and at any worker accommodations provided to those working on the project.

### **Gender Based Violence and Violence Against Children**

1. Acts of GBV/SEA or VAC constitute gross misconduct and are therefore grounds for sanctions, which may include penalties and/or termination of employment, and if appropriate referral to the Police for further action.
2. All forms of GBV/SEA and VAC, including grooming, are unacceptable, regardless of whether they take place on the work site, the work site's surroundings, at workers' camps or within the local community.
  - i. Sexual Harassment – for instance, making unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct, of a sexual nature, including subtle acts of such behavior – is prohibited.
  - ii. Sexual favors – for instance, making promises or favorable treatment dependent on sexual acts – or other forms of humiliating, degrading or exploitative behavior, are prohibited.
  - iii. Sexual contact or activity with children under 18 – including through digital media – is prohibited. Mistaken belief regarding the age of a child is not a defense. Consent from the child is also not a defense or excuse.
3. Unless there is full consent<sup>20</sup> by all parties involved in the sexual act, sexual interactions between the company's employees (at any level) and members of the communities surrounding the workplace are prohibited. This includes relationships involving the withholding/promise of actual provision of benefit (monetary or non-monetary) to community members in exchange for sex—such sexual activity is considered “non-consensual” within the scope of this Code.
4. In addition to company sanctions, legal prosecution of those who commit acts of GBV/SEA or VAC will be pursued if appropriate.
5. All employees, including volunteers and sub-contractors are highly encouraged to report suspected or actual acts of GBV/SEA and/or VAC by a fellow worker, whether in the same company or not. Reports must be made in accordance with project's GBV and VAC Allegation Procedures.
6. Managers are required to report and act to address suspected or actual acts of GBV/SEA and VAC as they have a responsibility to uphold company commitments and hold their direct reports responsible.

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<sup>20</sup> Consent is defined as the informed choice underlying an individual's free and voluntary intention, acceptance or agreement to do something. No consent can be found when such acceptance or agreement is obtained using threats, force or other forms of coercion, abduction, fraud, deception, or misrepresentation. In accordance with the United Nations Convention on the Rights of the Child, the World Bank considers that consent cannot be given by children under the age of 18, even if national legislation of the country into which the Code of Conduct is introduced has a lower age. Mistaken belief regarding the age of the child and consent from the child is not a defense.

## Implementation

To ensure that the above principles are implemented effectively the contractors commit to ensuring that:

1. All managers sign the Project's 'Manager's Code of Conduct' detailing their responsibilities for implementing the company's commitments and enforcing the responsibilities in the 'Individual Code of Conduct'.
2. All employees sign the project's 'Individual Code of Conduct' confirming their agreement to comply with ESHS and OHS standards, and not to engage in activities resulting in GBV/SEA or VAC.
3. Displaying the Company and Individual Codes of Conduct prominently and in clear view at workers' camps, offices, and in public areas of the workspace. Examples of areas include waiting, rest and lobby areas of sites, canteen areas and health clinics.
4. Ensure that posted and distributed copies of the Company and Individual Codes of Conduct are translated into the appropriate language of use in the work site areas as well as for any international staff in their native language.
5. An appropriate person is nominated as the company's 'Focal Point' for addressing GBV/SEA and VAC issues, including representing the company on the GBV/SEA and VAC Complaints Team (GCT) which is comprised of representatives from the client, contractor(s), the supervision consultant, and local service provider(s).
6. Ensuring that the GBV/SEA and VAC Action Plan is effectively implemented and revised as needed.
7. That the contractors effectively implement the agreed final GBV/SEA and VAC Action Plan, providing feedback to the Project's GRM for improvements and updates as appropriate.
8. All employees attend an induction training course prior to commencing work on site to ensure they are familiar with the company's commitments to ESHS and OHS standards, and the Project's GBV/SEA and VAC Codes of Conduct.
9. All employees attend a mandatory training course prior to commencement of work to reinforce the understanding of the project's ESHS and OHS standards and the GBV/SEA and VAC Code of Conduct, as well as refresher training as relevant.

