

Annex S

## Project Livelihood Restoration Plans



Zambezi River Authority (ZRA)

## Livelihood Restoration Plan (LRP) – Zambia Proposed Staff Township

Batoka Gorge Hydro-Electric Scheme  
(Zambia and Zimbabwe) on the Zambezi  
River

27 September 2019

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## Signature Page

27 September 2019

Livelihood Restoration Plan (LRP) – Zambia Proposed Staff Township

Batoka Gorge Hydro-Electric Scheme (Zambia and Zimbabwe) on the Zambezi River

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## Acronyms and Abbreviations

Name	Description
BGHES	Batoka Gorge Hydro-Electric Scheme
CHW	Community Health Workers
CSR	Corporate Social Responsibility
CEO	Chief Executive Officer
ESIA	Environmental and Social Impact Assessment
ESS5	Environmental and Social Safeguard Policy 5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement
ESMP	Environmental and Social Management Plan
HIV/AIDS	Human-Immunodeficiency Virus / Acquired Immunodeficiency Syndrome
FGD	Focus Group Discussion
KII	Key Informant Interview
GIS	Geographic Information System
GO	Grievance Officer
IFC	International Finance Corporation
GO	Grievance Officer
GM	Grievance Manager
LRIP	Livelihood Restoration and Improvement Plan
LRP	Livelihood Restoration Plan
GRM	Grievance Redress Mechanism
M&E	Monitoring and Evaluation
PAH	Project-Affected Household
SEP	Stakeholder Engagement Plan
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
VSP	Vulnerable Support Program
SP	Studio Pietrangeli
OHTL	Overhead Transmission Line
PTO	Permission to Occupy
ZRA	Zambezi River Authority



## DEFINITIONS

**Affected Persons:** Any individual, persons, family, household, group, or collective body that is affected by either physical or economic displacement and are deemed eligible to resettlement assistance and/or compensation under this RPF.

**Compensation:** The forms or combination of cash or in-kind replacement assets to be provided to Affected Persons for compensation of the acquisition of land or the loss of assets.

**Cut-off Date:** The date, which establishes the deadlines for entitlement to Compensation and/ or Entitlements in respect of Eligible Land, Crops, Trees and Structures. Persons occupying the project footprint after the cut-off date are not eligible for compensation and/or resettlement assistance. Similarly, fixed assets (such as built structures, crops, fruit trees, and woodlots) established after the cut-off date (usually the date of completion of the assets inventory, or an alternative mutually agreed on date), will not be compensated

**Economic Displacement:** The loss of assets or access to assets that leads to loss of income sources or livelihoods but does NOT necessarily result in the direct loss of a place of residence.

**Eligible Persons:** See Affected Persons

**Entitlement Framework:** A framework that establishes the specific entitlements (i.e. forms of compensation) granted to Affected Persons whom will lose proven assets, as determined during the Asset Inventory.

**Improvements:** Anything resulting from expenditure of capital or labour – including carrying out of any building, engineering, clearing, improvement, or other operations - in, on, over, or under land, or the making of any material change in the use of any building or land and charges for services provided and other expenses incurred in the development or towards the development of land.

**Livelihood Restoration:** A range of measures and programmes that ensure that the existing livelihoods of Affected Persons is restored, or ideally improved, during and after the land acquisition and/or resettlement process.

**Livelihood Restoration Plan:** A plan that establishes the entitlements (e.g., compensation, other assistance) of affected persons and/or communities economically displaced by a Project, in order to provide them with adequate opportunity to re-establish their livelihoods. The Project will not involve any physical displacement (i.e. to a place of residence), solely economic displacement.

**Livelihoods Restoration and Improvement Plan:** A detailed plan which is developed to replace or restore and maintain or improve previous levels of income, employment, and food security for Project-Affected Persons through provision of economic opportunities and income generating activities, including agricultural production and processing, employment promotion, and enterprise development.

**Physical Displacement:** The displacement, loss, or destruction of the place of residence as a direct result of the development of the Project.

**Resettlement Policy Framework:** The framework document previously prepared for the Project that defines the principles and steps to be adopted in the development of this Livelihood Restoration Plan.

**Resettlement Action Plan:** is a plan prepared by the sponsor or other parties responsible for resettlement (such as government agencies), specifying the procedures it will follow and the actions it will take to properly resettle and compensate people and communities physically displaced by a Project.

**Specially Gazetted Land:** This is agricultural land, which has been identified for compulsory acquisition and has been gazetted for such acquisition.

**State Land:** Land that is not customary.

## EXECUTIVE SUMMARY

The Zambezi River Authority (herein referred to as “ZRA”), a bilateral organisation equally owned by the Governments of Zambia and Zimbabwe, proposes the development of the Batoka Gorge Hydro-Electric Scheme (proposed BGHES or Project). The proposed Project will be situated approximately 47 km downstream of Victoria Falls on the Zambezi River.

The proposed Project includes the following components, which will be implemented through a number of Sub-Projects:

- Dam wall and impoundment, including spillway;
- Surface power houses, one on each side of the river;
- Transmission lines comprising:
  - two (2) 330kV OHTLs to the Mukuni 330/220kV station, approximately 21km ;
  - one (1) 330kV OHTL to Muzuma 330/132/88kV station, 150km ;
  - one (1) 400kV OHTL to Hwange 400/330kV substation, 58km; and
  - two (2) 330kV OHTLs interconnecting the two power stations, Batoka North and Batoka South 5.5km.
- Access roads in both Zimbabwe and Zambia;
- Project townships/staff housing to accommodate workers and their families during construction and operations; and
- Quarries.

This Livelihood Restoration Plan (LRP) sets out the guiding principles and procedures that will be followed in managing the impacts of acquiring approximately 489 hectares of land for the proposed Staff Township required by the Project in Zambia only.

The area required for the proposed Staff Township does not have any built assets, agricultural cultivation or human habitation. Hence, the development of the proposed Staff Township will not result in any physical displacement of people, and only limited economic displacement.

Construction and operation of the proposed Staff Township will result in two main losses:

- Foot paths used to access dedicated grazing lands, sources of water for livestock and farm areas beyond the site proposed for the Staff Township; and
- Loss of access to natural resources (both timber and non-timber products).

Based on a comprehensive understanding of proposed Project impacts and land uses within the areas surrounding the proposed Staff Township, a Resettlement Action Plan (RAP) is not required, as construction of this proposed Project component will not affect any primary residential structures and therefore will not result in physical displacement.

## 1. INTRODUCTION

This Livelihood Restoration Plan (LRP) sets out the guiding principles and procedures that will be followed in managing the impacts of acquiring land for the proposed Staff Township area required by the Batoka Gorge Hydro-Electric Scheme (proposed BGHES or Project) in Zambia.

A Resettlement Action Plan (RAP) is not required, as construction of these Project components will not affect any primary residential structures and therefore will not result in physical displacement.

The LRP reflects the guiding principles described in the Resettlement Policy Framework (RPF) previously prepared and approved by the Project proponent, the Zambezi River Authority (ZRA).

The ZRA, a corporation jointly and equally owned by the governments of Zambia and Zimbabwe. A four-person council two of whom are Ministers in the Government of the Republic of Zambia and two of whom are Ministers in the Government of the Republic of Zimbabwe governs the ZRA. The ZRA's primary functions are operating and maintaining the Kariba Dam Complex, investigating and developing of dam sites on the Zambezi River and analysing and disseminating hydrological and environmental information pertaining to the Zambezi River and Lake Kariba.

### 1.1 Overall Project Description

A hydropower scheme on the Zambezi River downstream of Victoria Falls has been investigated in various degrees of detail since 1904, when geological investigations for potential sites commenced. In 1972, studies concluded that Batoka Gorge was the best site for the development of a hydropower project. Investigations conducted in 1981-1983 and 1989 identified a specific site in the Batoka Gorge for the Project, prompting a full feasibility study in 1993. The proposed BGHES will be located in the central portion of the Zambezi river basin, upstream of the existing Kariba Dam and approximately 47 km downstream of Victoria Falls.

In 2014, the ZRA appointed Studio Pietrangeli (SP) Consulting Engineers to update the engineering feasibility study for the Project, and engaged Environmental Resources Management Southern Africa (Pty) Ltd. (ERM) to undertake an Environmental and Social Impact Assessment (ESIA), including RPFs for Zambia and Zimbabwe.

The Project will be located in the central portion of the Zambezi river basin, upstream of the existing Kariba Dam and approximately 47 km downstream of Victoria Falls.

The Project includes the following components which will be implemented through a number of Sub-Projects:

- Dam wall and impoundment, including spillway;
- Surface power houses, one on each side of the river;
- Transmission lines comprising:
  - two (2) 330kV OHTLs to the Mukuni 330/220kV station, approximately 21km ;
  - one (1) 330kV OHTL to Muzuma 330/132/88kV station, 150km ;
  - one (1) 400kV OHTL to Hwange 400/330kV substation, 58km; and
  - two (2) 330kV OHTLs interconnecting the two power stations, Batoka North and Batoka South 5.5km.
- Access roads in both Zimbabwe and Zambia;
- Project townships/staff housing to accommodate workers and their families during construction and operations; and
- Quarries.

The focus of this LRP is on land acquisition impacts related to the location of the Project proposed Staff Township. The area selected for the Township is located in the Kazungula District of the Southern Province of Zambia, 21 km southeast of Livingstone Town (refer to *Figure 1.1*).

### 1.1.1 Proposed Staff Township

It is envisaged that the proposed Staff Township will have the following services and amenities:

- 2 Health centres/hospitals;
- 2 Primary schools;
- Secondary Schools;
- Sporting centres;
- 1 Custom service and immigration centre;
- 1 Police station;
- 1 Post office;
- 2 Supermarkets;
- Municipality Office;
- ZRA Offices;
- Warehouses for the plant maintenance;
- Water treatment plant;
- Sewage treatment plant; dump site;
- Hospitals with incinerators; and
- Boreholes.

In addition to these services and amenities, the proposed Staff Township will also have facilities such as banks, shops, private offices etc. During Project construction (up to seven years in duration), the Proposed Staff Township will house approximately 8,000 staff in total (including security and support staff), but this will be only after the first two years, where initially 2,000 construction workers will be involved with the construction of access roads, infrastructure and the camps.

During operation, the construction staff will be replaced with the operational staff (i.e. maintenance, police, custom services, educational experts, governmental figures etc.).

There are no permanent or temporary human habitations in the proposed Staff Township area however the affected land is an important communal resource for grazing livestock and collecting natural resources that support livelihoods.

## 1.2 Land Acquisition and Resettlement Context

Land acquisition and involuntary resettlement processes present a high level of risk for both Project proponent and for the people and communities being displaced <sup>(1)</sup>. Displacement poses particular risks for people who may already be marginalized because of socio-economic status, gender, health/ability, ethnicity and/or age. However, when land acquisition and resettlement is well planned, properly managed, and carried out in conjunction with impacted persons and communities, the risks can be minimised and mitigated and the process can be used to create positive outcomes for project proponents and for local people, including the most vulnerable.

A Resettlement Action Plan (RAP) describes how both physical and economic displacement will be managed, and an LRP is required for projects involving economic displacement only <sup>(2)</sup>. As the land required for the Proposed Staff Township is not inhabited, there will be no physical displacement.

This LRP is grounded in the following principles:

- Avoid and minimise physical and economic displacement by exploring alternative Project designs;
- Mitigate and compensate adverse impacts from land acquisition or restrictions;
- Improve, or at least restore, pre-Project livelihoods and standards of living for all Project-affected persons (PAPs);
- Establish standards of compensation that are transparent, consistent, and reflect the full replacement value of all impacted assets eligible for compensation;
- Establish grievance and conflict resolution mechanisms to address any grievances raised by PAPs or other stakeholders;
- Identify and bridge gaps between Zambia legal requirements and the requirements of the World Bank Environment and Social Framework (2016);
- Give particular attention to vulnerable groups and if necessary implement measures to ensure that vulnerable groups have equitable access to opportunities and benefits; and
- Promote gender equity in all compensation, allowances and livelihood restoration measures.

## 1.3 Scope and Structure of the LRP

The objective of this document is to describe the procedure for acquiring land necessary for construction and operation of the Proposed Staff Township in Zambia (the Project component). It describes the efforts undertaken to avoid economic displacement, and mitigate the impacts associated with land acquisition. As noted above, the LRP is guided by the principles described and commitments made in the Resettlement Policy Framework prepared and approved by the ZRA.

The total land area required for the Proposed Staff Township is 489 hectares. The land is communally owned and undeveloped, and not well suited for agriculture.

This document is structured as follows:

- **Chapter 1 Introduction:** provides an overall introduction to the proposed Project, its Components description and context for the LRP.
- **Chapter 2 Legal & Institutional Framework:** describes the institutional and legal framework that has guided the preparation of the LRP.

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<sup>1</sup> Resettlement is involuntary when affected persons or communities do not have the right to refuse land acquisition or restrictions on land use that result in physical or economic displacement.

- **Chapter 3 Existing Socio-economic Conditions:** presents the socio-economic conditions of the persons (PAPs), households and communities affected by the acquisition of land required for the proposed Staff Township.
- **Chapter 4 Consultation and Disclosure:** describes the main results of consultation undertaken in order to prepare the LRP.
- **Chapter 5 Project Impacts:** provides an overview of impacts on PAPs, households, and communities, as a result of the land acquisition related to construction and operation of the proposed Staff Township.
- **Chapter 6 Eligibility, Entitlements and Compensation:** presents the policies guiding compensation and outlines the Project's compensation strategy for all forms of ownership and use rights affected by the development of the proposed Staff Township.
- **Chapter 7 Livelihood Restoration and Improvement:** outlines the additional support that will be provided to ensure affected livelihoods are restored, and where possible improved.
- **Chapter 8 Vulnerable Support:** describes the approach to monitoring affected communities for Project-induced vulnerability.
- **Chapter 9 Grievance Redress Mechanism:** describes the mechanisms available to PAPs for the processing and resolution of grievances or claims related to the Project's land acquisition process.
- **Chapter 10 Monitoring and Evaluation:** describes the monitoring and evaluation procedures required to ensure that Project objectives are met.
- **Chapter 11 Implementation Arrangements:** provides an overview of the implementation arrangements and schedule.

## 2. LEGAL AND INSTITUTIONAL FRAMEWORK

This *Chapter* provides an overview of the legal and institutional framework guiding the preparation of this LRP. It describes Zambian national legislative requirements relevant to land access and resettlement, and compares them with the World Bank's Environmental and Social Safeguard Policies (2016).

### 2.1 Legislative Framework

The most relevant Acts related to land access and acquisition are listed below and described in subsequent sections:

- Constitution of Zambia;
- The Lands Act;
- The Land Acquisition Act;
- Local Government Act;
- Chiefs Act; and
- Electricity Act.

#### 2.1.1 *The Constitution of Zambia (Amendment) Act, No. 2 of 2016*

The Constitution is the supreme law of Zambia and establishes the fundamental rights with respect to human dignity, equity, social justice, equality, and non-discrimination.

Relevant to this LRP are the sections in the Constitution that refer to the alienation of rights to land or acquisition of land. Articles 233 and 254 grant powers to the President, through the Commissioner of Lands, to alienate land held by both citizens and non-citizens. The Constitution however does not provide any specific procedures, or proscriptions regarding the legal power to alienate land.

Article 253 states that land will be held, used and managed with consideration to ensure equitable access to land, protecting the tenure for lawful landholders, and that land-use planning be conducted in a consultative and participatory manner.

#### 2.1.2 *Lands Act, Cap 1853*

The Lands Act <sup>(3)</sup>, states that all land in Zambia be held in perpetuity and in trust on behalf of the people of Zambia.

Article 3(2) grants power to the President to alienate land from any Zambian or Non-Zambian citizen. The President may only alienate land held under customary tenure when they have taken consideration of local customary law on land tenure, consulting the local Chief and authorities as well as consulting with any persons or body with a vested interest in the land.

In addition, the President shall not alienate land without providing any consideration or monies for such alienation except where the alienation is for a public purpose. The term public purpose under the Land Law does include provision for the Project under Article 4(2a) the exclusive use of Government or for the general benefit of the people of Zambia, and Article 4(2g) for obtaining control over land required for or in connection with hydro-electric or other electricity generation and supply purposes by the Government.

Customary land is legally recognised under the Land Act under Article 7 and establishes that the customary systems in place at the commencement of the Land Act will continue to be so held and recognised and the Provisions of the Land Act will not be construed as to infringe on these customary

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<sup>(3)</sup> Including amendments made in the Land (Amendment) Act of 2010 and 2015



rights. In addition, the Act also recognises the rights and privileges of any persons to hold land under customary tenure as determined by the local customary law.

In the context of compensation and resettlement, land includes any unexhausted improvements on the land. Improvements include anything resulting from the expenditure of capital or labour; and includes any buildings or any activity that results in a material change in the use of land and other expenses incurred in the development or towards the development of land.

### **2.1.3 Land Acquisition Act, 189**

The Land Acquisition Act grants powers to the President to acquire any property of any description, where the President is of the opinion that such acquisition is desirable or in the interests of the Republic.

Under Article 4, the President, via the Ministry of Land or any authorised person, is permitted to access the targeted land to undertake surveys or any other act necessary to ascertain whether the land is or may be suitable for the purpose in question.

The procedure for acquiring land includes issuing suitable notice to persons with an interest in the land. This notice will, under Article 7, be served either personally on the persons to be served or by leaving it at their last usual place of residence or business if any such place can after reasonable inquiry be found. This notice will be supported by the issuance of a similar notice in the government gazette. Upon serving the notice, the interested persons may submit a claim for compensation.

Under Article 6, the President may take possession of the land on the expiration of the period specified in the notice. No specific provision is made limiting the taking of possession of land after the payment of fair compensation.

Article 8 states that where any property is to be partially acquired and where the residual land is less than 0.5 acres, the owner of the land may submit a claim for the acquisition of the whole of the land. Article 9 permits, where land acquisition results in the taking of part of any house or building, the owner to make a claim for the acquisition of the whole house or building.

Article 10 requires that compensation in money be paid for any property to be acquired under the Act. The compensation amount may be determined via an agreement, or where an agreement cannot be reached then in accordance with the provisions of the Act.

Article 10 also makes provision for in-lieu compensation of or in addition to any monetary compensation. This may be in the form of a grant of other land, as far as may be practicable, as those under which the land acquired was held.

Article 12 defines the principles for the assessment of compensation, which include:

- No allowance shall be made on account of the acquisition being compulsory;
- The value of property shall, be the amount which the property might be expected to realise if sold in the open market by a willing seller;
- Any deductions related to any returns and assessments of capital value for taxation made or acquiesced in by the claimant;
- Any deductions related to any money, services, equipment granted by the Government, by a Company or any other body unless any contributor indicates in writing that the contribution was specifically made for the use and benefit of the registered owner;
- The special suitability or adaptability of the property for any purpose shall not be considered;
- No allowance shall be made on account of any improvements effected or works constructed after the publication of the notice to yield up possession;

- Where part only of the land held by any person is acquired, there shall be considered any probable enhancement of the value of the residue of the land by reason of the proximity of any improvements or works made;
- Allowance shall be made for the damage by reason of the severance of the acquired land from any other land belonging to the same person; and
- No allowance shall be made for any probable enhancement in the future of the value of the land to be acquired.

Article 15 limits compensation with respect to undeveloped land or unutilised land where no form of compensation will be payable by the President. Exception is given to where unutilised land to which an absentee owner is beneficially entitled, however compensation is limited to unexhausted improvements on the unutilised land.

The definition of undeveloped land includes any land in a rural area used for agricultural, pastoral, or mixed agricultural and pastoral purposes, which has not been used during the period of two years immediately preceding the Article 7 notice.

### **2.1.4 Local Government Act, Cap 281 of 19914**

The Local Government Act grants powers to the relevant councils in acquiring any land by agreement whether by way of purchase, lease, exchange, or gift. Where such acquisition cannot be agreed between the relevant parties, the Council may approach the President to compulsory acquire the land consistent with the Land Acquisition Act.

### **2.1.5 Chiefs Act, Chapter 287**

This Act makes provision for the recognition, appointment, and functions of Chiefs and Deputy Chiefs. The Chief is required to discharge the traditional functions of his office under African customary law as far as the discharge of such functions is not contrary to the Constitution or any written law and is not repugnant to natural justice or morality.

## **2.2 Land Tenure**

In Zambia, similar to many other African countries, land tenure is categorised into two tenure systems, namely statutory and customary.

### **2.2.1 Statutory Tenure**

Statutory tenure refers to state land that is administered by the Commissioner of Lands through local authorities on behalf of the President. The President of Zambia holds the country's land in perpetuity on behalf of the Zambian people. However, power to make and execute grants and disposition of land is delegated to the Commissioner of Lands. The Commissioner has agents who plan the land into plots and thereafter select and recommend suitable candidates to the Commissioner of Lands for issuance of certificate of title. In this context, the Commissioner's agents are the District, Municipal, and Town Councils. These agents are considered Planning Authorities and use the Urban and Regional Planning Act No. 3 of 2015 to plan the land in their areas.

To acquire state land, the District, Municipal or Town Council identifies an area for which a layout plan is made, and subdivide the identified land into several plots. For agricultural land, the relevant departments in the Ministry of Agriculture and the Resettlement Department under the Vice President's office are responsible. The layout plan is endorsed and stamped by the appropriate planning authority that later transmits the endorsed plan to the Lands Department for scrutiny and verification of the planned land's availability.