*I do hereby acknowledge that I have read the foregoing Contractor Code of Conduct, and on behalf of the company agree to comply with the standards contained therein. I understand my role and responsibilities to support the project's OHS and ESHS standards, and to prevent and respond to GBV/SEA and VAC. I understand that any action inconsistent with this Company Code of Conduct or failure to act mandated by this Company Code of Conduct may result in disciplinary action.*

Company name: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## **Manager's Code of Conduct**

### **Preventing Gender Based Violence and Violence Against Children**

Managers at all levels have a responsibility to uphold the company's commitment to implementing the ESHS and OHS standards, and preventing and addressing GBV and VAC. This means that managers have an acute responsibility to create and maintain an environment that respects these standards and prevents GBV/SEA and VAC. Managers need to support and promote the implementation of the Company Code of Conduct. To that end, managers must adhere to this Manager's Code of Conduct and sign the Individual Code of Conduct. This commits them to supporting the implementation of the CESMP and the OHS Management Plan and developing systems that facilitate the implementation of the GBV/SEA and VAC Action Plan. They need to maintain a safe workplace, as well as a GBV-free and VAC-free environment at the workplace and in the local community. These responsibilities include but are not limited to:

#### **Implementation**

1. To ensure maximum effectiveness of the Contractor and Individual Codes of Conduct:
  - i. Prominently displaying the Contractor and Individual Codes of Conduct in clear view at workers' camps, offices, and in public areas of the workspace. Examples of areas include waiting, rest and lobby areas of sites, canteen areas and health clinics.
  - ii. Ensuring all posted and distributed copies of the Contractor and Individual Codes of Conduct are translated into the appropriate language of use in the work site areas as well as for any international staff in their native language.
2. Verbally and in writing explain the Contractor and Individual Codes of Conduct to all staff.
3. Ensure that:
  - i. All direct reports sign the 'Individual Code of Conduct', including acknowledgement that they have read and agree with the Code of Conduct.
  - ii. Staff lists and signed copies of the Individual Code of Conduct are provided to the OHS Coordinator, the Grievance officer, and the PIU Manager/E&S team.
  - iii. Participate in training and ensure that staff also participate as outlined below.
  - iv. Put in place a mechanism for staff to:
    - (a) Report concerns on ESHS or OHS compliance; and,
    - (b) Confidentially report GBV/SEA or VAC incidents through the Grievance Redress Mechanism (GRM)
  - v. Staff are encouraged to report suspected or actual ESHS, OHS, GBV or VAC issues, emphasizing the staff's responsibility to the Company and the country hosting their employment, and emphasizing the respect for confidentiality.
4. In compliance with applicable laws and to the best of your abilities, prevent perpetrators of sexual exploitation and abuse from being hired, re-hired or deployed. Use background and criminal reference checks for all employees.
5. Ensure that when engaging a partnership, sub-contractor, supplier or similar agreements, these agreements:
  - i. Incorporate the ESHS, OHS, GBV/SEA and VAC Codes of Conduct as an attachment.
  - ii. Include the appropriate language requiring such contracting entities and individuals, and their employees and volunteers, to comply with the Individual Codes of Conduct.
  - iii. Expressly state that the failure of those entities or individuals, as appropriate, to ensure compliance with the ESHS and OHS standards, take preventive measures against GBV/SEA and VAC, to investigate allegations thereof, or to take corrective actions when GBV/SEA or VAC has occurred, shall not only constitute grounds for sanctions and

penalties in accordance with the Individual Codes of Conduct but also termination of agreements to work on or supply the project.

6. Provide support and resources to the Grievance Complaint Team to create and disseminate internal sensitization initiatives through the awareness-raising strategy under the GBV/SEA and VAC Action Plan.
7. Ensure that any GBV/SEA or VAC issue warranting police action is reported to the police, the PIU and the World Bank immediately.
8. Report and act according to the response protocol any suspected or actual acts of GBV/SEA and/or VAC, as managers have a responsibility to uphold company commitments and hold their direct reports responsible.
9. Ensure that any major ESHS or OHS incidents are reported to the client and the supervision engineer immediately.

### **Training**

1. The managers are responsible to:
  - i. Ensure that the OHS Management Plan is implemented, with suitable training required for all staff, including sub-contractors and suppliers; and,
  - ii. Ensure that staff have a suitable understanding of the C-ESMP and are trained as appropriate to implement the CESMP requirements.
2. All managers are required to attend an induction manager training course prior to commencing work on site to ensure that they are familiar with their roles and responsibilities in upholding the GBV/SEA and VAC elements of these Codes of Conduct. This training will be separate from the induction training course required of all employees and will provide managers with the necessary understanding and technical support to address GBV/SEA and VAC issues.
3. Managers are required to attend and assist with the project-facilitated training courses for all employees. Managers will be required to introduce the training and announce the self-evaluations, including collecting satisfaction surveys to evaluate training experiences and provide advice on improving the effectiveness of training.
4. Ensure that time is provided during work hours and that staff prior to commencing work on site attend the mandatory project facilitated induction training on:
  - i. OHS and ESHS; and,
  - ii. GBV/SEA and VAC required of all employees.

### **Response**

1. Managers will be required to take appropriate actions to address any ESHS or OHS incidents.
2. With regard to GBV/SEA and VAC:
  - i. Provide input to the GBV/SEA and VAC Action Plan as needed.
  - ii. Once adopted by the contractors, managers will uphold the measures set out in the GBV/SEA and VAC Action Plan to maintain the confidentiality of all employees who report or (allegedly) perpetrate incidences of GBV/SEA and VAC (unless a breach of confidentiality is required to protect persons or property from serious harm or where required by law).
  - iii. If a manager develops concerns or suspicions regarding any form of GBV/SEA or VAC by one of their direct reports, or by an employee working for another contractor on the same work site, they are required to report the case using the GRM.
  - iv. Once a sanction has been determined, the relevant manager(s) is/are expected to be personally responsible for ensuring that the measure is effectively enforced, within a

maximum timeframe of 14 days from the date on which the decision to sanction was made.

- v. If a Manager has a conflict of interest due to personal or familial relationships with the survivor and/or perpetrator, they must notify the respective company and the GBV Complaint Team. The Company will be required to appoint another manager without a conflict of interest to respond to complaints.
  - vi. Ensure that any GBV/SEA or VAC issue warranting police action is reported to the police, PIU and the World Bank immediately
3. Managers failing to address ESHS or OHS incidents or failing to report or comply with the GBV and VAC provisions may be subject to disciplinary measures, to be determined and enacted by the company's CEO, Managing Director or equivalent highest-ranking manager. Those measures may include:
- i. Informal warning
  - ii. Formal warning
  - iii. Additional training
  - iv. Loss of up to one week's salary
  - v. Suspension of employment (without payment of salary), for a minimum period of 1 month up to a maximum of 6 months
  - vi. Termination of employment
4. Ultimately, failure to effectively respond to ESHS, OHS, GBV/SEA and VAC cases on the work site by the company's managers or CEO may provide grounds for legal actions by authorities.

*I do hereby acknowledge that I have read the foregoing Manager's Code of Conduct, do agree to comply with the standards contained therein and understand my roles and responsibilities to prevent and respond to ESHS, OHS, GBV and VAC requirements. I understand that any action inconsistent with this Manager's Code of Conduct or failure to act mandated by this Manager's Code of Conduct may result in disciplinary action.*

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



## Individual Code of Conduct

### Preventing Gender Based Violence and Violence Against Children

I, \_\_\_\_\_, acknowledge that adhering to environmental, social health and safety (ESHS) standards, following the Project's occupational health and safety (OHS) requirements, and preventing Gender-based Violence (GBV) and violence against children (VAC) is important.

The contractor (\_\_\_\_\_) considers failure to follow ESHS and OHS standards, or to commit GBV or VAC—be it on the work site, the work site's surroundings, at workers' camps, in workers' homes, or the surrounding communities—to be gross misconduct and grounds for sanctions, penalties or potential termination of employment. Prosecution by the police of those who commit GBV or VAC may be pursued if appropriate.