If the planned land is available, the plan is approved and transmitted to the Survey Department for surveying and numbering as per the Land Survey Act. Upon receipt of numbered and surveyed plots,

the relevant authorities advertise them to the public, after which applicants are interviewed. Selected applicants are recommended for further consideration and approval by the office of the Commissioner of Lands, who is the final authority to grant title to the land.

### 2.2.2 Customary Tenure

Customary law is based on individual community practices and traditions, organized under a common customary system. Under the customary system, the Chief or designated sub-chief allocates land. The chiefs can give land to individuals or families for their personal use and occupation. The precise mechanism by which land is distributed and rights granted to the holder of the land under customary laws differs with each community. This system of tenure is most prevalent in rural areas, including the proposed BGHES area.

Under the customary system, the prospective developer can approach the Chief of the area for consent to hold land on leasehold tenure and obtain a certificate of title (or PTO Permission to Occupy) for land delivery of less than 250 hectares. Where the Chief is satisfied that the land being requested is available, the Chief writes a consent letter to the office of the Council Secretary of the respective local government, with the land's location site plan attached.

The Council Secretary arranges for the land in question to be inspected by a committee that deals with land matters in the area. The committee also interviews the applicant. If the applicant is successful, the Council Secretary brings the application to the full council for consideration.

If the council approves the application, they will recommend the allocation of the unnumbered plot to the applicant by the Commissioner of Lands through the provincial planning office. . The application forms, site plans and council minutes are attached to the recommendation letter, which certifies that the plot is unoccupied. If satisfied, the Commissioner of Lands approves the application. For land in excess of 250 hectares, the Commissioner of Lands is required to seek clearance from the Minister of Lands before approval.

As the land required for the proposed Staff Township falls into the customary tenure category and exceeds 250 hectares, in addition to the process outlined above, clearance from the Minister of Lands is required.

In the context of the Project Area and Mukuni village, land acquisition is the responsibility of the Bedyango. The Bedyango is a designated female who, once given the go ahead by the Chief, is responsible for the management and distribution of replacement land.

## 2.3 Governance Structure

Zambia is a presidential representative democratic republic, whereby the head of state and government is the President of Zambia. The country is divided into ten provinces, each administered by an appointed deputy minister. Provinces are further divided into districts comprised of different wards.

Under Zambian law, councils form local governance. Town Councils govern urban districts, municipal councils for suburban areas, and district councils for rural areas. Ward Councillors (elected volunteer representatives) act as the link between district councils and customary authorities. They bring chieftdom concerns to the District Commissioner, who serve as links to the provincial and national government. The division of power between customary and state authorities can be understood as; personal / family matters are the responsibility of customary authorities (the headperson or chief, depending on the nature and severity of the issue.) Infrastructural concerns such as the building of roads, clinics, or educational facilities fall under the state's mandate.

Land jurisdiction operates similarly in Zambia. State lands are under the authority of the state, and customary lands (all lands relevant to the proposed BGHES) are subject to norms guiding customary practice (de jure ownership still resides with the state.) For state land, the Commissioner of Lands holds vested administrative authority over questions of land distribution and ownership. Under the customary system, local chiefs hold lands in trust on behalf of their subjects (i.e. those within their chiefdoms /

kingdoms) and are responsible for administering land allocations, overseeing disputes, and enforcing usage restrictions. They often delegate these duties to village headpersons, as they are often more familiar with local land dealings and history.

## 2.4 International Resettlement Standards

The World Bank policies regarding involuntary resettlement are defined through the Bank's Environmental and Social Standards (2016) <sup>(4)</sup>.

Environmental and Social Safeguard Policy 5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement (ESS5) establishes the following objectives:

- To avoid involuntary resettlement or, when unavoidable, minimize involuntary resettlement by exploring project design alternatives;
- To avoid forced eviction;
- To mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use by:
  - Providing timely compensation for loss of assets at replacement cost; and
  - Assisting displaced persons in their efforts to improve, or at least restore, their livelihoods and living standards, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.
- To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure;
- To conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project may warrant;
- To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.<sup>5</sup>
- Other key points in ESS5 include:
- The Proponent will engage directly with affected communities and persons through a process of stakeholder engagement through the planning, implementation, monitoring, and evaluation of the resettlement process;
- The Proponent will establish a grievance mechanism to receive and address specific concerns about compensation and relocation raised by displaced persons or members of host communities in a timely fashion; and
- In the development of the LRP, the Proponent will be required to conduct a census to determine eligible peoples and an inventory of their assets as a basis of determining their asset holdings. Both will be linked to a suitable development moratorium (i.e. eligibility cut-off date).

## 2.5 Gaps Analysis between National Laws and International Standards

Table 2.1 compares national laws with World Bank standards pertinent to land acquisition for this Project Component. The compensation entitlements, livelihood restoration and vulnerable support measures outlined in later chapters of this LRP are designed to adhere fully to Zambian legislation and address any gaps with international standards.

<sup>4</sup> <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework> accessed 05\_12\_2018

<sup>5</sup> Guidance Note – ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement page 1

**Table 2.1 Comparison between National and International Standards Regarding Resettlement**

Project impact/component	Zambian Legislation	World Bank Environmental and Social Standard 5	Measures to Address Gaps
Compensation rates	National Resettlement Policy states: Compensation should be paid to persons that are physically and/or economically displaced before commencement of the development project causing displacement: (ii) Provide prompt and effective compensation at market and/or full replacement cost whichever is higher for losses of livelihoods, assets and loss of access to the assets attributable directly to the project.	Land will be accessed only after compensation in accordance with ESS has been made available and where applicable, displaced people have been resettled and moving allowances (in addition to compensation) have been provided to the displaced persons. Affected persons are entitled to compensation at replacement cost, and other assistance as may be necessary to help them improve or at least restore their standards of living or livelihoods.	Refer to Chapter 6 Compensation Principles and Entitlement Matrix
Compensation for land	The Land Act stipulates that compensation for land be paid, this does not include 'undeveloped land or unutilised land.' Exception is given to land owned by an absentee owner, compensation is limited to unexhausted improvements on the unutilised land.	When land acquisition or restriction on land use (whether permanent or temporary) cannot be avoided, compensation at replacement cost will be offered to affected persons. Other assistance, as necessary, may be offered to help them improve or restore their standards of living or livelihood.	Refer to Chapter 6 Compensation Principles and Entitlement Matrix
Stakeholder engagement and consultation	Public notification (i.e. gazetting) of the land acquisition is required by Zambian legislation. National Resettlement Policy requires that resettlement activities disclose relevant information, consult fully affected persons during implementation.	Ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.	Refer to Chapter 4, which outlines the approach to stakeholder engagement and participation

### 3. EXISTING SOCIO-ECONOMIC CONDITIONS

#### 3.1 Introduction

This Chapter provides an overview of the baseline socio-economic conditions in communities that will be affected by the Project's requirement to access land for the proposed Staff Township.

#### 3.2 Methodology

In order to assess the baseline conditions of households associated with the area for the proposed Staff Township, the following methods were applied:

- Open meetings and focus group discussions with communities who access the proposed Staff Township Area;
- Interviews and consultations with key stakeholders; and
- Transect walk.

##### 3.2.1 Focus Group Discussions

Open meetings were held in key areas to allow for the participation of affected households as well as the wider community in the land acquisition and livelihood restoration planning process.

Participants were divided into semi-structured focus groups to discuss existing socio-economic conditions of the surrounding areas in order to generate a socio-economic profile for affected villages. Sub-groups included men, women, and youths (ages 18-35).

##### 3.2.2 Key Informant Interview

Primary data was collected through semi-structured KIs with the following parties:

- District Officials;
- Chiefs;
- Headmen and women; and
- Community members.

##### 3.2.3 Transect Walk

A three-hour transect walk through the proposed Staff Township area was held with a designated community representative. The transect walk included a systematic walk through the area to gain a deeper understanding of the land's importance to livelihoods for communities within the area. During the walk, participants discussed the different resources encountered with team members facilitating exchanges by asking questions and making direct observations.

#### 3.3 Characteristics of the Site

The proposed Staff Township area is located in Zambia's Southern province in Kazungula District, and in particular, the ward of Mukuni, which is under the jurisdiction of Chief Mukuni. Chibule village is the closest settlement to the affected area, other communities within a 10 km radius include Munwana, Siachuma, Chilizya, and Siachalisa (refer to *Figure 3.1*).



The site is gently undulating with drainage channels flowing eastward towards the gorge, which is 3km away. The habitat of the proposed Staff Township area constitutes miombo woodland with shrubs and grasses. The vegetation is dense making it impenetrable in some sections. The majority of the site can be considered transformed by anthropogenic (human) activities.

**Figure 3.2 View of South – South Eastern Section of Site, July 2019**



### 3.3.1 Land Use

The main land uses within the area of the proposed Staff Township are listed below.

- Access points to reach communal grazing, farming and fishing areas beyond the proposed Staff Township area; and
- Source of timber and wild plants for food, medicine, curios, construction material and spiritual use.

The nearest settlements to the proposed Staff Township area is Chibule Village, with three huts affiliated to Chibule situated 600 meters north of the site, and the main village of Chibule village 1.8 km away.

The next closest village is Ng'andu is located 4.5 km west of Chibule. There is also a football pitch in active use about 768 m from the site.



**Figure 3.3 Sign marking the Chibule Village Grazing Land Adjacent to the Proposed Staff Township Site**



The primary economic activity undertaken by Chibule community members is livestock rearing, curio making and wood harvesting (Wood is harvested by both men and women for firewood, livestock fencing, housing material (roof beams, wale poles etc.), furniture and charcoaling.

Curios are sold in Livingstone around the Victoria Falls area, as well as the Mukuni Royal Village, where there is a curio centre frequented by tourists.

Wood demand for both the curios and other wood harvesting activities is resulting in timber reserves being depleted due to deforestation, and community members now venture beyond the immediate area to find appropriate raw materials for their woodcarving, charcoaling and wood harvesting.

### **3.3.2 Natural Resources**

The most important natural resources to local communities is pastoral land for grazing; water sources including the streams, rivers and boreholes; wood for poles, construction of structures, firewood and carving, and thatching grass (elephant grass) for houses and fences.

Particular wild trees are sources of traditional medicine, building materials and wild fruits (e.g. *Nchenje*, *booma*, *injii*, *mawii*, *embububu*). They are gathered both for household consumption and sale in local markets.

## 3.4 Demographics

### 3.4.1 Population Size

The proposed Staff Township area is located in Kazungula District, which has a population of 104,731 people, living in 20,417 households with an average household size of 5.2 people. It is the district with the smallest population density at 8.5 people per km<sup>2</sup>. (ZamStats, 2018) (Refer to *Table 3.1*).

**Table 3.1 Population Statistics – District Level**

District	Population (2010 census)	No. of Households (2010 census)	Population density (km <sup>2</sup> , 2019 Projection)	Population (2019 Projection)
Kazungula	104,731	20,417	8.480/km <sup>2</sup>	154,995

Source: Central Statistical Office Zambia (2018)

The proposed Staff Township area falls within Mukuni Chiefdom, which from records kept by the Chiefs Headmen, has a total population of 2,272 people within 522 households.

The village closest to the proposed Staff Township area (Chibule), has 67 households with a total population of 220 persons. *Table 3.2* lists the population of other villages within a 10 km radius of the proposed Staff Township Area

**Table 3.2 Population Statistics for the Villages in the Study Area**

Village	Population count	Number of Households
Chibule	220	67
Ng'andu	265	55
Munwana	50	14
Chilizya	142	35
Siachalisa	79	18
Sichilobe	106	21

ERM FGDs, 2019

### 3.4.2 Religion, Ethnicity and Language

Christianity was the dominant religion in the Project Area. Denominations included Roman Catholic, New Apostle, Apostolic Faith Mission, Church of Christ, Pilgrim, Baptist and Seventh Day Adventist. The dominant group is the Toka Leya ethnic group, As such, the most commonly spoken language in the villages around the proposed Staff Township is Toka Leya (which is a dialect of Tonga). Discussions with the village headman in Mukuni chiefdom revealed that there are also small numbers of Tongas and Lozis in the villages.

#### 3.4.2.1 Gender and Age Distribution

In the household survey undertaken in 2014, the population in the wider Project Area was found to be slightly weighted towards males (51%). Youth (under 35 years of age) made up the majority of the population with 26% of the population falling within the age range of 6 to 14 years and 29% between 15 to 25 years.

#### 3.4.2.2 Land Tenure and Ownership

The majority of land tenure (94%) in Zambia is customary. In general, land belonging to a community is communally 'owned' but can be allocated to individuals within the village by the headman, under the

chairmanship of the chief or in the case of the Mukuni chiefdom, the Bedyango. Land inheritance is hereditary. Land tends to be allocated to men, or inherited by male family members. Women generally access land through their husbands.

The land required for the proposed Staff Township is communally held and has not been allocated by the Chief or Headman to any individuals. It is an area where livestock grazers pass through in order to reach grazing areas and distant water sources; some community members from the Ng'andu village cluster <sup>(6)</sup> forage for timber and forest products.

### **3.4.3 Livelihoods and Economy**

As with much of the broader region, communities located near the proposed Staff Township area are principally subsistence farmers, selling what additional crops they produce to generate a small income.

There is also substantial engagement in the curio trade with the presence of a major curio market within the Mukuni Royal Village. Sale of curios helps to generate additional income for the household. Other livelihood activities include trading, the collection and selling of firewood and wild fruits, hunting, fishing, casual labour and tourism related activities. There is very limited formal employment.

Communities are reliant on many of the natural resources that are found within and around the villages. A vast majority of households are engaged in the collection of forest products, both timber and non-timber, to sustain their livelihoods. Almost all households collect fruit for both consumption and income purposes. Other products from forests include honey, medicinal plants, firewood, construction materials and charcoal. The forests are also considered an important source of raw materials for wood and beads used to make curio products

Based on KIIs and the transect walk through the area, the supply of trees suitable for curio carving and building construction has been seriously depleted. FGDs indicated that hunting is not that prevalent in the area due to reduced wildlife populations.

### **3.4.4 Economic and Livelihood Activities in the Project Area**

#### **3.4.4.1 Livestock Rearing**

Livestock rearing is the most common livelihood activity in the area. The majority of livestock are reared for income purposes. The most commonly owned livestock include poultry, goats, cattle, pigs and donkeys. Cattle and donkeys were observed to be primarily used for ploughing and ox cart transport purposes. Livestock rearing is also an important form of savings from which to barter payments for dowries or consultations with traditional healers. Livestock is also central to sacrifices in rituals.

Community members emphasized that livestock has become a particularly important source of income during drought periods and served as an alternative livelihood strategy when crop harvests were inadequate. The income generated from the sale of livestock is also used to fund children's education, family healthcare and other household requirements. Most villages reported that they did not use livestock for dairy production.

Livestock is sold in market at Chibule and Mukuni Village, where buyers travel from Livingstone and beyond to purchase livestock. Where households were able to, they would pay to rent small trucks, oxcarts and space on private vehicles to transport their livestock to market. Smaller livestock such as chickens were transported via taxi or hitchhiking vehicles, where people paid between 20 and 100 Kwacha one way. The majority of people walked their livestock to market themselves or paid others 100 Kwacha per animal to walk the livestock to market for them.

On average, the following amounts were received for livestock in good health:

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<sup>(6)</sup> The Ng'andu village cluster includes the villages of Muntumuswana, Chibule, Ng'andu, Munwana, Mukalahani, Siachuma, Chilizya, Zangala, Namatosgo, Siachalisa, Sichilobe, Siamatete and Tembo

- Juvenile cow (2 years old): Kwacha 1500
- Adult cow: Kwacha 5000
- Goat: Kwacha 150 – 200
- Chicken: Kwacha 30 – 40

The ownership of cattle, like in most of Africa is seen as a wealth status. The more cattle a household or individual owns, the more wealth and status they are perceived to have.

Finding water for livestock was cited as a challenge, particularly under drought conditions currently being experienced in the majority of affected villages. Communities reported to use water sourced from boreholes, dams (where present) or water from streams and rivers.

#### 3.4.4.2 Crop Farming and Gardening

Primary livelihoods in the wider Project Area are almost entirely agriculture based and all village clusters engaged in FGDs are engaged in the cultivation of crops, regardless of whether they consider it their primary occupation. There is very little or no irrigation used and almost all crops are rain fed. The staple crop grown is maize, but millet, sorghum, cowpeas, sunflowers and groundnuts are also cultivated. Focus group participants cited a lack of government support, inadequate mass water infrastructure and distance to maize depots as a primary reason crops were not used for commercial benefit.

Crop farming is focused in the rainy season across the Project Area. Crops are planted between November and January and harvested in April and May. Seeds are sourced from previous harvests or, when previous harvests are poor, they are bought at commercial seed outlets. Equipment used for agriculture is basic e.g. (hoes, machetes, oxen and donkeys) because it was part of the local culture and because they do not have the funds to invest in more efficient equipment. Communities use fertilisers, which are either bought at personal expense or accessed through the Government Funded Fertiliser Support Programme.

Vegetable gardening is undertaken in all communities throughout the year and used for both subsistence and economic purposes. Garden plots are cared for primarily by women and are often communal in nature. Commonly grown plants include tomato, cabbage, onion, butternut, peppers, eggplant, carrots and beans.

As indicated previously, the land required for the proposed Staff Township is communally owned, controlled by the Chief and his appointed headman, with no individual usage rights and no cultivation.

#### 3.4.4.3 Curio Trade

Curios are made by both men and women and sold in tourist hotspots including Livingstone town, within the vicinity of the Victoria Falls and at the Mukuni Curio Market in Mukuni Village. As indicated previously, timber resources in the proposed Staff Township area used for curio making have been severely depleted, and no longer represent a viable source for the local communities.

In Zambia, legislation requires that those who cut down the trees are in position of a permit, however, the majority of 2019 FGDs with those engaged in curio making suggested this was not the case and most people operated without the permit.

**Figure 3.4** Wooden carvings created by a Chibule Resident



### 3.4.5 Household Income and Expenditure

FGDs in 2019 found that the majority of communities earned a small household income, much of which was generated through agricultural activities. In the villages in the Mukuni ward, curios are also significant income generators.

Where greater income to supplement education and healthcare is required, or where households traditional income sources are compromised, livestock sales become an important income generator.

In the household survey undertaken by ERM in 2014, households reported that food was the largest expenditure, accounting for 48% of monthly spend (or 431.75 Kwacha). Food purchased was typically that which cannot be grown (e.g. salt, sugar and oil), however maize was also bought when harvests have been depleted. Clothing was reported as another common household expenditure. In many cases households found it difficult to estimate monthly expenditure on key items as money tends to be spent as soon as it is obtained.

According to the 2014 ERM household survey, some communities in the Project Area had small savings groups. However these schemes are very small with minimal funds.

## 3.5 Education

Despite the national policy of free primary education, a number of children do not attend school because their parents or guardians cannot afford the additional costs of uniforms, food, transportation and books.

Educational budgets were reported to be inadequate and are blamed for poor delivery and quality of education amongst communities in close proximity to the proposed Staff Township site. A shortage of teachers and learning materials, as well as inadequate infrastructure are major challenges to achieving universal education in the Project Area districts.

There is a shortage of schools in the Project Area, particularly secondary schools which are typically located in market centres of the district including Zimba, Choma, Livingstone and Kalomo.



Observed school infrastructure is generally of poor condition and inadequate for the number of students attending facilities. Buildings were in varying conditions, however many were observed to have peeling walls, broken windows and damp. The majority of schools visited had between 1 and 3 classrooms, however serviced five or more year groups. Classrooms typically had a blackboard and an insufficient number of desks and chairs; whereby students have to share chairs and desks or simply sit on the floor.

The teacher to student ratio for schools in Mukuni ward (Kazungula) was noted to be one teacher to 75 – 80 students.

### 3.6 Health

Mukuni Clinic provides family planning, maternal, child health, and antenatal care services, treatment of STIs, counselling, testing and care for those with HIV and general treatment of diseases. It is the closest clinic to the proposed Staff Township area.

According to a health worker at Mukuni Clinic, the most common illnesses in order of prevalence are respiratory tract infections, coughs, dental problems, eye disease, pulmonary disease, skin disease, trauma and injuries, ear disease and asthma. Malaria rates were reported to have significantly decreased in recent years due to the effectiveness of preventative measures such as spraying and use of mosquito nets. Community members in associated with the proposed Staff Township Area attested to decreasing malaria rates, but still cited it as a common health problem.

The communities interviewed reported the supply of health facilities and related services as insufficient to cater for the needs of the area. The aforementioned Mukuni Clinic was said to cater for up to 57 Villages about 2,295 people.

Generally, there are long distances involved when accessing the health facilities coupled with high costs of treatment, transport (about 100 Kwacha for a taxi) and shortage of medication and medical personnel. There is only one doctor for the entire chiefdom who is only available for three days every week. Only a clinical officer and eight nurses are available throughout the week. Other reports indicate that the doctor is only available once a week and 12 nurses and a medical assistant service the area.