#### **I agree that while working on the Project I will:**

1. Attend and actively participate in training courses related to ESHS, OHS, HIV/AIDS, GBV/SEA and VAC as requested by my employer.
2. Will wear my personal protective equipment (PPE) at all times when at the work site or engaged in project related activities.
3. Take all practical steps to implement the Contractor's Environmental and Social Management plan (CESMP).
4. Implement the OHS Management Plan.
5. Not drink alcohol or use narcotics or other substances which can impair faculties before or during work activities.
6. Consent to a police background check.
7. Treat women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
8. Not use language or behavior towards women, children or men that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
9. Not engage in sexual harassment—for instance, making unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct, of a sexual nature, including subtle acts of such behavior (e.g. looking somebody up and down; kissing, howling or smacking sounds; hanging around somebody; whistling and catcalls; giving personal gifts; making comments about somebody's sex life; etc.)
10. Not engage in sexual favors—for instance, making promises of favorable treatment dependent on sexual acts—or other forms of humiliating, degrading or exploitative behavior.
11. Not participate in sexual contact or activity with children—including grooming or contact through digital media. Mistaken belief regarding the age of a child is not a defense. Consent from the child is also not a defense or excuse.
12. Unless there is the full consent<sup>21</sup> by all parties involved, I will not have sexual interactions with members of the surrounding communities. This includes relationships involving the

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<sup>21</sup> Consent is defined as the informed choice underlying an individual's free and voluntary intention, acceptance or agreement to do something. No consent can be found when such acceptance or agreement is obtained using threats, force or other forms of coercion, abduction, fraud, deception, or misrepresentation. In accordance with the United Nations Convention on the Rights of the Child, the World Bank considers that consent cannot be given by children under the age of 18, even if national legislation of the country into which the Code of Conduct is



withholding or promise of actual provision of benefits (monetary or non-monetary) to community members in exchange for sex – such sexual activity is considered “non-consensual” within the scope of this Code.

13. Report through the GRM or to my manager any suspected or actual GBV/SEA or VAC by a fellow worker, whether employed by my company or not, or any breaches of this Code of Conduct.

**With regard to children under the age of 18, I will:**

1. Wherever possible, ensure that another adult is present when working in the proximity of children.
2. Not invite unaccompanied children unrelated to my family into my home, unless they are at immediate risk of injury or in physical danger.
3. Not use any computers, mobile phones, video and digital cameras or any other medium to exploit or harass children or to access child pornography (see also “Use of children's images for work related purposes” below).
4. Refrain from physical punishment or discipline of children.
5. Refrain from hiring children for domestic or other labor below the minimum age of 14 unless national law specifies a higher age, or which places them at significant risk of injury.
6. Comply with all relevant local legislation, including labor laws in relation to child labor and the World Bank’s safeguard policies on child labor and minimum age.
7. Take appropriate caution when photographing or filming children.

**Use of children's images for work related purposes**

When photographing or filming a child for work related purposes, I must:

1. Before photographing or filming a child, assess and comply with local traditions or restrictions for reproducing personal images.
2. Before photographing or filming a child, obtain informed consent from the child and a parent or guardian of the child. As part of this I must explain how the photograph or film will be used.
3. Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive.
4. Ensure images are honest representations of the context and the facts.
5. Ensure file labels do not reveal identifying information about a child when sending images electronically.

**Sanctions**

I understand that if I breach this Individual Code of Conduct, my employer will take disciplinary action which could include:

1. Informal warning.
2. Formal warning.
3. Additional Training.
4. Loss of up to one week’s salary.

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introduced has a lower age. Mistaken belief regarding the age of the child and consent from the child is not a defense.

5. Suspension of employment (without payment of salary), for a minimum period of 1 month up to a maximum of 6 months.
6. Termination of employment.
7. Report to the Police if warranted.

*I understand that it is my responsibility to ensure that the environmental, social, health and safety standards are met, and that I will adhere to the Occupational Health and Safety Management plan. I will avoid actions or behaviors that could be construed as GBV/SEA or VAC. Any such actions will be a breach this Individual Code of Conduct. I do hereby acknowledge that I have read the foregoing Individual Code of Conduct, agree to comply with the standards contained therein and understand my roles and responsibilities to prevent and respond to ESHS, OHS, GBV/SEA and VAC issues. I understand that any action inconsistent with this Individual Code of Conduct or failure to act mandated by this Individual Code of Conduct may result in disciplinary action and may affect my ongoing employment.*

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

#### Appendix VI-5 List of Names and Addresses of Cianjur District Service Institutions

No	Name	Coverage Area	Address
1	Integrated Service Center for Women's Empowerment and Child Protection (P2TP2A)	Cianjur District	Street of K.H Saleh RT 06 RW 05 Sayang Village Cianjur District
2	Regional public hospital (RSUD)	Cianjur District	Street of Rumah Sakit No. 1 Cianjur -Telp 0263.266.100
3	Cipongkor public health center		Street of Raya PLTA Saguling No. 2 Sarinagen Village, Cipongkor Sub District
4	Citalem public health center		Street of Raya Saguling Citalem Village, Cipongkor Sub District
5	Saguling public health center		Kp. Cigempol Rt.01 Rw.01 Cipangeran Village
6	Rongga public health center		Street of Raya Cibedug Rongga Village No. 13, Rongga Sub District
7	Cibeber public health center		Kampung Nangelang Cibaregbeg Village, Cibeber Sub District
8	Cikondang public health center		Street of Cikondang Sukarama, Bojongpicung Sub District
9	Sukaluyu public health center		Street of Bojongsari Sukamulya, Sukaluyu Sub District
10	Ciranjang public health center		Street of Rumah Sakit No. 194, Ciranjang Sub District
11	Cipeyeum public health center		Street of Raya Bandung Kertamukti Village, Haurwangi Sub District
12	UPTD P5A Cianjur Area	Cianjur, Cilaku, and Cibeber Sub District	Street of Siliwangi No.40, Pamoyanan, Cianjur Sub District, Cianjur District, West Java 43212, Indonesia
13	UPTD P5A Ciranjang Area	Ciranjang, Bojongpicung, Sukaluyu, and Haurwangi Sub District	Street of Bandung No.182, Cibiuk, Ciranjang, Cianjur District, West Java 43282, Indonesia

14	UPTD P5A Cugenang Area	Cugenang, Warungkondang, and Gekbrong Sub District	Street of Gasol, Gasol, Cugenang, Cianjur District, West Java 43252, Indonesia
15	UPTD P5A Karangtengah Area	Karangtengah, Mande, and Cikalongkulon Sub District	Street of Hegarmanah, Hegarmanah, Karangtengah, Cianjur District, West Java 43281, Indonesia
16	UPTD P5A Pacet Area	Pacet, Cipanas and Sukaesmi Sub District	Street of Masjid Assallafiyah No.4, Cipendawa, Cianjur, Cianjur District, West Java 43253, Indonesia
17	UPTD P5A Campaka Area	Campaka, Campakamulya, and Sukanagara Sub District	Warungkadu KM.5, Campakamulya Village/District, Cianjur District, Postal code 43269
18	UPTD P5A Kadupandak Area	Kadupandak, Cijati and Takokak Sub District	Street of Kaum Tengah No. 1, Kadupandak
19	UPTD P5A Pagelaran Area	Pagelaran, Tanggeung and Pasirkuda Sub District	Street of Pagelaran-Sukanagara, Sindangkerta, Pagelaran, Cianjur District, West Java, 43266
20	UPTD P5A Cibirong Area	Cibirong and Cikadu Sub District	Street of Raya Cibirong Sindanbarang, 43271
21	UPTD P5A Sindangbarang Area	Sindangbarang, Agrabinta, and Leles Sub District	Street of Raya Alun-Alun Sindangbarang
22	UPTD P5A Cidaun Area	Cidaun and Naringgul Sub District	Street of Raya Jayanti - Sindangbarang km. 147, 43275