**Table 3.3 Health Facilities in the Project Area**

Village Cluster	Village	Nearest Health Facility	Number of health personnel
Ng'andu	Chibule	Mukuni Clinic (15km away for furthest villages)	10 nurses 1 Medical Assistant 1 Co-medical Assistant 1 Doctor (once a week)
	Ng'andu		

\*Demonstrates furthest distance travelled to health facility

Source: ERM FGDs, 2019

The greatest impediment to receiving healthcare in the Project Area is shortage of health facilities, drugs, personnel and equipment as well as the distance villagers are required to travel. Mukuni Clinic is particularly overburdened and under resourced. Mukuni Clinic services a population of an estimated 10,000 people. In addition to health personnel available at health posts listed in *Table 3.3*, Community Health Workers (CHW) are located in every village.

CHW are mainly involved in HIV/AIDS awareness campaigns and counselling and home visits. Once a month, CHW organise for health professionals to do rounds in each village in the Project Area, and

to do inoculations and general check-ups. This is particularly beneficial to vulnerable groups including pregnant women, children and the elderly.

### 3.6.1.1 *Traditional Medicine and Healers*

Traditional healers are reported to be present in all the communities and are particularly important areas where access to healthcare is extremely difficult. In all other villages, traditional medicine is used as an alternative to conventional medicine when patients cannot afford to pay for treatment, distances to health centres is too great or as a last resort when conventional medicine fails to have an effect.

This is relevant to the proposed Staff Township area as it has been (and to some extent continues to be) a source of forest products useful in preparing traditional medicine; however, this is limited.

## 3.7 Services and Infrastructure

### 3.7.1 *Transportation*

Kazungula District is primarily connected by the tarred T1 road (Livingstone to Kalomo to Zimba to Choma) to the North. Access to amenities, larger settlements and service infrastructure not located along the T1 road is via secondary, graded roads while the majority of settlements are accessed by sand and gravel roads. A large number of these roads are in poor condition and are impassable in the wet season.

Public transport is generally available in Livingstone, However, public transport within the villages close to the proposed Staff Township is virtually non-existent. As such, the majority of villagers explained in the FGDs that they walked, rode bicycles or motorbikes and caught lifts with villagers who had access to private vehicles. Private taxis are available, however they are costly and cost 250 Kwacha one way.

Oxcarts were used to transport goods and services as well as donkeys, which were observed to be important pack animals in a number of communities.

**Figure 3.5 Donkeys on the Mukuni Road to Chibule**



### 3.7.2 *Water*

Communities in the Project Area that participated in the 2019 FGDs accessed water from wells/boreholes and rivers. Wells and boreholes were the most popular source of water. Surface water including dams, streams and rivers were relied upon for both household and agricultural activities. In villages where mechanised wells were available, they were hand pumps and water from wells was used not only for household use but for watering of cattle, gardening and brick making. Each village cluster



reported to have between 2 and 4 boreholes per village. Water collection is primarily undertaken by women and children and distances travelled to collect water varied from 500m to 10 km.

Access to water was reported as an issue in the villages affected by the proposed Staff Township. This was particularly true of the dry season, when FGDs reported that many water sources dry out and distance to collect water increases. Reason for water issues included drought, damming of rivers by upstream agricultural users and damaged/non-maintained infrastructure.

**Figure 3.6 Manual Hand Pump (left) and Pan used to Water Cattle (right)**



### 3.8 Telecommunications

Most people who attended the village FGDs owned mobile phones and used them as their primary means of communication. Telephone reception however is poor in the majority of the communities, particularly the more isolated villages.

#### 3.8.1 Recreational facilities

Sport is an important social activity in all the villages that participated in the 2019 FGDs and all villages affected by the proposed Staff Township participated in inter-village football and netball leagues. Each village has at least one field/court, however equipment including balls were not always available. Some schools also have courts and fields on which children played against one another within the village and against other villages.

## 4. CONSULTATION AND DISCLOSURE

This *Chapter* describes stakeholder engagement activities undertaken and planned for the acquisition of land for the proposed Staff Township area. It highlights the Project's approach to ensuring free, prior and informed consultation of stakeholders and their representative institutions in land access and acquisition.

Stakeholder engagement activities are divided into five sections:

- **Stakeholder Engagement Approach:** Description of the overall approach to stakeholder engagement, and the specific goals and objectives of the engagement strategy.
- **Stakeholder Identification and Engagement Methods:** Identification of key stakeholder groups and individuals at the affected community, local, district and provincial level, and how they will be involved in resettlement discussions and planning.
- **Engagements to Date:** Summary of engagement activities undertaken during June and July 2019;
- **Key Issues Raised by Stakeholders:** Summary of key issues raised by stakeholders during recent field activities; and
- **Disclosure:** Disclosure of the LRP and description of planned engagements moving forward.

In addition to this LRP, a detailed Stakeholder Engagement Plan (SEP) has been prepared for the proposed BGHES as whole. The SEP outlines the roles and responsibilities for keeping all stakeholders appropriately informed of Project progress, and involved in resettlement planning and implementation.

The SEP will identify and map all Project stakeholders with an interest, or ability to influence the land acquisition and resettlement process, and provide guidance on the establishment of Project steering and advisory committees.

### 4.1 Engagement Approach

Stakeholder engagement is the broad, inclusive, and continuous process of relationship building between a Project proponent and its stakeholders, particularly those directly affected.

The specific approach to stakeholder engagement for land acquisition related to the proposed Staff Township include the following:

- Establish and maintain a constructive, ongoing relationship with those to be displaced, as well as other resettlement stakeholders, based on mutual understanding, respect and trust;
- Ensure that engagement activities are undertaken in a manner that is inclusive, culturally appropriate, and tailored to the language preferences and decision-making processes of those displaced, and the needs of vulnerable groups therein;
- Engage with those displaced as a group – via an informed, structured consultation and participation process. This is to establish the general terms and conditions that will guide the resettlement and livelihood restoration process;
- Undertake good faith negotiations with individual affected households on the basis of the general terms and conditions established through the group engagement described above;
- Mitigate the risks of asymmetry of information and bargaining power in the engagement / negotiations process through effective disclosure of timely, relevant and understandable, information, capacity building, and third party appointments;
- Ensure that all engagement activities are free of intimidation or coercion, and all participants are fully aware of their rights according to national law and international standards; and
- Work towards creating broad community support for the resettlement and Project as a whole.

The specific groups affected by access to land and how they will be engaged in livelihood restoration planning is described in *Section 4.2*.

## 4.2 Stakeholder Identification and Engagement Methods

Stakeholders are those individuals, groups and organizations with a legitimate interest in the land access and livelihood restoration processes. In particular, stakeholders are those people and households that experience displacement directly. In the context of this LRP, key stakeholders fall into one of the following categories:

- Government officials and bodies at the national, provincial, district and ward level; relevant to where land will be acquired and households resettled;
- Traditional leaders, including chiefs, headmen and village heads of those respective areas;
- Elected officials responsible for the Project Area;
- Individuals/Households accessing the land required for construction and operation of the proposed Staff Township for livelihood purposes; and
- Community based organizations active in the area.

Table 4.1 lists the key stakeholders with an interest in this component of the Project.

**Table 4.1 Project Stakeholders**

Stakeholder Category	Key Stakeholders
Government officials – National/Provincial/District	Ministry of Lands and Natural Resources and district government officials necessary for issuing a permit to occupy the required land
Traditional leadership	Mukuni Chiefdom
Elected officials	Project-affected Ward Councillors (Mukuni), Member of Parliament
Residents of main villages/settlements in close proximity to the proposed Staff Township	Chibule, Ng'andu, Chilizya, Mukuni, Siachuma, Siamatete
Community-based organizations	Zambia Vulnerability Assessment Committee, Farmers Associations, The Butterfly Tree, Response Network, Alliance for Sustainable Agriculture, Zambia Chamber of Small and Medium Business Associations, Zambia Community Based Natural Resource Management Forum, and faith-based organizations

The methods for engaging stakeholders include informal engagement and information sharing (including the use of social media) and formal notifications, as required by national legislation governing land acquisition.

To align more closely with international standards around land acquisition and resettlement, the Project will establish a three-tiered stakeholder engagement approach (see Resettlement Policy Framework) to reach collective agreements on key aspects of land acquisition and resettlement, and to steer resettlement planning and implementation on subsequent Project phases. This will be particularly important for the next phase of the Project (i.e. construction of transmission lines), where land acquisition impacts will be significant and will likely include physical displacement.

The Project will establish a dedicated RAP/LRP Implementation Team (refer to *Chapter 11*) responsible for, among other, conducting additional engagement as well as providing technical advice and support to each stakeholder tier. The Implementation Team will work collaboratively with Project stakeholders

to ensure land access and livelihood restoration aligns with the Resettlement Policy Framework and the commitments made in this LRP.

Key issues requiring stakeholder participation include:

- Reviewing and finalizing the criteria for Project eligibility and components of the entitlement matrix;
- Management of land acquisition related grievances; and
- Livelihood restoration monitoring and evaluation.

### 4.3 Engagement to Date

The Project's Environmental and Social Impact Assessment (ESIA) team established a Project stakeholder database, which identifies and registers all interested and affected individuals, groups and organizations. General information about the Project generated by the ESIA process has been widely distributed to stakeholders in person, by regular mail and where feasible, via email.

In 2016, notices were published in newspapers with a wide readership in Matabeleland North, and information meetings were held with traditional leaders, including headmen and village heads, to further encourage the involvement of stakeholders in Project impact discussions, including impacts related to the land acquisition process.

With respect to land access related to the components associated with this LRP (proposed Staff Township), as described previously, field work was undertaken in June and July 2019 including FGDs, KIIs, participant observation and transect walks through the proposed Staff Township area.

A summary of the FGDs held in the communities relevant to this Project Component are presented in *Table 4.2*.

**Table 4.2 Summary of FGDs held with Affected Communities**

Village Cluster	Village	District	Province	Ward	Engagement Activity
Ng'andu	Chibule	Kazungula	Southern	Mukuni	FGDs with villagers and headmen, including vulnerable groups
	Ng'andu	Kazungula	Southern	Mukuni	FGDs with villagers and headmen, including vulnerable groups
	Munwana	Kazungula	Southern	Mukuni	FGDs with villagers and headmen, including vulnerable groups
	Chilizya	Kazungula	Southern	Mukuni	FGDs with villagers and headmen, including vulnerable groups
	Siachalisa	Kazungula	Southern	Mukuni	FGDs with villagers and headmen, including vulnerable groups
	Sichilobe	Kazungula	Southern	Mukuni	FGDs with villagers and headmen, including vulnerable groups

### 4.1 Perceptions on Land Access in Affected Communities

In FGDs with affected communities as well as KIIs with Headmen and the Chief, land was considered to be adequate in the broader area. People understood and respected traditional land rights and the Chiefs ultimate ownership and management of all land in the Chiefdom. The land set aside for the proposed Staff Township was said to be largely unutilised and overexploited. However, this along with the prospective acquisition of the land for the proposed Staff Township was not seen as problematic, as alternative land is available and being used for wood harvesting, grazing and other land uses.

## 4.2 Other Key Issues Raised by Stakeholders

Table 4.3 summarizes community concerns regarding the proposed BGHES, raised during the meeting held with the Village headmen at Mukuni Royal Village on 1<sup>st</sup> July, 2019.

**Table 4.3 Concerns Raised by Village Headmen at Mukuni Village**

Concerns from Headmen	Response from ZRA/ERM
Previous projects like the Victoria Falls Power Station, Kariba Dam, and the Bridge on the Zambezi River never considered the views of the people. What measures are being put in place to ensure that the view of the affected communities are incorporated in the proposed BGHES project implementation?	<p>The proponent and Project partners are keen not to repeat the mistakes of the past.</p> <p>During implementation, the ESMP and monitoring plan will ensure that all the views of the community are taken into consideration.</p> <p>A public disclosure period will follow submission of the ESIA and related reports – at key areas accessible to communities – as well as in the newspapers and the ZRA website to request comments from the stakeholders. Public meetings will also be held as part of the disclosure process.</p>
What areas of Corporate Social Responsibility (CSR) are being considered in the Project?	CSR issues will be considered in the development of impact mitigation measures
After completion of the dam: what will the staff housing be used for?	The projection is for the Project proposed Staff Township to be utilised for the construction phase of the project – up to 7 years in duration. Operational phase staff will replace the construction staff. The current plan is for the proposed Staff Township to remain in the hands of the proponent. ZRA and/or its representatives will communicate any changes otherwise made to the Project plan to the community.
When will the Project start?	<p>The implementation of the Project is in phases. The feasibility phase is complete and currently the ESIA report is being updated. These studies are being undertaken concurrently with the Engineering, legal and Financial work streams.</p> <p>These studies are proposed to be completed in 2019. Possible developers have already been identified but consultations are still ongoing. The outcomes will be formally communicated in due course.</p>
How is the matter of the possible flooding of the rapids being addressed?	The consultants will as part of their assignment conduct a flow rate analysis as well as a tourism study. The purpose of the latter will be to find out the operation regime of the river-based tourism activities, and potential impacts on the sector the project might have. This will also take into account rafting seasons and other activities dependent on the rapids.
What will be the impact of the project on the Victoria Falls?	Feasibility studies have been undertaken and results indicate that Victoria Falls will not be affected by the Project.

### 4.3 Future Engagement

Additional meetings will be held with key government ministries and departments with responsibility for land acquisition including the Ministry of Lands, District Administrator's office, and officials from the local government to ensure permission for the Project to occupy the proposed Staff Township area is properly secured.

Additional engagement will be held with the traditional leadership and local representatives of affected communities to facilitate the land acquisition process; and to ensure there is a flow of Project-related information and meaningful involvement of affected people in the finalization of compensation and livelihood restoration measures. This will include appropriate formal public notification (gazetting) of the Project's intention to acquire the land for the proposed Staff Township.

### 4.4 LRP Disclosure

A summary of the LRP, in the appropriate local language will be prepared and distributed to traditional leaders and local government. They will be encouraged to post the summary in affected communities and will be provided with Project support in sharing its content in meetings with their constituents.

## 5. PROJECT IMPACTS

This *Chapter* describes the displacement impacts resulting from the acquisition of land required for the proposed Staff Township, and the efforts to locate and design the township to avoid economic displacement.

### 5.1 Efforts to Minimize Displacement

The proposed BGHES requires proposed Staff Townships in both Zimbabwe and Zambia. Six alternative areas were preliminarily identified, three locations in Zimbabwe and Zambia respectively. Proposed Staff Townships will be located on the North bank of the dam (in Zambia) and the South bank (in Zimbabwe).

In Zambia, the most suitable location for the proposed Staff Township is shown in Figure 5.1. The proposed site was selected due to the proximity to the different Project components. As has been noted, land-take associated with proposed Staff Township construction and operation will not result in physically displacement of any households. Economic displacement will be limited to loss of access to communal land.



## 5.2 Physical and Economic Impacts

Under customary law, the Chief of Mukuni Chieftdom has the power to allocate land and grant usage rights. Chief Mukuni confirmed that the area chosen for the proposed Staff Township is communally owned and accessed predominantly by the 220 residents of Chibule village. The Chief verified that no individual customary usage rights to the area have been granted.

An assessment was undertaken to better understand and confirm how acquisition of the land for the proposed Staff Township would impact the following:

- People/households of nearby villages;
- Land area according to land type (i.e. agriculture land both cultivated and fallow, grazing land, residential land);
- Crops and trees;
- Public facilities and infrastructure (i.e. wells/boreholes, schools, clinics, places of worship etc.); and
- Graves, shrines and other areas where cultural heritage exists (if applicable).

The area required for the proposed Staff Township does not have any built assets, agricultural cultivation or human habitation. Hence, the development of the proposed Staff Township here will not result in any physical displacement of people, and only limited economic displacement.

Construction and operation of the proposed Staff Township in this area will result in two main losses:

- Foot paths used to access dedicated grazing lands, sources of water for livestock and farm areas beyond the Staff Township site; and
- Loss of access to natural resources (both timber and non-timber products).

### 5.2.1 Loss of Land

Land take required for the development of the proposed Staff Township is 489 hectares. This land is unpopulated and not considered suitable for farming. No agricultural fields or residential plots will be affected. The land is communally held and used. An estimated 210 households from six villages travel through the land and periodically gather timber and non-timber forest products from within.

### 5.2.2 Loss of Access

The proposed Staff Township contains a number of important pathways to fishing locations and vegetable gardens in addition to being adjacent to the area designated by the Chieftdom as Chibule Grazing Lands. While the Project footprint for the proposed Staff Township does not directly affect these resources, its location will require the communities accessing the grazing land and associated surface water resources to find different access routes.

**Figure 5.2 Path within the Proposed Staff Township Site**



### **5.2.3 Loss of Trees**

#### **5.2.3.1 Timber Products**

Traditionally timber in the footprint of the proposed Staff Township was reported to be used for curio making as well as for firewood, construction poles and other building materials. However, during FGDs and KIs with local leaders and area residents, it was confirmed that timber resources used were almost completely depleted from the site.

#### **5.2.3.2 Non –Timber Forest Products (NTFPs)**

Non-timber forest products available in the proposed Staff Township site include the following:

- Wild fruits (injii, marula and mumbububu), honey, edible root tubers (particularly a climbing tuber – known locally as Makuli) and leaves of various plants used as feed for livestock; and
- Medicinal plants including the Kanunkira tree whose roots are used to treat headaches, Mululwe whose bark has medicinal value, Aloe Vera used to treat malaria, diarrhoea and burns, Mopane used to treat diarrhoea in cattle and syphilis in human beings.

Similar to timber resources, the supply of these products has become depleted due to over exploitation and drought.

### **5.2.4 Impacts on Cultural Heritage Sites**

No graves or other cultural heritage sites have been identified in the area required for the proposed Staff Township. However, the Project will implement a “chance find” procedure whereby work will be

suspended if a grave or cultural site is identified during construction until there has been additional engagement with the community and affected household.

## 6. ELIGIBILITY, ENTITLEMENTS AND COMPENSATION

### 6.1 Introduction

This *Chapter* describes the general principles and policies applied to determine eligibility and define entitlements for compensation resulting from the acquisition of land required for the proposed Staff Township.

The objective of the eligibility and entitlement framework is to provide transparent, fair and timely (prior to displacement) compensation for impacts to all PAPs in accordance with Zambian law and World Bank Environmental and Social Safeguard Policy Standard 5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement.

### 6.2 Eligibility

Eligible persons include all persons with a formal interest in the land required by the Project – this may take the form of propriety ownership, co-proprietary, tenants, or any persons with other limited interests. The term is further expanded to include affected persons – persons who gain a benefit or utilise the land or improvements made on that land irrespective of their legal standing.

Immovable assets typically considered eligible for compensation include the following:

- Land, including cultivated and fallow land, forest, and residential plots;
- Crops, both annual and perennial;
- Common property resources, including wild plants and animals, fuel wood, and timber;
- Structures, including houses, annexes and derelict buildings, along with fences and other built improvements;
- Other infrastructure, either communal infrastructure or private, including wells, roads, and irrigation infrastructure; and
- Public access, including informal roads and footpaths and navigable waterways.

The above assets are typically held under three types of tenure arrangements:

- Registered ownership, through possession of formal title deeds that are registered;
- Communal ownership, where by the State has authorized local government authorities or traditional leaders to manage the asset on their behalf, which may or may not be formally documented. Individuals, families, clans or villages, or even some combination of these may use communal assets; and
- State owned.

With respect to compensation, as no one has been granted individual usage rights by the Chief to the proposed Staff Township area and because there are no immovable assets (i.e. structures, annual/perennial crops), compensation will be based on communal usage of the land.

The land is used by community members in the following two ways:

- (i) Public access: foot paths used to access dedicated grazing lands, sources of water for livestock and farm areas beyond the proposed Staff Township site; and
- (ii) Foraging natural resources (both timber and non-timber products).

*Table 6.1* outlines the persons eligible for compensation based on the assessed impacts.

**Table 6.1 Types of Loss & Eligibility for Compensation**

Type of Loss	Eligible Persons	Description
Communal Land	Individual and communal land users, authorized by local gov't / traditional leaders	Land managed by local government or traditional leadership, on behalf of the State. It is common for these entities to give permission for use to people / communities / tribes.
Community Access Points	Communal Users	The communal users who access / utilize village access points and right-of-way to support and maintain livelihoods.

### 6.3 Entitlement Framework

The Entitlement Framework defines the types of compensation or resettlement assistance that will be provided to eligible persons based on the type of asset that will be lost. The framework also establishes the conditions under which eligible persons are granted allowances or access to livelihood restoration programmes. Where possible and reasonable, a range of livelihood assistance options will be provided that allows households to select the type of compensation that best suits their unique conditions.

Entitlement policies define the specific type of compensation to be made available to those affected by specific displacement impacts.

Entitlements generally fall into the following categories:

- In-kind compensation, which involves the planning, design and development of replacement assets and livelihood activities to compensate for those lost to the Project; or
- Cash compensation, which involves the payment of cash to compensate for assets, lost to the Project, at agreed replacement rates of the lost asset.

In accordance with international standards, the Project favours the provision of in-kind compensation over cash compensation wherever feasible, as it represents a reduced risk – for both the Project and those affected – of entitlement mismanagement, inequitable distribution, and long-term impoverishment. Cash compensation will only be provided under circumstances, for specific types of impacts, and under carefully controlled conditions.

All compensation will be established in consultation with affected communities and local authorities including technical services. Compensation rates will be equal to or greater than full replacement value of the affected asset with no deduction for depreciation.

The Entitlement Matrix (see *Table 6.2*) defines the types of compensation or assistance to be provided to eligible persons based on the type of asset that will be lost and according to World Bank standards and requirements stipulated by Zambian law. It will be presented together with the eligibility criteria to local stakeholders during LRP disclosure. Based on these discussions, any necessary adjustments will be made and a final version included as an Annex to this LRP.

**Table 6.2 Entitlement Matrix**

Project Impact	Eligible Party	Eligibility Criteria	Mitigation Measures
<b>Loss of Land</b>			
<b>Communal Land</b>	Community members utilizing the proposed Staff Township area for collection of natural resources	Permanent loss of communally used land and associated common property resources within proposed Staff Township area	<ul style="list-style-type: none"> <li>■ Access to equivalent area of equal or greater potential value (i.e. timber and non-timber products) and locational advantages;</li> <li>■ Access to Livelihood Restoration Measures (Section 7.2.4.1.).</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>■ In the event that suitable replacement land cannot be identified, in-kind improvements of a communal nature that will benefit the affected users of the land (e.g. support for improved road access, water, power, or health and education facilities) will be provided.</li> </ul>
<b>Loss of Village Access Points</b>			
<b>Access Points and Foot Paths</b>	Communal Users	Loss of foot paths and village access routes within the Project area	<ul style="list-style-type: none"> <li>■ Establishment of alternative paths and access points</li> </ul>

## 6.4 Loss of Communal Land and Common Property Resources

Communal land and common property resources located in the area designated for the proposed Staff Township totals approximately 489 hectares. This is the maximum area of replacement land that the Project will need to secure for communal users in the surrounding areas. In line with Zambian legislation as well as international standards, the Project will compensate the loss of communal land through the provision of alternative land at a site comparable to the current area.

During the site visit and meeting with Chief Mukuni on 4 December 2018, a verbal agreement between ZRA and the Chief was reached. The Chief agreed that the land selected for the proposed Staff Township could be acquired by the Project and prior to the start of Project construction. His chieftdom would be responsible for ensuring that communal land use and access routes are re-established elsewhere. It is understood that until such time, the area will remain uninhabited and individual usage rights to the area will not be allocated.

Subsequent to the December meeting, the Chief has spoken to the Bedyango <sup>(7)</sup>, who have identified uninhabited land as replacement. In consultation with the Chief and Bedyango, this replacement communal land will be assessed and confirmed as suitable using the following criteria:

### ■ Geographic Location:

- Distance from the location of the original site (km);
- Distance from the area being replaced (km);
- Distance to existing water sources (km);
- Distance from impacted communities (km);

### ■ Physical Characteristics:

- Acceptable and amenable relief / topography;
- Soil quality appropriate for planned land use and livestock activities;
- Natural drainage;
- Absence of natural risks;

### ■ Land Area:

- Availability of sufficient surface area (ha);
- Social and environmental impact to host communities and existing land owners/users <sup>8</sup>;

### ■ Economic Activities:

- Availability of existing pastoral areas;
- Availability of wild trees of economic and / or medicinal value;
- Availability of natural resources such as thatching grass;

### ■ Recommendations for site improvements.

A summary of the site assessment will be prepared for each potential site and presented along with photos and maps to authorities and affected communities during LRP Disclosure.

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<sup>(7)</sup> In Mukuni Chieftdom, the Bedyango is a designated female responsible for the management and distribution of land

<sup>(8)</sup> A key consideration in the selection of replacement land is the potential impact on host communities. Where necessary, the Project will include additional engagement activities with host communities and / or existing landowners to gain a deeper understanding of the social and environmental impacts as well as possible mitigation measures.



Any differences in access and availability of natural resources as well as recommendations for site improvements will be considered under the Livelihood Restoration and Improvement Program (LRIP) described in *Chapter 7*. Any recommendations for improvements beyond the targeted LRIP scope and budget will be considered for integration into the extended community outreach programs developed under the Project's Environmental and Social Management Plan (ESMP).

Existing lands demarcated by the Chief as communal grazing lands already exist 2 km south of the Proposed Staff Township. This area represents one option which can be included in the replacement site assessment process.

## 6.5 Loss of Village Access Points

It is recognised that the proposed Staff Township provides an important pathway to fishing locations as well as vegetable gardens, grazing land, and water sources, all of which are located outside of the proposed Staff Township area. To mitigate this impact and minimize disruption to important livelihood activities, a participatory process will be undertaken with the Chief and affected communities to identify and map alternative routes around the proposed Staff Township in order to access these resources and other locations of interest. Improvements to the new routes to facilitate access will be provided, if required.

## 7. LIVELIHOOD RESTORATION AND IMPROVEMENT

### 7.1 Introduction

International standards define ‘livelihoods’ as the full range of activities that individuals, families, and communities engage in to make a living. It includes wage-based income, agriculture, fishing, foraging, other natural resource-based livelihoods, petty trade, and bartering.

This *Chapter* details the Project’s approach to livelihood restoration for economically impacted households so that they are able to demonstrate a continuous and sustainable improvement in their economic activities following displacement. The overarching goal of the proposed Livelihood Restoration and Improvement Plan (LRIP) is to ensure that the livelihood of each household affected by the proposed Staff Township is restored and improved to a level equal to or greater than the level preceding impact of the Project.

In addition to the in-kind compensation for the proposed Staff Township area, the Project has developed complementary programs (*Section 7.2.4*) under the LRIP comprised of additional compensation measures to support economically displaced populations.

The livelihood programs detailed within this LRP will evolve over time as additional feedback is received from various stakeholders during LRIP disclosure and additional input provided by technical services. Feedback will be integrated into the framework below, which will be included as an Annex to this document. Implementation of the LRIP will continue until all PAHs have restored their livelihoods, or have been given sufficient opportunity to do so.

### 7.2 Livelihood Restoration and Improvement Plan (LRIP)

As noted above, this *Chapter* expands upon the Entitlement Framework (6.3) and details how the compensation provided will be supported through additional programming to achieve sustainable livelihood restoration and improvement. The LRIP consists of tailored programs based on the existing livelihood activities of the affected population and the extent to which the Project affects people’s livelihood. These measures will be expanded to address land acquisition impacts resulting from subsequent phases of the Project.

The Project will lead the process of establishing LRIP programs as well as provide the resources needed for implementation. Implementation of the LRIP will be based on a third-party model <sup>(9)</sup> with in-house coordination from the ZRA LRP Implementation Team working in tandem with selected partners. The Project will also seek to collaborate with technical services, NGOs, and other development partners in the management and implementation of LRIP programs.

LRIP activities will begin prior to displacement to establish the effective support structures necessary, while post-impact activities will focus on the provision of additional support where necessary and monitoring of impacts.

#### 7.2.1 Goals and Objectives

The goal of the LRIP will be to help restore, and where possible improve, the livelihoods and living standards of economically displaced PAHs. The LRIP will assist men, women, youth, and communities in re-establishing and strengthening current livelihood practices in the short and medium term, and develop transferable skills and engender self-reliance in the long term.

The specific objectives of the LRIP include:

- Provide support so that the abilities, resources, and assets of PAHs are effectively deployed in meaningful livelihood initiatives;

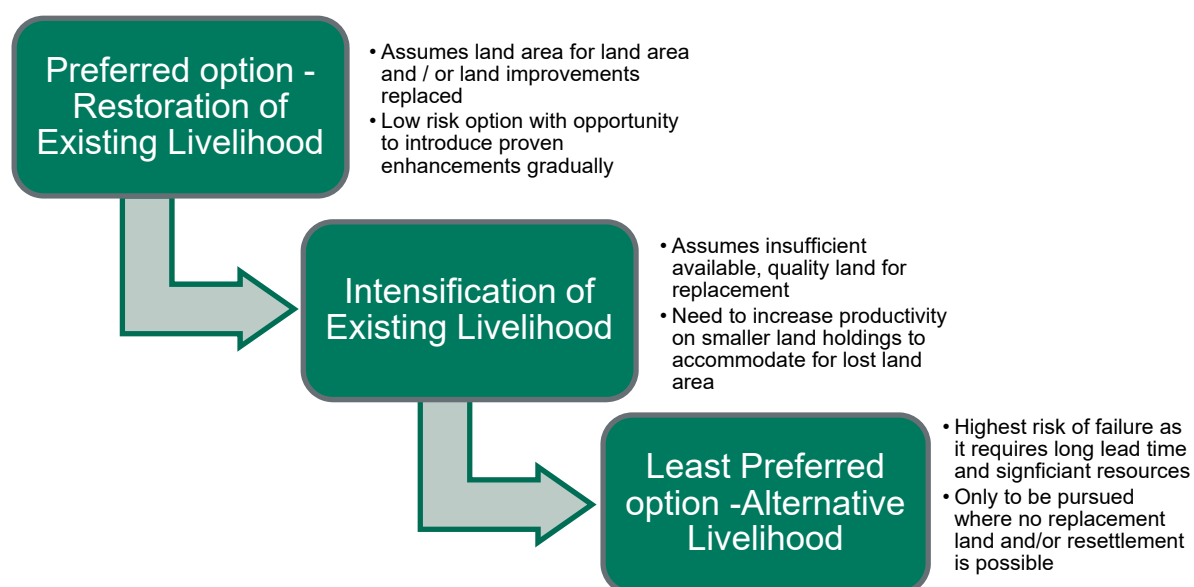
- Enable PAHs to benefit from multiple sustainable livelihood activities within the Project Area;
- Meet the compensation commitments – as agreed with PAHs – such that compensation and other displacement related assistance is effectively and sustainably managed by PAHs;
- Support the improvement of commercial skill-based livelihoods to create opportunities for PAHs to benefit from a skills-based economy;
- Deliver training, and provide people with work experience and transferable skills that will help them compete for Project-related jobs and future opportunities; and
- Provide support so that PAHs and communities are able to maintain equal access to broader community, district, and regional development programs (i.e. government programs, Project community development activities, etc.).

## 7.2.2 Principles

The following principles have been applied in the design and implementation of the LRIP:

- **Identify Livelihood Impacts Systematically** – Livelihood impacts on local people will be determined systematically through the asset surveys and engagement with those affected. To the extent possible, such impacts will be quantified and the affected people identified individually. Impacts will be considered even if the affected people are not resident in the area, do not own the land, or do not have legal title or access to the resources.
- **Plan and Negotiate Appropriate Measures with Affected People** – The planning of livelihood restoration / improvement is not a purely technical exercise, but requires a high level of interaction with the affected people in order to develop the most feasible and desirable mitigation measures. The agreed measures, in the form of compensation entitlement, will be incorporated into formal collective and/or individual agreements. All three tiers of stakeholders described in *Chapter 4* will provide input and approve the LRIP.
- **Give Preference to Replacement of Existing Livelihood Activities** – Livelihood restoration / improvement measures will be planned according to the hierarchy illustrated in *Figure 7.1*.

**Figure 7.1 Livelihood Restoration Hierarchy**



### 7.2.3 Eligibility & Target Groups

Eligibility for programs is dependent on the scale and type of impact experienced by the household. The LRIP considers the livelihood support needs of women and youth, and any marginalized and / or vulnerable groups.

### 7.2.4 Livelihood Restoration and Improvement Program Types

#### 7.2.4.1 Improvement and Sustainable Management of Replacement Land Resources

The Project will seek to improve the management of natural resources available on the land selected as replacement for the proposed Staff Township area.

Improvements will first seek to fill any gaps in access and availability of natural resources between the proposed Staff Township affected area and the selected replacement site. The list of necessary improvements will be dependent upon the results of the site assessment. Further improvements will be considered based on the recommendations of technical services as well as the needs of affected users.

These improvements may include but are not limited to:

- Formalisation of a Land & Forest Management Committee to promote sustainable and regenerative management of forest and forest products on the replacement communal land;
- Training and capacity building on natural resource management for the Committee and interested, affected community members; and
- Establishment of market linkages for timber and non-timber forest products.

#### 7.2.4.2 Enhancement of Natural Resources and Livelihood Activities

In addition to replacing key resources that support uses of the communal land, the Project will also use the results of the site assessment to fill any gaps in other natural resources that play an important role in local livelihoods.

The Project will consider designating portions of replacement land for growing thatching grass as well as a campaign to reforest beneficial trees used for construction materials and traditional medicine.

The Project will follow up with skills training on processing and marketing to promote the use natural resources as an income generating activity. Support will primarily target women in the communities surrounding the proposed Staff Township area who depend on selling and utilizing grass and trees products.

### 7.3 Optimization of Local Employment

The development of the proposed Staff Township will create a range of employment opportunities, including short-term positions during the construction phase. Although not part of LRP / LRIP activities or budget, local employment will be important in maintaining and enhancing the income of affected households. Where feasible, the Project will give first priority selection of unskilled labour positions to PAHs as part the local employment plan. Candidates will be selected through an independent committee and validated using information in the LRP database.

In continuity with the principles of the proposed BGHES Project and more broadly the ZRA, local employment will be supported through the Project's community outreach initiatives as a way to extend Project-related benefits to affected communities.

The Project will seek to build upon and strengthen existing training programs offered through local government to ensure that local candidates have the best opportunity to successfully fill required positions while increasing their broader skill set and retention for skilled jobs during operations.

Due to the nature of the Project, it is envisioned that the majority of jobs will be comprised of construction roles that traditionally disadvantage female candidates and candidates with lower physical capital due to age or handicap.

To ensure that Project-related benefits are inclusive of all categories of people in the Project Area, the Project will integrate gender and other social dimensions into existing policies to build and maintain a diverse and gender-balanced work force.

## 8. VULNERABLE SUPPORT

Vulnerable persons are defined by the World Bank as those who, "by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status, may be more adversely affected by resettlement than others, and who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits." These standards require that particular attention be paid to the needs of the poor and vulnerable in resettlement planning.

Vulnerability will be considered on a household basis rather than at an individual level. The rationale is that where potentially vulnerable (e.g. frail elderly) people are present within a household with people who are not vulnerable (e.g. adult children), then vulnerable members have sources of support and avenues for being represented in resettlement planning and implementation.

Household vulnerability may be either:

- **Pre-existing:** present in a Project area prior to the start of Project activities; or
- **Project-induced:** a result of Project activities.

As a principle, the Project will seek to ensure PAHs identified with pre-existing vulnerability have equal access to the benefits of LRP activities, and take steps to ensure they are fully informed of Project progress.

In addition, it is noted through stakeholder feedback that vulnerable groups, particularly those with physical and / or mental handicaps, feel excluded from project developments and will therefore be engaged during subsequent developments in a way that ensures they are given adequate opportunity to provide input.

### 8.1 Vulnerable Support Program (VSP)

For the Project as a whole, a Vulnerable Support Program has been developed which includes three main components:

- Continuous monitoring, identification, tracking, and follow-up of all PAHs to ensure they have access to, and benefit from, LRP / LRIP activities and Project interventions. This may include special accommodations (i.e. additional individual meetings to ensure they are fully informed, and provision of special assistance in reconstructing fences / non-residential structure).
- Established interventions to ensure that the execution of LRP activities minimises Project-induced vulnerability while accommodating PAHs with pre-existing vulnerability.
- Referral of vulnerable households to existing reputable community service providers (or provision of assistance to access these services) when LRP activities are unable to sufficiently address pre-existing and / or Project-induced vulnerability.

#### 8.1.1 Vulnerable Support Program (VSP) Goals and Objectives

The VSP focuses primarily on monitoring, follow-up, and referral of vulnerable households to the LRP implementation team and / or existing community service providers.

The goal of the VSP is to identify, assess, support, and provide remedial assistance and follow-up for affected households experiencing severe hardship as a result of Project impacts.

The specific program objectives include:

- Ensure that PAHs are provided with supplementary support or assistance so they can participate and benefit from LRP programs, particularly the LRIP;
- Identify PAHs who may potentially be vulnerable and ensure that they are able to participate in all aspects of the planning, implementation, and monitoring of the LRP(s); and



- Strengthen individual, household, and community support services.

### 8.1.2 Identification of Vulnerable Persons

Any PAHs that exhibit markers of vulnerability will be eligible to participate in the support programming outlined in the VSP.

A three-stage process will be used to monitor, identify, and track vulnerability:

- Inclusion in the Project's Vulnerable Watch List using proxy vulnerability benchmarks;
- Verification through discussion with the Ministry of Social Welfare, traditional leaders, or through a Vulnerable Assessment Home Visit;
- Approval of eligibility and referral to appropriate assistance and service providers such as the Hwange District food distribution scheme, tuition assistance / loans for the disabled, and / or assisted medical treatment.

#### 8.1.2.1 Vulnerable Watch List

A Vulnerable Watch List will be used to identify potentially vulnerable PAHs using broad proxy vulnerability benchmarks. The main function of the Vulnerable Watch List is to highlight households that may be vulnerable for closer monitoring and support. As such, the Vulnerable Watch List serves as an "early warning system" to identify potential issues with LRP implementation that may result in vulnerability. (While some LRP processes may be changed to accommodate individuals on the Vulnerable Watch List, no direct assistance or benefits will be provided, solely on the basis that a PAH is on the Watch List).

The markers (proxy benchmarks) of potential vulnerability include at least the following.

- Elderly, frail people (including widows) lacking adequate extended family support who do not own means of production and maybe more reliant on proposed Staff Township area forest products for their survival;
- Persons with HIV/AIDS or other chronic illnesses or disabilities who are unable to regularly engage in income generating activities;
- Households with limited means of production, particularly female-headed, but a high number of dependants (i.e. orphans); and
- Child-headed households.

#### 8.1.2.2 Confirmation of Vulnerability

During LRP / LRIP implementation, PAHs on the Vulnerable Watch List will be considered for a home visit to determine if they require referral for supplementary assistance. Survey data will be reviewed and leaders consulted regarding whether the PAH may indeed be vulnerable. If they may be, a home visit will be conducted. As a better understanding of vulnerability emerges, appropriate adjustments will be made to the execution of LRP activities to reflect this – i.e. to promote the participation of vulnerable households in the LRP process and support them in accessing LRP benefits equally.

Where home visits are appropriate, they will be conducted by a representative from the Project, local health care professionals or representative from social welfare, and any relevant community support organisations.

## 9. GRIEVANCE REDRESS MECHANISM

This *Chapter* describes the Grievance Redress Mechanism (GRM) that will be available for the submission and resolution of grievances (complaints or claims) related to the Project's land acquisition and resettlement processes.

Notably, the GRM is not meant to address the collection and collation (reporting on) of stakeholder feedback that does not require an individual response. Other avenues (i.e. Project Offices and Community Liaison Officers) will be available to address general comments or requests for information.

This Grievance Redress Mechanism has been considered in parallel to the Stakeholder Engagement Plan (SEP) due to the inter-relationship between these two planning mechanisms. It has been designed for grievances specific to the proposed Staff Township to meet the legal requirements of Zambia and the requirements of the International Finance Corporation (IFC) in relation to grievance management.

### 9.1 Objectives

This Grievance Redress Mechanism will be applied to stakeholder complaints and grievances, perceived or actual, which relate to the activities of the ZRA and its contractors in relation to the Project components.

Objectives of the grievance redress process are:

- To provide PAPs with accessible procedures for resolving perceived or actual harm done to their well-being or their belongings as a result of Project activities, and for the settlement of disputes, including the possibility of third-party adjudication;
- To identify and implement appropriate and mutually acceptable corrective actions to address complaints; and
- To avoid, wherever possible, the need to resort to judicial proceedings.

### 9.2 Types of Grievances and Disputes

The following types of grievances are most common in resettlement planning and implementation:

- Complaints about survey activities;
- Complaints about scope / lack of information provided by the Project; and
- Claims of unfair exclusion from engagement activities.

Entitlement processing:

- Misidentification of owner / occupier of eligible property assets;
- Errors in counting or measuring crops and/or other property assets;
- Complaints about compensation entitlement rates; and
- Complaints about the entitlement policy.

Livelihood restoration:

- Complaints about allocation of livelihood opportunities; and
- Complaints about Project training, employment and recruitment opportunities and procedures.

### 9.3 Grievance Management Process & Resolution Mechanisms

Implementation of the Grievance Redress Mechanism for the proposed BGHES will be the ultimate responsibility of the Grievance Manager (GM) with support from a wider team including the Stakeholder Engagement Manager, ZRA Departments and Contractors, and the ZRA Chief Executive.

The GM will be appointed to coordinate the grievance resolution process. The GM will address and track grievances as they emerge and prepare relevant reports. The grievance process and how to access it will be widely communicated to Project-affected communities.

Experience demonstrates that anyone involved in project development should be prepared to receive grievances from affected stakeholders, either in person or through correspondence. All personnel (Project or contractor staff, local government representatives who are known to be in contact with Project staff, etc.) involved in any public aspect of the proposed Staff Township where they may interact with local stakeholders will receive training on how to deal with grievances. Most often the appropriate response will be to direct the complainant to the GM so that they can relay their grievance in person. This means that personnel will always have the contact details of the GM.

Where language or other barriers to submitting a grievance directly exist, the person receiving the grievance may pass it on themselves, along with the contact information for the original complainant.