#### Appendix VI-6 List of Names and Addresses of West Bandung District Service Institutions

No	Name	Scope	Address
1	Integrated Service Center for Women's Empowerment and Child Protection (P2TP2A)	West Bandung District	Street of Cijamil No.92, Cilame Village, Ngamprah Sub District, West Bandung District, West Java 40552
2	Regional public hospital (RSUD)	West Bandung District	Street of Padalarang - Purwakarta KM 11 Cikalong Wetan telp 022. 8686243
3	Regional public hospital (RSUD)	West Bandung District	Street of Cintakarya, Cililin Sub District, West Bandung District, West Java 40562 telp 022. 6941600
4	Cimareme public health center		Komplek Cimareme Indah, Street of Cimareme Raya No.1, Cimareme, Ngamprah Sub District, West Bandung District, West Java 40552
5	Pasirlangu public health center		Cisarua, West Bandung, Pasirlangu, Bandung, West Bandung District, West Java 40551
6	Ngamprah public health center		Sukatani, Ngamprah, West Bandung District, West Java 40552
7	Padalarang public health center		Street of Padalarang Raya No.541, Kertamulya, Padalarang, West Bandung District, West Java 40553
8	Batujajar public health center		Street of Batujajar Raya No.383, Batujajar Bar., Batujajar Sub District, West Bandung District, West Java 40561  <b>Phone:</b> <a href="tel:0226868614">(022) 6868614</a>
9	Cihampelas public health center		Street of Cihampelas Raya No.149, Cihampelas, Cihampelas Sub District, West Bandung District, West Java 40562  <b>Phone:</b> <a href="tel:0226865153">(022) 6865153</a>

10	Cisaura public health center		Street of Kolonel Masturi No.19, Jambudipa, Cisarua Sub District, West Bandung District, West Java 40551  <b>Phone:</b> <a href="tel:(022)2700307">(022) 2700307</a>
11	Tagogapu public health center		Jalur Cikampek - Padalarang, Tagogapu, Padalarang, West Bandung District, West Java 40553  <b>Phone:</b> <a href="tel:(022)6802564">(022) 6802564</a>
12	Parongpong public health center		Karyawangi, Parongpong, West Bandung District, West Java 40559
13	Pasirkaliki public health center		Street of Cidamar No.34, Pasirkaliki, East Cimahi Sub District, Cimahi District, West Java  <b>Phone:</b> <a href="tel:(022)2021935">(022) 2021935</a>
14	Rongga public health center		Street of Cibedug No.13, Bojongsalam, Rongga, West Bandung District, West Java 40566
15	Lembang public health center		Street of Grand Hotel No.14, Lembang, West Bandung District, West Java  <b>Phone:</b> <a href="tel:(022)2786554s">(022) 2786554s</a>
16	Gununghalu public health center		Street of Raya Gn. Halu No.49, Sirnajaya, Gununghalu, West Bandung District, West Java 40565
17	Jaya Mekar public health center		Street of Jayamekar No.37, Jayamekar, Padalarang, West Bandung District, West Java 40553
18	Cicangkanggirang public health center		Cicangkang Girang, Sindangkerta, West Bandung District, West Java 40563

19	Puskesmas Cirata public health center		Ciroyom, Cipeundeuy, West Bandung District, West Java 40558
20	DTP. Saguling public health center		Cipangeran, Batujajar, West Bandung District, West Java 40561

## VII. CLOSING

Hopefully this Social and Community Management Plan (SCMP) can provide an overview of the Stakeholder Engagement Plan (SEP), Grievance Redress Mechanism (GRM), Labor Management Plan (LMP), Gender, gender-based violence, inclusion of vulnerable and disadvantaged groups, Gender Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and Violence Against Children (VAC) which can be used as guidelines for handling social and community problems due to the construction of UCPS 1040 MW and 500kV transmission lines.

Jatinangor, April 2021

FTIP – UNPAD

(Dr. Ir. Edy Suryadi, MT.)

Dean





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