If the person lodging the grievance is unable to write, the grievance and relevant personal information will be recorded on their behalf and read back to the claimant for their approval. Once the description of the grievance has been approved by the claimant, they will mark the document with their thumbprint.

Upon receipt of a grievance (see *Appendix A: General Project Grievance Form*), the GM will confer with the complainant to verify that this is the first time that this particular grievance has been submitted by this complainant. If the grievance is related to a previous submission, the GM will inform the complainant of the status of that grievance and record that the grievance has been re-submitted.

Grievances will be tracked in an overall Resettlement Grievance Database developed for the Project including all of its Sub-Projects. It will constitute a register of all grievances submitted, identifying who received the grievance, and the status of the grievance. If the grievance is new, the GM 'opens the grievance' by beginning to fill in a grievance form, and creating an entry in the Grievance Database. This form will track how the grievance is dealt with from submission through to resolution.

Open grievances will be reviewed weekly. Those that are not being resolved in a timely fashion, or have been assessed at a higher level of severity, will be referred to management, as described in *Table 9.1*. People who submit grievances retain their rights to, at any point in the grievance resolution process, refer their grievance to the court system as a formal judicial action.

### 9.3.1 Grievance Process

The Project's Grievance Redress Mechanism is a simple process whereby stakeholders can submit their complaints free of charge and, if necessary, anonymously or via third parties. The GRM allows complaints to be submitted in more than one format. The process of reporting a grievance is easily accessible and un-intimidating to any stakeholder. The preferable channels for reporting grievances must be confirmed with communities and can be discussed with the community as part of community engagement.

The GRM Process is divided into six key steps as follows:

- Step 1: Receive and log grievance;
- Step 2: Acknowledge grievance;
- Step 3: Assess and Investigate;
- Step 4: Grievance Resolution;
- Step 5: Sign-off on grievance; and
- Step 6: Monitor.

When somebody asks to submit a grievance or upon receipt of a grievance (i.e. by mail or email), the GM opens the case and begins the preliminary investigation. This may begin immediately if the grievance is submitted in person, or may require the GM to locate the claimant. As above, the name of the complainant and their contact details are recorded, as well as the details of the grievance. Complainants will be presented with a standardized written acknowledgment that the grievance has been received. Once the grievance is logged and acknowledged, the significance is assessed, based on the criteria described in *Table 9.1*. For second, third and fourth level grievances, higher levels of management will need to be informed and involved in the grievance process.

**Table 9.1**      **Grievance Significance Levels**

Significance Level	Type of Grievance	Responsible Party
Level 1	A grievance that is isolated or ‘one-off’ and essentially local in nature and restricted to one complainant. Note: Some one-off grievances may be significant enough to be assessed as a Level 4 grievance e.g. when a national or international law is broken (see Level 4 below)	Grievance Manager
Level 2	A grievance that extends to the local community or region and has occurred more than once, which is judged to have the potential to cause disruption to ZRA operations or to generate negative comment from local media or other local stakeholders	Grievance Officer & Stakeholder Engagement Manager
Level 3	A grievance which is widespread and repeated or has resulted in long term damage and/or has led to negative comment from local media, or is judged to have the potential to generate negative media and local stakeholder comments (e.g. damage to a sacred site or flooding of local school)	Stakeholder Engagement Manager & Resettlement Manager
Level 4	A one-off complaint, or one which is widespread or repeated and , <b>in addition</b> , has resulted in a serious breach of ZRA policies, Zambian or Zimbabwean or International Law and / or has led to negative national / international media attention, or is judged to have the potential to generate negative comment from the media or other key stakeholders (e.g. failure to pay compensation where appropriate)	Resettlement Manager & Project CEO

The process and timeframe for resolving grievances is depicted in Figure 9.1. The Project commits to recording, assessing and acknowledging receipt of the grievance, within seven days. All grievances submitted will be investigated fully, and will involve other departments, contractors and senior management as required in order to fully understand the circumstances that led to the grievance being raised. The grievance process ill aim to resolve any grievances within 30 days from the date that it was initially received. This timeframe can be extended to 60 days for more complex grievances (i.e. level 3 or 4 grievances), if required.

The grievance resolution process includes the following steps:

- Obtain as much information as possible from the person who received the complaint, as well as from the complainant to gain a first-hand understanding of the grievance.

- Undertake a site visit, if required, to clarify the parties and issues involved. Gather the views of other stakeholders including ZRA employees, if necessary and identify initial options for settlement that parties have considered.
- Determine whether the grievance is eligible (i.e. relates directly or indirectly to the proposed BGHES, and if ineligible, determine the more appropriate vehicle for addressing the issue, a full explanation as to the reasons for its ineligibility will be given to the complainant and recorded in the Grievance Database.
- If the grievance is eligible, determine its severity level using the significance criteria in *Table 9.1*. This will help to determine whether the grievance can be resolved immediately or requires further investigation and whether senior management will need to be informed of the grievance and who specifically.
- If the grievance concerns physical damage, (e.g. crop, house, community asset) take a photograph of the damage and record the exact location as accurately as possible.
- Inform the complainant of the expected timeframe for resolution of the grievance.
- Enter the findings of the investigation in the Grievance Database.

**Figure 9.1 Grievance Management**

Process	Description	Time
<b>Grievance Reported</b>		
1. Identification of grievance	<ul style="list-style-type: none"> <li>Face to face meeting with Stakeholder (ensure they are make aware of their legal right to access court system at any point)</li> <li>Phone, fax, letter or email</li> <li>Recorded by ZRA staff</li> <li>Completion and submission of grievance form</li> </ul>	1 day
2. Grievance logged and acknowledged	<ul style="list-style-type: none"> <li>Record grievance in Grievance Form and log on Grievance Database</li> <li>Receipt of grievance acknowledged through appropriate communication medium, but to be recorded in writing</li> </ul>	5 days
3. Grievance significance is assessed	<ul style="list-style-type: none"> <li>ZRA to assess and assign grievance significance</li> </ul>	7 days
<b>Investigate Grievance and Develop and Respond to Grievance</b>		
4. Investigate Grievance and Development of response	<ul style="list-style-type: none"> <li>Consult with relevant parties</li> <li>Identify further action required</li> <li>May require site visits and discussions with other stakeholders</li> </ul>	28 days after receipt of grievance
5. Communication of response	<ul style="list-style-type: none"> <li>Response provided to complainant including, if necessary an indication of additional time and resources required to resolve grievance</li> </ul>	30 days after receipt of grievance
6. Complainant response	<ul style="list-style-type: none"> <li>Confirm with complainant that grievance can be closed, or determine what follow-up is necessary (i.e. their decision to access the court system)</li> <li>If the grievance is to be closed, grievance sign-off is required .</li> <li>If grievance cannot be closed, return to step 2 to re-assess or recommend whether third-party arbitration is necessary</li> </ul>	37 days
7. Close grievance	<ul style="list-style-type: none"> <li>Record final sign-off of grievance according to significance</li> </ul>	37 days – 3 months, dependent on significance

### 9.3.2 Grievance Settlement and Resolution Approach

All grievances will be dealt with on a case by case basis. Where possible, they will be addressed directly by the GM. The resolution proposal shall be respectful and considered, including the rationale and any data used in developing the proposed resolution. If wider consultation is necessary, grievances will be forwarded to a neutral, external third party.

The third party could be an existing body or one established for this purpose (i.e. grievance review committee). It would need to be well-respected, and agreed upon by both Project management and the affected parties. It could include public defenders, legal advisors, local or international NGOs, or technical experts. In cases where further arbitration is necessary, appropriate government involvement will be requested.

### **9.3.3 Monitoring and Reporting**

Grievances will be monitored routinely as part of the broader management of the Project. This entails good record keeping of complaints raised throughout the life of the construction and operation of the Project. On receipt of grievances, electronic notification to management must be distributed. Grievance records must be made available to management at all times, and the appropriate protocols established and followed for high level grievances.

Monthly internal reports will be compiled by the Grievance Officer and distributed to the management team. These grievance reports will include:

- The number of grievances logged in the proceeding period by level and type.
- The number of stakeholders that have come back after 30 days stating they are not satisfied with the resolution.
- The number of grievances unresolved after 60 days by level and type.
- The number of grievances resolved between ZRA and complainant, without accessing legal or third party mediators, by level and type
- The number of grievances of the same or similar issue
- ZRAs' responses to the concerns raised by the various stakeholders.
- The measures taken to incorporate these responses into project design and implementation.
- These reports and other records will be made available for external review if required.

An appropriate grievance report will be included in ZRA's annual reporting. Annual reports will be made available to the public. A hard copy will be located at the ZRA offices, and an electronic copy will be made available online.

The grievance database will allow for the relative success of the grievance resolution process outlined above to be regularly monitored and evaluated. Internally, grievance resolution timeframes will be monitored through weekly meetings between the GO and Resettlement Manager. Open grievances will be reviewed, and emergent and recurring issues discussed. Where grievances remain open beyond the established timeframe, the GO will be responsible for providing the given claimants with an explanation and an assurance that their grievance has not been lost or forgotten.

Lastly, reporting on grievances will be provided to external auditors as a component of the regular evaluations that will be conducted for the resettlement process overall.

### **9.3.4 Recourse to the Judicial System**

Although it is hoped that all grievances will be resolved internally and through the aforementioned process, it will be communicated to stakeholders that at any time during the grievance resolution process, they retain their rights to refer their grievance to the appropriate arbitative or legal body within the Zimbabwean judicial system.

In the event that a grievance becomes a case presented by the claimant's legal counsel, the Project's Legal Advisor will be directly responsible for responding to the claim.



## 10. MONITORING AND EVALUATION

Monitoring and Evaluation (M&E) of land access activities will be carried out to ensure commitments made in the RPF and LRP / LRIP are met and implemented in accordance with Project objectives, Zambian Law, and international resettlement standards. M&E provides Project management, lenders and other key stakeholders with timely, concise, indicative information on whether land acquisition initiatives and commitments are on schedule, as well as on track to achieve sustainable restoration of livelihoods and living conditions, or if adjustments are required.

M&E is firmly rooted in a participatory approach that involves the direct and active participation of displaced persons and stakeholders, and the incorporation of their feedback into the Project's land acquisition and resettlement activities. The tiered engagement and consultation approach described previously is designed to ensure community participation in the planning and implementation of the overall land access process, including land required for this Project Component.

Monitoring of land access activities is conducted both internally and externally. Internal monitoring focuses on inputs and outputs, observing the short-term changes in different indicators. External evaluation focuses on processes and outcomes, using the findings of internal monitoring, as well as investigations completed by external, third party organisations.

M&E activities continue until it can be demonstrated that displaced persons have successfully re-established their livelihoods and restored their quality of life. This is confirmed through a completion audit.

### 10.1 Internal Monitoring

An internal performance and impact monitoring system will be developed to regularly track and report on the following:

- Progress against the detailed LRP implementation schedule such as:
  - Replacement communal land secured;
  - Alternative community access routes identified and mapped; and
  - Livelihood restoration measures initiated and completed.
- Alignment with overall Project schedule and budget;
- Review of grievances submitted including analysis of trends which may require program adjustments; and
- Stakeholder engagement milestones achieved.

Internal progress monitoring reports will be prepared at regular intervals beginning with the commencement of implementation activities. The frequency of reporting will depend on the stage of the implementation of the LRP, with more frequent reporting likely during the earlier phases to ensure implementation is on track.

Outcome monitoring assesses the effectiveness of the LRP(s) and associated programs in supporting Project-affected people in re-establishing their livelihood. It requires a different approach, typically involving surveys of affected households and focus groups to collect information. The collected data can be compared with baseline data prior to land access in order to better understand:

- Changes in quality and quantity of agricultural production and livestock holdings/health compared with pre-Project levels;
- Changes in household income levels;
- Changes in household expenditure patterns; and
- Satisfaction of affected communities with compensation and/or livelihood restoration activities.

The timing of the outcome monitoring takes into consideration the implementation schedule, and assists the Project Implementation Team in making program adjustments and preparing for external evaluations.

### 10.1.1 *Monitoring of Livelihoods Restoration*

Post-displacement monitoring should follow up with those economically displaced households participating in the Project's livelihood restoration and improvement programs beginning two years after compensation payments have been made and livelihood assistance delivered. The purpose of the monitoring is to assess their socio-economic quality of life. It also serves to identify households who may have restored their livelihoods after impact mitigation activities have ended, but for whom residual effects may persist. Based on the analysis of data collected within the livelihood restoration programs an assessment can be made whether affected households have been given a reasonable opportunity to restore their livelihoods. This mid-term assessment will help to identify general trends as to whether or not the livelihoods programs are having success, and whether or not PAPs are on course to restore their livelihoods. This will guide the course for taking corrective action, as needed.

In order to document whether livelihoods have been fully restored, a long-term evaluation should take place typically 5 to 7 years after displacement. If the livelihoods of the vast majority of households have been restored, the LRP and its LRIP implementation can be considered complete.

### 10.1.2 *Vulnerability Monitoring*

The primary objective of vulnerability monitoring is to avoid the occurrence of project-induced vulnerability, and if it occurs, to mitigate this through support measures and follow-up monitoring. It is important to monitor effects on PAHs who are especially vulnerable to negative impacts and who, without special consideration, may not receive a proportionate share of Project benefits.

International standards stipulate that:

- Project proponents identify individuals and groups that may be differentially or disproportionately affected by the project because of their disadvantaged or vulnerable status;
- Project sponsors assess potential impacts on these individuals and groups and propose as necessary, specific measures and accommodations to address potential impacts; and
- Project monitoring track the well-being of these individuals and/or households on a disaggregated basis.

Data collected from all households will be analysed periodically to identify households whose pre-existing vulnerable status may be exacerbated as a result of the Project, or who may become vulnerable due to Project displacement.

## 10.2 *External Monitoring and Completion Audit*

External land acquisition monitoring and evaluation supports and strengthens a Project's internal monitoring system, and is conducted by an independent third party. The key objective is to determine whether Project efforts to restore / improve the living standards and livelihoods of the affected communities have been formed and applied. The audits verify that all physical inputs committed to in the LRP have been delivered and all livelihood restoration measures provided. In addition, the audits evaluate whether the mitigation measures prescribed in the LRP and any corrective actions developed and implemented since the LRP have had the desired effect.

The proposed BGHES will have a third-party auditor undertake annual reviews during Project implementation to assess compliance with commitments contained in both the RPF and LRP. They will provide the Project Implementation Team with recommendations for improving LRP implementation and addressing any gaps. They will also determine when the final LRP completion audit should be performed to determine the following:

- Assess the effectiveness of measures to avoid and minimise displacement impacts by comparing those identified in the LRP with actual impacts on people and land;
- Verify that implementation complies with applicable international policies;
- Verify that all entitlement and commitments described in the LRP(s) have been delivered;
- Assessment of the fairness, adequacy and promptness of the compensation and restoration procedures as implemented;
- Determine whether the measures identified in the LRP have been effective in restoring and enhancing affected peoples' livelihood and quality of life;
- Check on any systemic grievances that may be outstanding; and
- Identify any corrective actions necessary to achieve completion of LRP commitments.

## 11. IMPLEMENTATION ARRANGEMENTS

This *Chapter* describes the responsibilities, budget and time schedule for implementing this LRP and LRIP.

### 11.1 Organizational Arrangements

There are three main bodies with responsibility for the development and implementation of the LRP(s): the ZRA; local government and traditional leaders in the Project Area; and the Government of Zambia.

The ZRA will be the primary responsible party in terms of adherence to this LRP, consistent with its legal obligations under current environmental regulations. This will include the management and financing of all required studies, negotiation on entitlements, stakeholder engagement, provision of livelihood assistance, and payment of compensation.

The financing for the Project and the resettlement will however be sourced from a range of international private and public financiers (i.e. World Bank, African Development Bank). The conditions for securing international financing includes ensuring that the resettlement process conforms to international good practice (as framed in the World Bank Environmental and Social Safeguard Policies, 2016).

*Figure 11.1* presents the full resources required to implement all components of the proposed BGHES. Priority staff resources required to implement this LRP will be Project Management, Stakeholder Engagement and Livelihood Support.

The role of the LRP Implementation Team, made up of a mix of ZRA staff, government staff and third party service providers, will be to lead the stakeholder engagement process, undertake technical work in support of the land acquisition process, and check that international standards are met. Additionally, the LRP Implementation team will assess partners in their capacity and ability to provide day-to-day oversight of LRP programs, facilitate consultation and engagement with Project stakeholders, and alert BGHES staff to any potential problems. Proposed roles and responsibilities are outlined in the following sections.

#### 11.1.1 Management

A Resettlement and Livelihood Restoration Manager will manage the Livelihood Restoration Implementation Team's activities, guiding the engagement process, assessment and management of third party partners, technical work streams and overseeing implementation of this Livelihood Restoration Plan. This will include coordinating the government approvals and permits necessary to secure access to Project land.

#### 11.1.2 Data Management Groups

- Data Management Coordinator and GIS Specialist, who will be responsible for managing the database / GIS, reporting on surveyed data, and supporting the engagement and negotiations process.
- Data Entry Clerks, who will enter gathered data into the database / GIS.

#### 11.1.3 Stakeholder Engagement Group

- Engagement Coordinator, who will manage Project and Project Component stakeholder meetings and feedback forums, and administer the grievance management system.
- Community Liaison Officers, who will support the Engagement Coordinator in the above.
- Grievance Manager, who will manage the grievance management system.

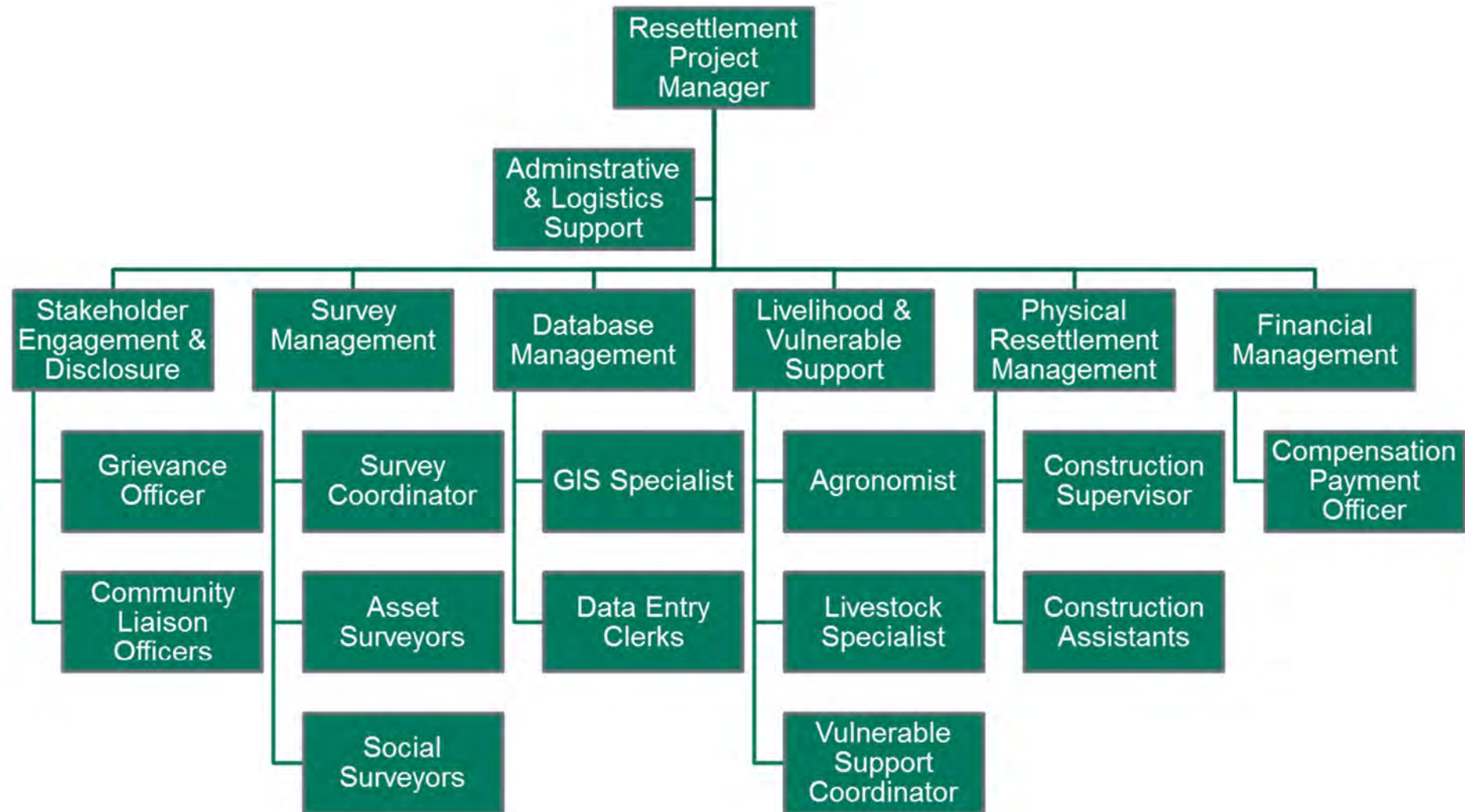
### **11.1.4 Livelihood & Vulnerable Support Group**

- Livelihood Restoration Coordinator, who will oversee implementation of appropriate scaled livelihood and vulnerable support activities and in documenting and reporting on the process.
- Sector Specialists (e.g. agricultural and livestock specialists), as deemed necessary by the Livelihood Restoration Coordinator

### **11.2 Work Plan**

*Table 11.1* presents an indicative work plan, the outcome of which will be a finalized LRP endorsed by Project stakeholders and completed preparations for acquiring the land necessary for the proposed Staff Township.

**Figure 11.1 Overall Project RAP/ LRP Planning Team**





**Table 11.1 LRP Indicative Work Plan**

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9
<b>1.0 LRP Planning</b>									
1.1 Develop Stakeholder Engagement Plan specifically for LRP Disclosure and Implementation									
1.2 Mobilize Livelihood Restoration Team and related staff appropriate for the implementation of this LRP (including third party assessment and mobilization)									
1.2 Operationalize Grievance Management System									
1.3 Finalize in-kind entitlements									
1.4 Conduct preliminary identification and assessment of Alternative Communal Land									
1.5 Establish LRP Database									
<b>2.0 LRP Disclosure</b>									
2.1 Present LRP and Solicit Feedback									
2.3 Finalize LRP Annexes and budget									
2.4 Prepare for Community Sign-off									
<b>3.0 Implementation</b>									
3.1 Identify and map alternative access routes									
3.2 Implement alternative access route improvements if required									
3.3 Secure and improve alternative communal land									
<b>4.0 Access to Project Land</b>									
<b>5.0 Monitoring and Evaluation</b>									

## 12. CONCLUSION

This LRP details the policies, procedures, methodology, entitlements, and livelihood restoration measures that will be implemented to support economically displaced households to restore their standard of living and livelihoods. It also describes the activities that will be undertaken throughout the delivery of compensation and other entitlements, as well as procedures to monitor the effectiveness of the LRP in delivering its intended outcomes so that necessary adjustments can be made.

It is noted that this LRP is a living document and therefore will be updated throughout the development of continued technical planning and subsequent consultations with Project stakeholders.

Next steps in technical planning will be harmonized with other Project activities undertaken as part of ESIA disclosure activities, which are proposed to take place in November 2019. Next steps also include the establishment of relevant committees detailed in the Resettlement Policy Framework (2019).

## **APPENDIX A        GRIEVANCE FORMS**

To be completed by ZRA personnel (if grievance being submitted in person) or person submitting complaint

Grievance Record	
<b>Reference No:</b> (for official use)	
<b>Full Name (optional)</b>	
<b>Contact Information</b>  Please mark how you wish to be contacted (letter, telephone, e-mail).	<input type="checkbox"/> <b>Address/village/traditional authority and ward:</b> _____ _____ _____ _____ _____ <input type="checkbox"/> <b>Telephone:</b> _____ <input type="checkbox"/> <b>E-mail:</b> _____
<b>Preferred Language for communication</b>	
<b>Description of Incident or Grievance:</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
<b>Date of Incident/Grievance</b>	
	<input type="checkbox"/> <b>One time incident/grievance</b> (date _____) <input type="checkbox"/> <b>Happened more than once</b> (How many times? _____) <input type="checkbox"/> <b>On-going</b> (currently experiencing problem)
<b>What would you like to see happen to resolve the problem?</b>	
<b>Additional Comments:</b>	

## **APPENDIX B      GRIEVANCE RECORD**

To be used as part of the database

Grievance Record			
Grievance Number:	Date Submitted:	Target Date for Resolution:	
Name (optional):			
Address and Contact Details			
Grievance Received By:			
Name of Grievance Coordinator:			
Description of Grievance:			
Assessment of Grievance Level:		Notification to CEO or other senior management?	Y/N
Actions to Resolve Grievance			
Delegation to:			
Action	Who	When	Completed Y/N/Date
Response/Resolution:			
Strategy to Communicate Response:			
Sign-Off:			
Date:			
Conclusion			
Is complainant satisfied?	Y/N	Comments from Grievance Coordinator	
Grievance Closed?	Y/N	Grievance Resubmitted?	Y/N
Signature of CEO:		Date:	
Date:		New Grievance Number:	

## **APPENDIX C      GRIEVANCE RECEIPT FORM**



To be used to acknowledge grievances submitted

Grievance Receipt Form		
Grievance Number:	Date Submitted:	Target date for initial meeting to address grievance:
Name (optional)		
Address and Contact Details		
Grievance Received By:		
Name of Grievance Coordinator:		
Contact details of Grievance Coordinator	Telephone:  Email:  Address:	

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Zambezi River Authority (ZRA)

## Livelihood Restoration Plan (LRP) – Zimbabwe Access Road & Staff Township

Batoka Gorge Hydro-Electric Scheme  
(Zambia and Zimbabwe) on the Zambezi  
River

27 September 2019

Project No.: 0239269

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## Signature Page

27 September 2019

# Livelihood Restoration Plan (LRP) – Zimbabwe Access Road & Staff Township

Batoka Gorge Hydro-Electric Scheme (Zambia and Zimbabwe) on the  
Zambezi River



Mike Everett  
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## Acronyms and Abbreviations

Name	Description
BGHES	Batoka Gorge-Hydro Electric Scheme
CAI	Census and Asset Inventory (CAS Census and Asset Survey)
CFF	Community Feedback Forums
FPIC	Free, Prior, and Informed Consent
GO	Grievance Officer
ICP	Informed Consultation and Participation
ICT	Information and Communication Technology
IDP	Internally Displaced Persons
IFC	International Finance Corporation
IFC PS	IFC Performance Standards
IP	Indigenous People
KPI	Key Performance Indicator
LRP	Livelihood Restoration Plan
LRIP	Livelihood Restoration and Improvement Plan
M&E	Monitoring and Evaluation
NLC	National Land Commission
PAH	Project-Affected Household
PAP	Project-Affected Person
LRP	Resettlement Action Plan
ROW	Right-of-way
RPF	Resettlement Policy Framework
RSC	Resettlement Steering Committee
RSLF	Resettlement Stakeholder Leadership Forum
SEP	Stakeholder Engagement Plan
VSP	Vulnerable Support Plan
ZRA	Zambezi River Authority

## DEFINITIONS

**Affected Persons:** Any individual, persons, family, household, group, or collective body that is affected by either physical or economic displacement and are deemed eligible to resettlement assistance and/or compensation under this RPF.

**Asset Inventory:** The investigation and measuring of all land, interest on and rights to that land, as well as any assets and unexhausted improvements on that land. The Asset Inventory forms the basis for the determination of resettlement assistance and/or compensation to be granted to Affected Persons.

**Allowances:** Cash compensation provided in addition to any resettlement assistance and/or compensation provided for the loss of assets, and generally provide transitional support while Affected Persons restore their living conditions and livelihoods after resettlement.

**Census:** The survey enumerating all people affected by a project. The completion of the census typically represents the cut-off date for eligibility for resettlement assistance.

**Communal Land:** Communal land is land owned by the State, the management of which is seconded to the local rural authorities

**Compensation:** The forms or combination of cash or in-kind replacement assets to be provided to Affected Persons to compensate for the acquisition of land or the loss of assets. In most cases, compensation denotes cash only.

**Cut-off Date:** The date which establishes the deadlines for entitlement to Compensation and/or Entitlements in respect of Eligible Land, Crops, Trees and Structures. Persons occupying the project footprint after the cut-off date are not eligible for compensation and/or resettlement assistance. Similarly, fixed assets (such as built structures, crops, fruit trees, and woodlots) established after the cut-off date (usually the date of completion of the assets inventory, or an alternative mutually agreed on date), will not be compensated.

**Economic Displacement:** The loss of assets or access to assets that leads to loss of income sources or livelihoods but does NOT necessarily result in the direct loss of a place of residence.

**Eligible Persons:** See Affected Persons

**Entitlement Framework:** A framework that establishes the specific entitlements (i.e. forms of compensation) granted to Affected Persons who will lose affected assets, as determined during the Asset Inventory.

**Household Census:** The registration of Affected Persons and the collection of their details, which forms the basis for the confirmation of eligibility to resettlement entitlements.

**Improvements:** Anything resulting from expenditure of capital or labour - including carrying out of any building, engineering, clearing, improvement, or other operations - in, on, over, or under land, or the making of any material change in the use of any building or land and charges for services provided and other expenses incurred in the development or towards the development of land.

**Livelihood Restoration:** A range of measure and programmes that ensure that the existing livelihoods of Project-affected persons is restored, or ideally improved, during and after the land acquisition and/or resettlement process.

**Livelihood Restoration Plan:** A plan that establishes the entitlements (e.g., compensation, other assistance) of affected persons and/or communities economically displaced (i.e. project does not result in physical displacement) by a Project, in order to provide them with adequate opportunity to re-establish their livelihoods.

**Livelihoods Restoration and Improvement Plan:** A detailed plan included in an LRP or RAP which is developed with the goal of restoring and where possible improving previous levels of income, employment, and food security for Project-Affected Persons through provision of economic opportunities and income generating activities (i.e. agricultural production and processing, employment promotion, and enterprise development).

**Physical Displacement:** The displacement, loss, or destruction of the place of residence as a direct result of the development of the Project.

**Resettlement assistance:** Support provided to people who are physically displaced by a Project. Assistance may include transportation, food, shelter, and social services that are provided to affected people during their relocation. Assistance may also include cash allowances that compensate affected people for the inconvenience associated with resettlement and defray the expense of transition to a new locale, such as moving expenses and lost work days.

**Replacement cost:** The rate of compensation for lost assets calculated at full replacement value, that is, the market value of the assets (i.e. land, crops, structures) plus transaction costs (i.e. any registration costs, transfer taxes).

**Resettlement Policy Framework:** A resettlement policy framework is required for projects with subprojects or multiple components that cannot be identified before project approval. This instrument may also be appropriate where there are valid reasons for delaying the implementation of the resettlement, provided that the implementing party provides an appropriate and concrete commitment for its future implementation.

**Resettlement Action Plan:** is a plan prepared by the sponsor or other parties responsible for resettlement (such as government agencies), specifying the procedures it will follow and the actions it will take to properly resettle and compensate people and communities physically displaced by a Project. Where a project results in both physical and economic displacement, impacts associated with economic displacement should be incorporated into the Resettlement Action Plan.

**Socioeconomic Survey:** Surveys that generate a set of data that describe the socioeconomic conditions, living standards, and livelihoods of project-affected communities prior to resettlement.

**Specially Gazetted Land:** This is agricultural land, which has been identified for compulsory acquisition and has been gazetted for such acquisition.

**State Land:** This refers to any land not deeded and land belonging to the State.

**Wayleave:** A right of way over another's ground or property usually associated with power lines.

## EXECUTIVE SUMMARY

The Zambezi River Authority (herein referred to as “ZRA”), a bilateral organisation equally owned by the Governments of Zambia and Zimbabwe, proposes the development of the Batoka Gorge Hydro-Electric Scheme (BGHES or Project). The Project will be situated approximately 47 km downstream of Victoria Falls on the Zambezi River.

The Project includes the following components which will be implemented through a number of Sub-Projects:

- Dam wall and impoundment, including spillway;
- Surface power houses, one on each side of the river;
- Transmission lines comprising:
  - two (2) 330kV OHTLs to the Mukuni 330/220kV station, approximately 21km ;
  - one (1) 330kV OHTL to Muzuma 330/132/88kV station, 150km ;
  - one (1) 400kV OHTL to Hwange 400/330kV substation, 58km; and
  - two (2) 330kV OHTLs interconnecting the two power stations, Batoka North and Batoka South 5.5km.
- Access roads in both Zimbabwe and Zambia;
- Project townships/staff housing to accommodate workers and their families during construction and operations; and
- Quarries.

This Livelihood Restoration Plan (LRP) sets out the guiding principles and procedures that will be followed in managing the impacts of acquiring approximately 160 hectares and 705 hectares of land for the proposed BGHES access road and proposed Staff Township in Zimbabwe respectively.

The area required for the proposed Staff Township does not have any built assets, agricultural cultivation or human habitation. Hence, the development of the proposed Staff Township will not result in any physical displacement of people, and only limited economic displacement.

Based on a comprehensive understanding of Project impacts and land uses within the areas surrounding the proposed Staff Township and access road, a Resettlement Action Plan (RAP) is not required, as construction of these proposed Project components will not affect any primary residential structures, and therefore will not result in physical displacement. It is noted however that the area selected for the access road will have an economic impact on 222 households in the villages of Monde, Sizinda, Chisuma, Vukuzenzele, and Jabula.

Due to the existing Sizinda Road, impacts are minimal and consist primarily of boundary infringements upon agricultural fields and field demarcations such as fencing, bush fences, and protective wild trees.

### Households Economically Affected by the BGHES Access Road in Zimbabwe

Village	Sub-Village	Affected Households	Affected Fields	Average Area of Affected Field
Monde	-	17	18	0.08
Sizinda	-	16	16	0.07
Chisuma	-	18	18	0.10
Vukuzenzele	Jembwe	51	52	0.08
Jabula	Jabula 1 – 7	114	115	0.13
	Kasikiri	6	8	0.08

Village	Sub-Village	Affected Households	Affected Fields	Average Area of Affected Field
<b>Total</b>		<b>222</b>	<b>227</b>	<b>0.11</b>

There are no permanent or temporary human habitations in the area proposed for the Staff Township; however, the affected land is an important communal resource for grazing livestock and collecting natural resources that support livelihoods. Affected households include communal users throughout the Nemanhanga Ward, and more specifically approximately 35 households in the settlements of BH55, Kasikiri, and Sidakeni (Sub-Villages of Jabula Village).

### Populations Affected by Land Acquisition Proposed for the BGHES Staff Township in Zimbabwe

Village	Sub-Village	Affected Households
Jabula	BH55	35
	Kasikiri	
	Sidakeni	
<b>Total</b>		<b>35</b>



## 1. INTRODUCTION

This Livelihood Restoration Plan (LRP) sets out the guiding principles and procedures being undertaken to manage the economic impacts resulting from land acquisition for the Access Road and Staff Township necessary for the Batoka Gorge-Hydro Electric Scheme (BGHES or Project) in Zimbabwe.

A Resettlement Action Plan (RAP) is not required, as construction of these Project components will not affect any primary residential structures and therefore will not result in physical displacement.

The LRP reflects the guiding principles described in the Resettlement Policy Framework (RPF) previously prepared and approved by the Project proponent, the Zambezi River Authority (ZRA).

### 1.1 Project Description

A hydropower scheme on the Zambezi River downstream of Victoria Falls has been investigated in various degrees of detail since 1904, when geological investigations for potential sites commenced. In 1972, additional studies concluded that Batoka Gorge represents the best site for the development of a hydropower scheme. Further investigations conducted in 1981/82, 1983 and 1989 identified a specific site within the Batoka Gorge suitable for such a project, prompting a full feasibility study in 1993.

In 2014, the ZRA appointed Studio Pietrangeli (SP) Consulting Engineers to update the engineering feasibility study for the scheme, and in parallel engaged Environmental Resources Management Southern Africa (Pty) Ltd. (ERM) to undertake an Environmental and Social Impact Assessment (ESIA), including the development of RPFs for each country.

The BGHES is being undertaken by the ZRA, a corporation jointly and equally owned by the governments of Zambia and Zimbabwe. The ZRA is governed by a four-person council, two members of which are Ministers in the Government of the Republic of Zambia, and two are from the Government of the Republic of Zimbabwe. The council's primary responsibilities are the operation and maintenance of the Kariba Dam Complex, investigation and development of new dam sites on the Zambezi River, and analysing and disseminating hydrological and environmental information pertaining to the Zambezi River and Lake Kariba.

The Project will be located in the central portion of the Zambezi river basin, upstream of the existing Kariba Dam and approximately 47 km downstream of Victoria Falls.

The Project includes the following components which will be implemented through a number of Sub-Projects:

- Dam wall and impoundment, including spillway;
- Surface power houses, one on each side of the river;
- Transmission lines comprising:
  - two (2) 330kV OHTLs to the Mukuni 330/220kV station, approximately 21km ;
  - one (1) 330kV OHTL to Muzuma 330/132/88kV station, 150km ;
  - one (1) 400kV OHTL to Hwange 400/330kV substation, 58km; and
  - two (2) 330kV OHTLs interconnecting the two power stations, Batoka North and Batoka South 5.5km.
- Access roads in both Zimbabwe and Zambia;
- Project townships/staff housing to accommodate workers and their families during construction and operations; and

## ■ Quarries.

The focus of this LRP is on land acquisition impacts related to the Project components covering the south bank Access Road and location of the Project Staff Township (*Figure 1.1*), requiring access to approximately 160 hectares and 705 hectares of land respectively. Additional LRPs and RAPs will be developed for subsequent Project components such as the transmission lines and dam infrastructure.

### 1.1.1 Access Road

In Zimbabwe, the existing Sizinda Road will bring vehicles 5 km east of the Jabula School (Victoria Falls - Jabula School, Trunk A and Trunk B), where an existing secondary road leads firstly to Kasikiri Village (Jabula School – Kasikiri Village), secondly to Batoka Airstrip and, thereafter, to the BGHES dam site (Kasikiri Village – Batoka Airport).

The full alignment will cover a length of 63.5 km. This alignment requires the upgrading of the existing Sizinda Road as well as a new road link (3.6 km long) between the proposed Staff Township and the main access road to the BGHES dam site.

The terrain for the Access Road is mainly level, and therefore structures such as bridges and tunnels will not be required. This said, access roads will need to traverse local depressions and minor water courses, and as such ducts and culverts will be required.

The Access Road will also include the following infrastructure:

- French-type drains to regulate water runoff;
- Traffic signage; and
- Lighting (near the Staff Township and in areas perceived as having high accident risks).

The entire road servitude will be 40 meters wide, 20 meters from the centreline of the road on both sides.

The Access Road will have an economic impact on 222 households in the villages of Monde, Sizinda, Chisuma, Vukuzenzele, and Jabula (refer to *Table 1.1*). Due to the existing Sizinda road, impacts are minimal and consist primarily of boundary infringements upon agricultural fields and field demarcations such as fencing, bush fences, and protective wild trees.

**Table 1.1 Households Economically Affected by Access Roads**

Village	Sub-Village	Affected Households	Affected Fields	Average Area of Affected Field
Monde	-	17	18	0.08
Sizinda	-	16	16	0.07
Chisuma	-	18	18	0.10
Vukuzenzele	Jembwe	51	52	0.08
Jabula	Jabula 1 – 7	114	115	0.13
	Kasikiri	6	8	0.08
<b>Total</b>		<b>222</b>	<b>227</b>	<b>0.11</b>

### 1.1.2 Staff Township

Project Staff Townships will be located on each side of the river.

It is envisaged that each Staff Township will also have the following services and amenities:

- 2 Health centres/hospitals;
- 2 Primary schools;

- Secondary Schools;
- Sporting centres;
- 1 Custom service and immigration centre;
- 1 Police station;
- 1 Post office;
- 2 Supermarkets;
- Municipality Office;
- ZRA Offices;
- Warehouses for the plant maintenance;
- Water treatment plant;
- Sewage treatment plant; dump site;
- Hospitals with incinerators; and
- Boreholes.

In addition to these services and amenities, the Staff Township will also have facilities such as banks, shops, private offices etc. During construction (up to seven years in duration), the Staff Township will house approximately 8,000 staff in total (including security and support staff), but this will be only after the first two years, where initially 2,000 construction workers will be involved with the construction of access roads, infrastructure and the camps.

During operation, the construction staff will be replaced with the operational staff (i.e. maintenance, police, custom services, educational experts, governmental figures etc.).

There are no permanent or temporary human habitations in the Staff Township area however the affected land is an important communal resource for grazing livestock and collecting natural resources that support livelihoods. Affected households include communal users throughout the Nemanhanga Ward and most directly affect approximately 35 households in the settlements of BH55, Kasikiri, and Sidakeni (Sub-Villages of Jabula Village) (refer to *Table 1.2*).

**Table 1.2 Populations Affected by Land Acquisition of the Staff Township Area**

Village	Sub-Village	Affected Households
Jabula	BH55	35
	Kasikiri	
	Sidakeni	
<b>Total</b>		<b>35</b>

## 1.2 Land Access Context

Land acquisition and involuntary resettlement processes present a high level of risk for both the Project proponent and for the people and communities being displaced <sup>(1)</sup>. For the Project proponent, resettlement can be controversial, costly and time-consuming, and if mismanaged can cause social unrest, delays to project development, and can damage the Proponent's reputation and social license to operate. For displaced people and communities, resettlement processes can be confusing, stressful, and if mismanaged can result in long-term impoverishment.

Displacement poses particular risks for people who may already be marginalized because of socio-economic status, gender, health / ability, ethnicity and / or age. However, when involuntary land acquisition is well planned, properly managed, and carried out in conjunction with impacted persons and communities, the risks can be minimised and mitigated and the process can be used to create positive outcomes for project proponents and for local people, including the most vulnerable.

The objective of this document is to describe the procedure for acquiring land necessary for Project Access Roads and Staff Township in Zimbabwe. It describes the efforts undertaken to avoid physical displacement, and minimize and mitigate economic displacement.

The LRP is grounded in the following principles:

- Avoid and minimise physical and economic displacement by exploring alternative Project designs;
- Mitigate and compensate adverse impacts from land acquisition or restrictions;
- Improve, or at least restore, pre-Project livelihoods and standards of living for all Project-affected persons (PAPs);
- Establish standards of compensation that are transparent, consistent, and reflect the full replacement value of all impacted assets eligible for compensation;
- Establish grievance and conflict resolution mechanisms to address any grievances raised by PAPs or other stakeholders;
- Identify and bridge gaps between Zimbabwe legal requirements and the requirements of the World Bank Environmental and Social Standards (2016);
- Give particular attention to vulnerable groups and if necessary implement measures to ensure that vulnerable groups have equitable access to opportunities and benefits; and
- Promote gender equity in all compensation, allowances and livelihood restoration measures.

## 1.3 Scope and Structure of the LRP

This LRP focuses on the land area required for the Access Road and Staff Township, and is organised as follows:

- **Chapter 1 Introduction:** provides a description of the project, the land acquisition and resettlement context and scope of this LRP.
- **Chapter 2: Legal & Institutional Framework:** describes the institutional and legal framework that has guided the preparation of the LRP.

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<sup>(1)</sup> Resettlement is involuntary when affected persons or communities do not have the right to refuse land acquisition or restrictions on land use that result in physical or economic displacement.

- **Chapter 3 Overview of Existing Socioeconomic Conditions:** summarizes the findings from the census, socio-economic survey and asset inventory of households/communities affected by the land acquisition for the Access Road and Staff Township.
- **Chapter 4 Consultation and Disclosure:** describes the main results of consultation undertaken in order to prepare the LRP;
- **Chapter 5 Project Impacts:** describes the scale of impact to land area, households and immovable assets;
- **Chapter 6 Compensation Principles & Entitlements:** presents the compensation process for all forms of ownership or use rights affected by the Project, including eligibility, entitlements and valuation of affected assets;
- **Chapter 7 Livelihood Restoration & Improvement:** defines the principles and procedures for restoring and enhancing the livelihoods of affected households;
- **Chapter 8 Vulnerable Support:** describes the measures to be adopted by the Project to ensure that Vulnerable Persons are not disadvantaged in the resettlement process;
- **Chapter 9 Grievance Redress Mechanism:** describes the mechanisms available to Project-affected people for the processing and resolution of grievances or claims related to the Project's land acquisition process;
- **Chapter 10 Monitoring & Evaluation:** describes the monitoring and evaluation procedures required to ensure that proposed principles and objectives are met; and
- **Chapter 11 Implementation Responsibilities and Funding:** provides an overview of the implementation responsibilities, budget and time schedule.

## 2. LEGAL AND INSTITUTIONAL FRAMEWORK

This *Chapter* provides an overview of the legal and institutional framework guiding the preparation of this Resettlement Policy Framework. It provides a summary of international resettlement standards, and compares Zimbabwe national legislative requirements with those of the World Bank's Environmental and Social Safeguard Policies (2016).

### 2.1 Procedure for Acquiring Land and Compensation for Land

The principle legislation setting out the procedure for the acquisition of land by the State in Zimbabwe, and for compensation for such land can be found in four Acts. They are listed below and described in subsequent sections:

- The Constitution of Zimbabwe Amendment Act (No.20) Act 1 of 2013;
- The Traditional Leaders Act (Chapter 29:17);
- The Land Acquisition Act (Chapter 20:10) for agricultural land, rural land and other private land;
- The Communal Lands Act (Chapter 20:04) for communally held land; and
- The Parks and Wildlife Act (Chapter 20:14).

There are three main types of land tenure in Zimbabwe; privately owned land (registered with the Deeds Registry), communal land (which local authorities and traditional leaders manage on behalf of the State), and State owned land. All land acquisition associated with the Sub-Project is Communal Land which falls under the jurisdiction of the Hwange Rural District Council.

The Communal Lands were borne from the Communal Land Act of 1981, formerly the Tribal Trust Lands and prior to that the Native Reserve Areas. Communal Lands are vested in the President of Zimbabwe who grants land use rights to the inhabitants of the Communal Lands in the form of a permit, consent or as prescribed by the Communal Lands Act. The President and the State hold Communal Lands in trust, and the Minister of Local Government, Public Works, and National Housing or the Minister assigned, are in charge of delegating the traditional leaders working in tandem with the local authorities Rural District Councils (RDCs) on administering and use of land in accordance with the terms stipulated in the Act.

The Communal Land Act grants authority to both the traditional leadership such as the chiefs, headman or village heads and to local authorities from the RDCs. The President or Minister can revoke or constrain the land rights of the users if there is a violation in relation to the terms specified by the permit or in accordance with the act. In the Communal Lands, the community allocates land amongst themselves for cultivation and grazing; and woodlands, rivers etc. are commonly owned and the traditional leadership via the community takes decisions regarding management and control of shared areas and resources <sup>(2)</sup>.

### 2.2 The Constitution of Zimbabwe Amendment (no. 20) Act 1 of 2013

Section 71(3) of the Constitution prohibits both compulsory deprivation and compulsory acquisition without compensation.

Section 71(3) sets the standards that a law of general application permitting compulsory deprivation of property must meet. Briefly, the requirements include that: the deprivation be inter alia in the interests of the community; the acquiring authority gives reasonable notice of intention to acquire; acquiring authority pays fair and adequate compensation; a court of law has jurisdiction in the event of dispute, etc.

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<sup>(2)</sup> Communal Land Act Chapter 20:04

Section 72(2) of the Constitution also specifically provides for the compulsory acquisition of agricultural land (especially Gazetted Land). In terms of the Constitution, agricultural land can be compulsorily acquired for any of the following purposes;

- Settlement for agricultural or other purposes;
- Land re-organization, forestry, environmental conservation or the utilization of wild life or other natural resources; or
- The relocation of persons dispossessed as a result of the utilization of land for (i) and (ii).

The Constitution provides that once such agricultural land identified for acquisition is Gazetted, it will be vested in the State from the date of the publication of such a notice in the Government Gazette.

It should also be noted that the Constitution further provides that there is no compensation for the compulsory acquisition of agricultural land save for improvements made on the land before its acquisition. The Act further restricts any court from entertaining any dispute regarding compensation for agricultural land acquired, save for improvements thereon.

## 2.3 Traditional Leaders Act

The Traditional Leaders Act provides for the appointment of village heads, headmen, and chiefs as well as establishes a Council of Chiefs and village, ward and provincial assemblies and defines their functions. In addition, this Act provides for the issue of village registration certificates and settlement permits to the head of the household which is maintained by the rural district council and district administrator.

## 2.4 The Land Acquisition Act

The Land Acquisition Act discussed below provides a more detailed procedure for the acquisition of Agricultural Land (Specially Gazetted Land). This Act also provides a detailed procedure for compensation for such land. Although the Constitution and Land Acquisition Act regarding the procedure for acquisition and compensation of agricultural land conflict in places, the provisions of the Land Acquisitions Act provides a more detailed (and comparatively fairer) procedure for compensation and acquisition of agricultural land.

### 2.4.1 Land Acquisition Procedure in terms of the Land Acquisition Act (Chapter 20:10)

As stated above, the provisions of the Land Acquisition Act will be considered when the State seeks to acquire agricultural land, rural land and other privately owned land. It is important to note that the Act provides not only the procedure for the acquisition of land by the State for purposes that are in the interests and benefit to the public, but also provides for the acquisition of land for resettlement purposes. The salient provisions having regard to the acquisition procedure are summarized below.

### Section 5. Preliminary Notice of Compulsory Acquisition.

When land for acquisition is identified, and agreement for its acquisition cannot be reached with the holder of such land, a preliminary notice must be given.

The preliminary notice must be published in the Government Gazette. It must also be published for two consecutive weeks in a newspaper circulating in the area where the land that is being acquired is located, the first publication being the same day as the publication of the notice in the Government Gazette.

The preliminary notice should contain the following information:



- Nature and extent of the land, stating that a plan or map of such land is available for inspection at a specified place and at specified times;
- Set out the purpose for which the land is to be acquired for and;
- Calling upon the owner or occupier or any other person having an interest in the land who-
  - Wishes to contest the acquisition of the land, to lodge a written objection within thirty (30) days from the date of publication of the notice in the Gazette; or
  - Wishes to claim compensation to submit a claim within sixty (60) days of publication of the notice in the Gazette.

In addition to the Gazetted publication and the publications in the local newspaper, the Act also requires that a notice in writing be served personally to the owner or occupier of the property, if possible after investigation.

In respect of Specially Gazetted Land, there is no need for personal service -- the publication in the Government Gazette and local newspaper is deemed sufficient. Once a preliminary notice is published the owner of such land is restricted from dealing freely with such land, which includes disposing of the land or making permanent improvements on the land.

A preliminary notice will remain in force for a period of two years from the date of its publication in the Government Gazette. This period will however be interrupted pending any proceedings in a court regarding the acquisition of the land. In short, the period for which the matter is pending in any court will not be counted as part of the two year period.

A preliminary notice must be lodged with the registrar of deeds to prevent anyone from transferring the land to another party pending acquisition.

A preliminary notice may be withdrawn at any time. Any withdrawal must be published in the Government Gazette and served on the affected persons. The notice may at any time after withdrawal, be reissued.

If the preliminary notice lapses before the land is acquired (i.e. on the expiration of the two year period) the notice can only be reissued following a one year period from the date of the notice lapsing or at an earlier time with the agreement of the occupier.

## **Section 6. Owner may demand acquisition of whole property**

This section stipulates that, if a portion of the owner's property is Gazetted in the preliminary notice, the owner may demand for the acquisition of the whole of his property if he believes that the acquisition of the portion will render the remainder of the property unsuitable for the purposes which it was being used.

If such a demand is made the acquiring authority may agree to the acquisition; however, if it rejects the demand then the matter will be referred to the administrative court for determination.

Section 6B of the Act further states that the owner may also request for subdivision of his property if the acquiring authority has sought to acquire the whole property. In requesting subdivision, the owner can agree to the acquisition of a portion of his property as opposed to the whole.

## **Section 7. Application for an order authorizing or confirming an acquisition following a Preliminary Notice, in cases where the acquisition is contested.**

As stated the holder of property being acquired, may object to the preliminary notice within 30 days of the preliminary notice being Gazetted. If such an objection is made, the acquiring authority cannot acquire the property following the 30-day period, but must make an application to the Administrative Court for an order authorizing the acquisition.

The Act provides that once such an application is made the acquiring authority must give notice of the application personally to the holder of land. Although the period for serving such a notice is not stipulated, the Act does state that such notice must be served (personally) within a reasonable time. A reasonable time can be seen as any time before the Administrative Court sits to hear the application, unfortunately a period for when the hearing should take place is also not stipulated.

With respect to agricultural land required for resettlement purposes, the Act provides that notice of the said application in the Government Gazette is sufficient notice.

When determining whether to confirm or authorise the acquisition of land following an objection by the owner of such land the Administrative Court will consider the following:

- That the acquisition of the land is reasonably necessary in the interests of defence, public safety, public order, public morality, public health, town and country planning or the utilization of that or any other property for a purpose beneficial to the public generally or to any section of the public.
- Where the acquisition relates to rural land, that the acquisition is reasonably necessary for the utilization of that or any other land—or settlement for agricultural or other purposes:
  - For purposes of land reorganization, forestry, environmental conservation or the utilization of wild life or other natural resources; or
  - For the relocation of persons dispossessed in consequence of the utilization of land for the above-mentioned purposes.
- Where the acquisition relates to only part of a piece of land, that the acquisition will not render the remainder of that piece of land unsuitable for the purpose for which it was being used or was bona fide intended to be used immediately before the acquisition.
- The Administrative Court may after considering the application grant an order confirming or authorising the acquisition. The Administrative Court may also refuse to confirm or authorise the acquisition in which case the preliminary notice must be withdrawn by notice in the Government Gazette.

## **Section 8. Vesting of land**

Subject to any opposition to the acquisition of land by the holder of land, the acquiring authority may acquire the land in question by a written order not less than thirty days after the Gazetting of the preliminary notice.

An order for the acquisition of land must be served on the holder personally, however if this is not possible this must be done by way of notice in the Government Gazette.

## **Section 9. Eviction of the owner or occupier**

Absent landholder opposition to the acquisition of the land, the Act provides that the owner will have three months written notice to vacate the property. This only applies to the owner of non-agricultural land required for resettlement purposes, as there is no need for persons occupying land for resettlement purposes to move.

Should the holder fail to vacate the property at the expiration of said period, the acquiring authority may obtain an order from the High Court of Zimbabwe for their eviction.

The Act further imposes a criminal penalty of a fine and/or imprisonment for a period not exceeding two years for a holder who after ninety days (three months) from service of the order of acquisition, refuses to vacate his living quarters.

### **2.4.2 Compensation for Land as per the Land Acquisition Act (Chapter 20:10)**

Compensation for land in terms of the Land Acquisition Act can be categorized as follows:

- Compensation for Specially Gazetted Land; and
- Compensation for Land Excluding Specially Gazetted Land.

The land required for the Access Road and Staff Township is not Specially Gazetted Land.

### **Compensation for Land Excluding Specially Gazetted Land**

Compensation for Land Excluding Specially Gazetted Land is dealt with in Part V of the Act. The procedure for making such compensation can be summarized as follows;

Any person who wishes to claim compensation for land (excluding Specially Gazetted Land) must submit a written claim for compensation specifying in detail -

- The nature of his loss or deprivation of rights; and
- The amount of compensation claimed by him and the basis on which he has calculated that amount and any actual expense or loss which has been or may reasonably be incurred or suffered directly as a result of the action taken by the acquiring authority.

It can be noted that there is no exact formula for doing so; thus, the claimant must quantify his loss which the acquiring authority can accept or reject.

The claimant must submit a written claim for compensation to the acquiring authority within at least 60 days of Gazetting of the preliminary notice in the Government Gazette.

Any disputes regarding compensation must be referred to the Administrative Court for determination only after a period of thirty days after an order is made regarding the acquisition of the land.

The Administrative Court is authorized to make a determination of fair compensation if there is a dispute.

The Act provides that where land that is not Specially Gazetted Land is acquired temporarily, compensation shall be assessed in terms of the rental value of the land.

Where only a portion of the land, other than Specially Gazetted Land, has been acquired, compensation for that part shall be assessed as the difference between the price or value of the whole piece of land, and the price or value so determined of the remainder of that piece of land.

If immediately before the date of publication of the preliminary notice in the Gazette, land that is not Specially Gazetted Land was used for a special purpose and adapted for that purpose in such a way that there is no general demand or market for the land, then compensation would include the cost of adapting replacement land. The goal being to ensure the claimant is restored as closely as possible to the position in which they were immediately prior to that date, or on any other basis that is considered fair.

## **2.5 Communal Lands Act (Chapter 20:04)**

This Act provides the procedure for the compulsory acquisition of communal land. Having regard to this Act, there are three ways communal land can be acquired, these can be summarized as follows.

### **Section 6. Additions to or Subtractions from Communal Land**

This section authorizes the President after consultation with the rural district council under which the communal land falls to declare by way of a statutory instrument, that such land ceases to be communal land.

When the president takes such action, the land ceases to be communal land and becomes state land until it is sold or otherwise disposed of. This section gives the President very wide reaching powers as it does not provide opportunity for challenge by an affected party to the

President's decision, nor does it oblige that he gives of a specific reason for the subtraction of such land from communal land.

## **Section 10. Setting aside of Land for Communal Purposes**

This section authorizes the Minister of Local Government, Public Works, and National Housing after consultation with the rural district council established for the area, to set aside any communal land for any purpose for which he considers in the interests of the people of that area or in the public interest.

In acquiring such land (setting aside such land) the Minister publishes a statutory instrument describing the land, the purpose for which the land is being set aside for, specifying the date on which the land will be set aside and ordering all persons occupying such land to permanently vacate the land with their belongings.

## **Section 11. Servitudes relating to Water Rights over Communal Land**

In terms of this section the Administrative Court in terms of the provisions of the Water Act (Chapter 20:24) may grant a servitude over communal land, which servitude could lead to the inundation of an area of communal land. Such a servitude could result in the loss of land by certain occupants of the affected area. This section accordingly can also be seen as a way in which land can be acquired. This section does not provide any specific procedure as to procedure in relocation of affected persons. It furthermore does not provide an internal remedy for recourse against such a decision granting a servitude that would result in the inundation of communal land.

It is worth noting that the Communal Land Act of 1981 does not clearly detail the roles of the traditional leadership and the local authorities. Consequently, disputes may arise because of a lack of clarification on the roles and responsibilities of both parties in administering the communal areas. In some instances, the Rural District Councils (RDCs) may implement decisions based on strategic planning, whereas the traditional leadership claims ancestral rights as custodians of the land.

In essence, the communities residing on Communal Land are governed by their permit or the Act and thus lack formal documentation and land tenure. Misuse of the permit or violations of terms stipulated in the act can lead to the land use rights being revoked, thus leaving the inhabitants without a residential or arable plot.

The RDCs derive their roles and responsibilities from the Rural District Councils Act (Chapter 29:13). RDCs and traditional leaders work together to administer the communal lands. It is worth noting that the local authorities can, and in most cases do, override the functions and authority of the traditional leaders.

## **2.6 Compensation for Land as per the Communal Lands Act (Chapter 20:04)**

In terms of this Act the primary relief for an affected person is, if possible, alternative land for use. If alternative land is not available and no agreement is reached with the affected persons the Act advises that the provisions of the Land Acquisition Act regarding compensation will apply. This however is vague as question arises around whether the procedure put in place for Specially Gazetted Land (agricultural land) will be used or whether the procedure relating to any other land will be used. Noting this vagueness, it will be the responsibility of the occupier of communal land to quantify his loss and submit the claim to the acquiring authority for payment. The Administrative Court will be the deciding body should there be a dispute.

## **2.7 International Resettlement Standards**

The World Bank policy on involuntary resettlement is established under Operational Policy and Bank Practice 4.12 on Involuntary Resettlement (OP/BP 4.12), which is further defined

through the Bank's Safeguard Policies. These policies were reviewed and updated, and the new Environmental and Social Framework (ESF) published in 2016 <sup>(3)</sup>.

ESF's Environmental and Social Safeguard Policy Standard 5 (ESS5): Land Acquisition, Restrictions on Land Use and Involuntary Resettlement (see Annex 1) establishes the following objectives:

- To avoid involuntary resettlement or, when unavoidable, minimize involuntary resettlement by exploring project design alternatives.
- To avoid forced eviction.
- To mitigate unavoidable adverse social and economic impacts from land acquisition or restrictions on land use by: (a) providing timely compensation for loss of assets at replacement cost and (b) assisting displaced persons in their efforts to improve, or at least restore, their livelihoods and living standards, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.
- To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure.
- To conceive and execute resettlement activities as sustainable development programmes, providing sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project may warrant.
- To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected<sup>(4)</sup>.

"Replacement cost" is defined by ESS5 as the method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement. Where functioning markets exist, replacement cost is the market value as established through independent and competent real estate valuation, plus transaction costs.

Where functioning markets do not exist, replacement cost may be determined through alternative means, such as calculation of output value for land or productive assets, or the un-depreciated value of replacement material and labour for construction of structures or other fixed assets, plus transaction costs.

Other pertinent points in ESS5 include:

- The proponent will engage directly with affected communities and persons through a process of stakeholder engagement through the planning, implementation, monitoring, and evaluation of the resettlement process.
- The proponent will establish a grievance mechanism to receive and address specific concerns about compensation and relocation raised by displaced persons or members of host communities in a timely fashion.
- In the development of the LRP, the proponent will be required to conduct a census to determine eligible peoples and an inventory of their assets as a basis of determining their asset holdings. Both will be linked to a suitable development moratorium (i.e. eligibility cut-off date).
- Documentation of ownership or occupancy and compensation payments should be issued in the names of both spouses or single heads of households, and other resettlement assistance, such as skills training, access to credit, and job opportunities, should be

<sup>(3)</sup> <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework> accessed 05\_12\_2018

<sup>(4)</sup> Guidance Note – ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement page 1

equally available to women and adapted to their needs. Where national law and tenure systems do not recognize the rights of women to hold or contract in property, measures should be considered to provide women as much protection as possible with the objective to achieve equity with men”<sup>(5)</sup>.

- Mitigation of economic displacement will be considered complete when the completion audit concludes the affected persons or communities have received all of the assistance for which they are eligible, and have been provided with adequate opportunity to re-establish their livelihoods<sup>(6)</sup>.

Critical to the above requirements is the recognition of affected persons with different land tenure status. Displaced persons, under the World Bank include persons:

- With formal legal rights to the land or assets they occupy or use;
- With no formal legal rights to land or assets but have a claim to land that is recognized or recognizable under national customary law; or
- With no recognizable legal right or claim to the land or assets they occupy or use.

Affected persons who fall into the third category are considered eligible for compensation for any lost assets other than land (such as crops, irrigation infrastructure and other improvements to the land) at replacement cost. ESS5 also stipulates that the Borrower provide assistance in ‘lieu of land compensation sufficient to provide such persons with an opportunity to re-establish livelihoods elsewhere’.<sup>7</sup>

## 2.8 Gaps Analysis between National Laws and International Standards

Table 2.1 compares the national laws in Zimbabwe with World Bank standards pertinent to land acquisition for this component of the Project. The compensation entitlements, livelihood restoration and vulnerable support measures outlined in further chapters of this document are designed to address the gaps between international standards and regulations governing land acquisition and distribution in Zimbabwe.

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<sup>(5)</sup> Environmental and Social Framework (2016) page 57

<sup>(6)</sup> Ibid page 59

<sup>(7)</sup> Ibid page 59



**Table 2.1 Comparison between National and International Standards Related to Land Acquisition and Resettlement**

Project impact/component	Zimbabwe Legislation	World Bank Environmental and Social Standard 5	Measures to address gaps
Compensation for agricultural land	<p>S72 of the Constitution of Zimbabwe Amendment (no. 20) Act 1 (2013) provides that there is no compensation for agricultural land, except for improvements effected on it before its acquisition.</p> <p>Land Acquisition Act stipulates that payment for Gazetted Land will be dependent on the availability of the Fund government have in place for payment of compensation for land.</p>	When land acquisition or restriction on land use (whether permanent or temporary) cannot be avoided, affected persons will be offered compensation at replacement cost, and other assistance as may be necessary to help them improve or at least restore their standards of living or livelihood	Refer to Chapter 6 Compensation Principles Table 8 Entitlement Matrix
Compensation for communal land	S12 (1) of the Communal Lands Act (Chapter 20:14) provides for provision of alternative land for communal use. If alternative land is not available the provisions of the Land Acquisition Act regarding compensation to apply (i.e. land occupiers to give quantification for loss suffered and expert valuation to be undertaken)	<p>In cases where affecting persons with legal rights or claims to land that are recognized or recognizable under national law, replacement property (e.g. agricultural or commercial sites) of equal or greater value will be provided, or where appropriate, cash compensation at replacement cost</p> <p>Economically displaced persons who are without legally recognisable claims to land will be compensated for lost assets other than land (i.e. crops, irrigation infrastructure and improvements to land) at replacement cost. Additionally, the borrower will provide assistance in lieu of land compensation sufficient to provide such persons with an opportunity to re-establish livelihoods elsewhere.</p>	Refer to Chapter 6 Compensation Principles Table 8 Entitlement Matrix
Livelihood restoration	No specific provisions for forms of additional livelihood assistance beyond compensation.	Economically displaced persons will be provided with opportunities to improve (or at least restore) their means of income-earning capacity, production levels, and standards of living. Recommends provision of support to displaced persons for a transition period.	Refer to Chapter 7 Livelihood Restoration and Improvement outlines approach and possible programme types



Project impact/component	Zimbabwe Legislation	World Bank Environmental and Social Standard 5	Measures to address gaps
Valuation methods	Asset valuation practice does not make mention of depreciation, but does indicate that compensation does not extend to any 'inconveniences or losses', although the nature of these is not clarified.	Full replacement cost does not take depreciation into consideration.	Refer to Chapter 6 Compensation Principles Table 8 Entitlement Matrix
Stakeholder engagement and consultation	Reference to gazetting and notification, but no specific provisions for stakeholder engagement and consultation.	Ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected	Refer to Chapter 4 outlines the Project approach to stakeholder engagement and participation
Vulnerable groups	No specific provisions for vulnerable groups	Where the ESIA of the Project identifies specific individuals or groups as disadvantaged or vulnerable <sup>(8)</sup> , the borrower will propose and implement differentiated measures so that adverse impacts do not fall disproportionately on the disadvantaged or vulnerable, and they are not disadvantaged in sharing benefits and opportunities resulting from the Project.	Refer to Chapter 8 outlines the Project approach to identifying and providing support to PAP deemed 'vulnerable'

<sup>(8)</sup> Disadvantaged or vulnerable 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.

### 3. EXISTING SOCIOECONOMIC CONDITIONS

This *Chapter* provides an overview of the baseline socio-economic conditions in communities that will be affected by the Project's requirement to access land for the Access Road and Staff Township.

#### 3.1 Methodology

In order to assess the baseline conditions of households within the Access Road servitude and Staff Township, the following methods were applied:

- Open meetings and focus group discussions with affected communities;
- Interviews and consultations with key stakeholders;
- Transect walk;
- Census and Socioeconomic Survey; and
- Asset Inventory.

##### 3.1.1 Focus Group Discussions

Open meetings were held in key areas to allow for the participation of affected households as well as the wider community in the land acquisition and livelihood restoration planning process. These meetings were held prior to the start of the census and socio-economic survey to provide community members with an update on the status of the Project, the schedule and procedures of the upcoming surveys, and the implications of the cut-off date.

Participants were then divided into semi-structured focus groups to discuss existing social and economic conditions of the surrounding areas in order to generate a socioeconomic profile for affected villages. Sub-groups included men, women, and youths (ages 18-35) (refer to *Figure 3.1*).

**Figure 3.1 Men and Women Participants' Separated into Sub-groups to Discuss Socioeconomic Conditions and Livelihood Activities Outside of Batoka Primary School, July 2019**



##### 3.1.2 Interviews and Consultations with Key Stakeholders

To inform livelihood restoration technical planning and gather information on broader socio-economic conditions of the area, the engagement was undertaken with key informants knowledgeable of the area including chiefs and village heads / headmen as well as representatives from technical service departments in Hwange District and local NGOs.

Further information was gathered through informal interviews with households and village heads during the census and asset surveys.

**Figure 3.2 Project Representatives Discuss the Survey Process with Village Heads in Jembwe Village, July 2019**



### 3.1.3 *Transect Walk*

A three-hour transect walk through the Staff Township area was held with Mr. Jabulani Moyo, Head of Kasikiri Sub-Village and designated representative of Chief Shana. The transect walk included a systematic walk along the road passing through the Staff Township to gain a deeper understanding of the land's importance to livelihoods for communities within the area. During the walk, participants discussed the different resources encountered with team members facilitating exchanges by asking questions and making direct observations.

**Figure 3.3 Thatching Grass Collected in the Staff Township during the Transect Walk, July 2019**



The transect walk was complimented by a smaller focus group of six community members in Kasikiri Sub-Village to gain further insight on the use of grazing areas, thatching grass, and medicinal trees.



### 3.1.4 Census and Socio-economic Survey and Asset Inventory

In order to create a comprehensive list of Project component beneficiaries as well gather quantitative socio-economic data on Project-affected households (PAHs), a census and socio-economic Survey was undertaken with of affected households in villages along the Access Road from July 12<sup>th</sup> to 16<sup>th</sup>, 2019 <sup>(9)</sup>.

The surveys were conducted with the following objectives:

- Construct a detailed demographic and socio-economic profile of each affected household;
- Identify the specific impacts of land acquisition on each household, including a detailed, legal description of affected immoveable assets;
- Cap beneficiaries and entitlements;
- Inform entitlement planning;
- Provide a baseline for monitoring and evaluation; and
- Serve as the basis for individual agreements.

Households were identified by the relevant village head and their land occupancy verified using village land registers.

**Figure 3.4 Survey Teams Trace the Field Perimeters with Affected Owners in Kasikiri Village, July 2019**



### 3.1.5 Limitations

Many of the fields infringed upon by the Access Road are located away from affected households' homesteads which resulted in delays to the survey schedule. In order to prioritize the enumeration of affected households and demarcation of their fields the survey team did not administer the more detailed socio-economic survey to some households, the LRP

<sup>(9)</sup> No permanent or semi-permanent human settlements exist within the Staff Township.

Implementation Team will collect the socio-economic data for these 116 <sup>(10)</sup> (out of the 222 total) affected households during the verification and sign-off process detailed in *Section 6.5*. No land acquisition will be undertaken until the baseline is complete.

The description of existing conditions below relies on the data collected for the 104 households, information gathered during focus groups and key informant interviews. Statistical reference relies on the original household surveys undertaken 2014.

### 3.2 Characteristics of the Site

The BGHES will be constructed in the Zambezi River Basin which, in Zimbabwe, is located in the Matabeleland North Province in Western Zimbabwe close to the borders of Botswana and the Republic of Zambia. It is the country's second least populous province, and home to the famous Victoria Falls and Hwange National Park. All Sub-Project components within Zimbabwe will be located within Hwange District.

The Access Road alignment follows the existing road from Victoria Falls towards the proposed Staff Township and BGHES Dam Infrastructure site. Due to the already existing alignment, large stretches of the road contain no social infrastructure and consist primarily of agricultural fields and resting fallow land. Wild trees and brush line the sides of the road, which provides a natural boundary for fields as well as containment for livestock.

Structures adjacent to the existing road include houses, businesses, and communal infrastructure which fall outside of the proposed 40 meter servitude.

**Figure 3.5 Rotunda Houses Made of Clay and Thatched Roofing Adjacent to the Access Road, July 2019**



The site of the Staff Township is located on the peripheries of Kasikiri and Sidakeni villages within an area that was previously designated as a national park. No structures or signs of human habitation were observed in this area. The terrain consists of undulating hills containing wild trees and shrubs roamed by livestock with steep gorges leading to the Zambezi River.

<sup>(10)</sup> Two fields were identified where the rightful occupier had deceased and the land turned over to the village head. In addition 8 occupiers were either unavailable or not found during the surveys.

### 3.3 Socio-economic Description & Categorization of Affected Persons

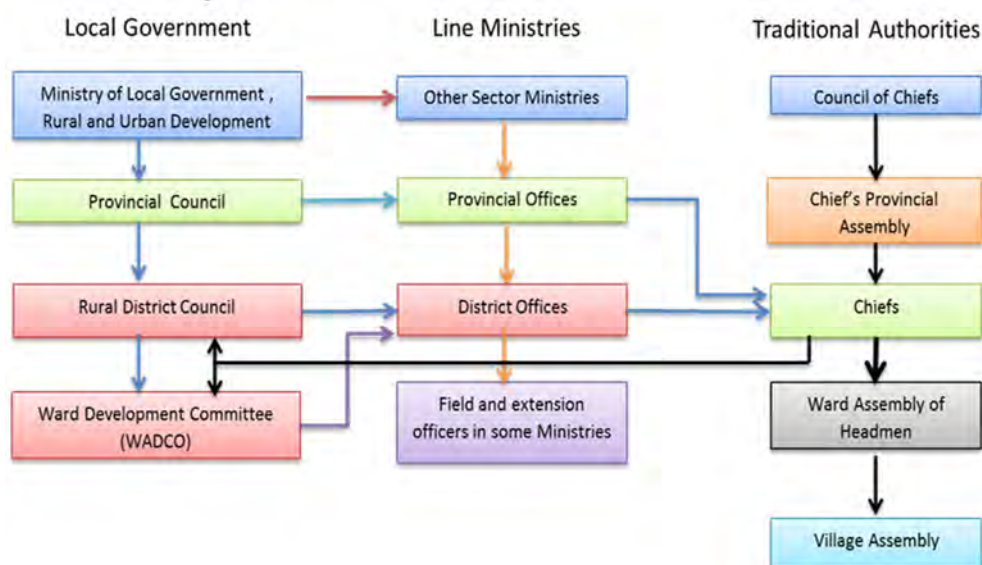
#### 3.3.1 Governance Structure of the Area Impacted by the Project Components

##### 3.3.1.1 National Governance

The Government of Zimbabwe works as a Presidential Republic. Administratively, the country is divided into 10 provinces, with presidentially appointed provincial ministers administering each province assisted by district administrators. The provinces are further divided into 59 districts and then 1,200 wards. The nation's parliament holds legislative and rule-making power. Additionally, the country has a judicial branch for matters of the court.

Zimbabwe adopted a new constitution in 2013 (Constitution of Zimbabwe) which, among other things recognises the role of the institution of traditional leadership who operate alongside modern state structures. In parts of the country where the State has a limited presence, traditional leaders deliver various government responsibilities. Their legitimacy, control and influence in rural areas remain widespread <sup>(11)</sup>. Figure 3.6 illustrates the existing political and traditional governance structure within Zimbabwe.

Figure 3.6 Governance Structure of Zimbabwe



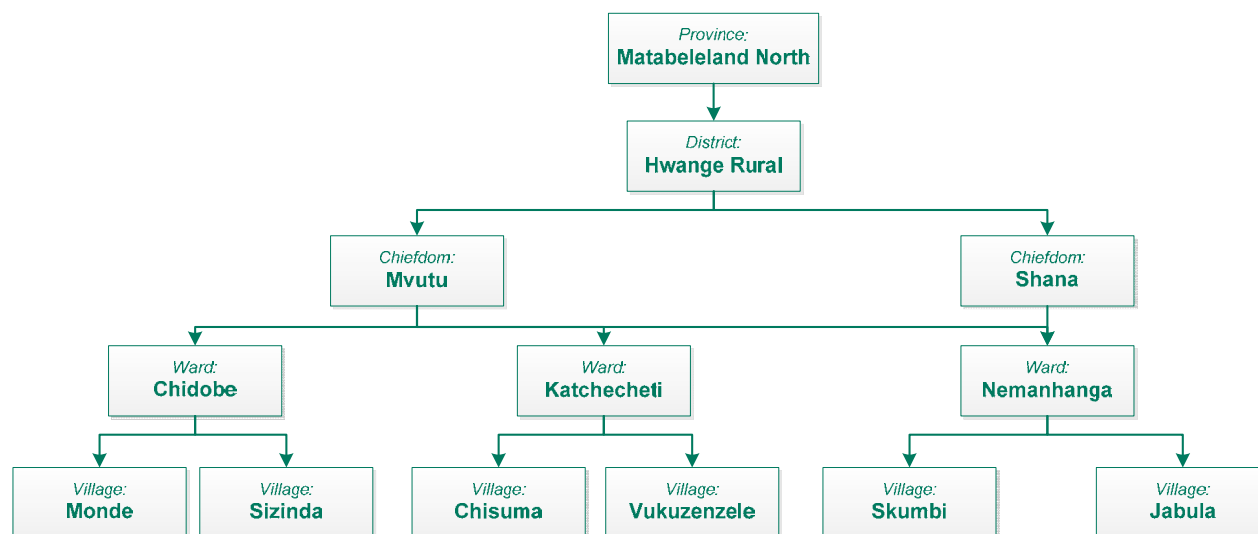
##### 3.3.1.2 Governance within the area of the Sub-Project

Land required for the Project components (Staff Township and Access Road) is located in the following wards: Chidobe, Katchecheti, and Nemanhanga. The affected chiefdoms are Mvuthu and Shana.

<sup>(11)</sup> [http://www.scielo.org.za/scielo.php?script=sci\\_arttext&pid=S2077-49072016000100003](http://www.scielo.org.za/scielo.php?script=sci_arttext&pid=S2077-49072016000100003) accessed 03\_12\_2018



**Figure 3.7 Governance structure of the area impacted by the Project Components <sup>(12)</sup>**



The Ministry of Local Government, Rural and Urban Development (MLGRUD) oversees local government in Zimbabwe, administered through urban and rural district councils. The role of the rural district councils includes planning and implementing local development; providing and managing basic services, including health, education, social welfare, refuse removal, water, roads and sanitation.

Policymaking in rural areas takes place in village and ward assemblies, and the full District Council in ascending order. The Ward Assembly is composed of all headmen, village heads (*sibbuku*) within that particular ward, and the elected councillor for that area. Wards are further divided into villages, each of which has a Village Development Committee chaired by the Village Head. Villages may then be further divided into sub-villages.

The Traditional Leaders Act (1998) provides for the appointment and duties of Chiefs, headmen and village heads. Each plays an important role at the grassroots level in both the distribution and documentation of land access and the resolution of land related disputes. The President appoints chiefs to preside over communities inhabiting Communal Land and resettlement areas.

Their responsibilities include:

- Promoting and upholding cultural values among members of the community under his jurisdiction, particularly the preservation of the extended family and the promotion of traditional family life;
- Supervising headmen and village heads in the performance of their duties; and discharging any functions conferred upon him in terms of the Customary Law and Local Courts Act;
- Overseeing the collection of levies, taxes, rates and charges payable in terms of the Rural District Councils Act by village heads;
- Ensuring that Communal Land is allocated in accordance to the Communal Land Act;

<sup>(12)</sup> Skumbi Village does not lie directly within the servitude however two households living in Skumbi were identified as having fields in Kasikiri Sub-Village.



- Ensuring that the land and its natural resources are used and exploited within legal boundaries;
- Protection of public infrastructure and services;
- Adjudicating in and resolving disputes related to land in his area; and
- Maintaining up-to-date registers with all villages' names, their inhabitants and copies of land certificates.

The Chief nominates a person to serve as Headman, who presides over the ward council. Key responsibilities of the Headman include assisting in the maintenance of law and order; overseeing the disposal of settlement rights in Communal Land and the admission of new settlers in the area; mediating local disputes over customary law; and keeping up-to-date village records. Village heads assist the Headman in the administration of their duties, and are nominated by the Headmen with approval from the area Chief and the Secretary of the Minister of Local Government, Public Works, and National Housing.

The Hwange Rural District Council (HRDC) is responsible for setting development priorities in the district and outlining budgets and approaches to meeting set targets. It is the HRDC, through the District Administrator's office and in collaboration with the Ministry of Lands, who will assist in land access planning and implementation.

### 3.3.2 Gender Roles

Zimbabwean society continues to have clearly defined gender roles in domestic, productive, and community settings. Women and girls fetch water, cook, clean and take care of children, the sick and elderly. Men tend to dominate both household and community decision-making.

With respect to the Gender Inequality Index (GII), which reflects gender-based inequalities in reproductive health, empowerment, and economic activity, Zimbabwe ranks 116 out of 148 countries. Women hold only 18% of the seats in parliament, and have lower labour force participation rates compared to men. Health facilities report higher rates of women with HIV/AIDS compared with men <sup>(13)</sup>.

In 2005, Zimbabwe established the Ministry of Women's Affairs, Gender and Community Development with the goal of spearheading women's empowerment and gender equality. The ministry has established co-ordinators and development officers at the ward, district and provincial levels throughout the country.

In the Project Area, men are generally responsible for the more demanding physical labour associated with farming (i.e. ploughing), whereas women plant, weed, water and harvest crops. Men also fish and carve curios for sale to tourists.

Although women do not carve the curios, they help with the polishing so that they are more presentable for sale. Women are also engaged in trading activities. During the baseline study focus groups, women reported playing a limited role in community decision-making, local leadership and politics with men generally controlling income from the sale of any crops and/or curios.

### 3.3.3 Land Tenure / Land Reform

All land along the proposed Access Road and Staff Township is Communal Land. In practice, Communal Land is regarded as belonging to an individual after they have used it for many years however there are no formal contracts or deeds. Communal Land can be inherited by a male or female heir, but cannot be sold. Land seekers in communal areas go through chiefs and headmen for a plot allocation, which is maintained in a village land register.

<sup>(13)</sup> Zimbabwe Statistics (Zimstat), 2011 Zimbabwe Demographic and Health Survey 2010-11, Zimstat, Harare, Zimbabwe

### 3.3.4 Livelihoods and Local Economy

As a province, tourism and mining (coal) are important contributors to the economy of Matabeleland North. The tourist sector relies heavily on the presence of Victoria Falls, the Zambezi River and Hwange National Park. The World Travel and Tourism Council (WTTC) estimates that Zimbabwe's Travel and Tourism trade contribute US\$ 87.9 million or 11.4% of the country's GDP.

The Zimbabwe Vulnerability Assessment Committee (ZIMVAC) 2014 Rural Livelihoods Assessment Results indicates that for the country as a whole, the poverty incidence rate is 62.6%. In spite of the wealth generated by mining and tourism in the province, Matabeleland North has the highest poverty incidence rate of 81.7% against the lowest rate of 34.5% for Bulawayo <sup>(14)</sup>.

### 3.3.5 Agriculture

Despite poor soil conditions, the area of the Staff Township and Access Road is covered by large expanses of land used for cultivating annual crops including major cereal crops such as maize, millet, and sorghum and minor crops of ground nuts and horticultural vegetables. Annual crops are tended to from October to May with harvesting starting in March. Tilling and field preparation is a family activity with little division of labour between men and women.

Cereal crops are produced for both income and household subsistence however low soil fertility, conflict with wildlife, and severe drought have lead households to seek alternative activities to support themselves.

**Figure 3.8 Field Left Fallow after Maize Harvest, July 2019**



To supplement income from cereal crops, households have begun undertaking small-scale gardens of lettuce, tomatoes, spices, and pumpkins in areas close to water sources such as boreholes and streams. Gardens are tended from March until the rainy season starts in November where limited household labour is diverted back towards preparing agricultural fields. In the absence of formal markets and linkages to Victoria Falls, many households are able to sell garden produce locally through informal relationships established with neighbours. Gardens mainly exist at the household level, in schools and clinics. There is a communal garden area in Monde Village that was abandoned after damage by elephants.

<sup>(14)</sup> ZimVac (2014). Zimbabwe Vulnerability Assessment Committee, 2014 Rural Livelihoods Report, Harare, Zimbabwe

**Figure 3.9 Agricultural Field Partially Converted to Small-scale Garden, July 2019**



In addition to crops, a number of households own small numbers of mango, guava, lemon, and pawpaw trees which are grown within concessions where they can be protected from wandering livestock.

**Figure 3.10 Mango Tree Protected within Residential Concession, July 2019**



Farmers are highly constrained by a lack of local selling points combined with high transportation costs to reach Victoria Falls as well as a lack of irrigation for crops. An agricultural training centre exists in Sizinda to encourage farmers in agri-business activities and the cultivation of drought resistant crops such as cassava.



**Figure 3.11 Agricultural Training Centre and Cassava Pilot Plot in Sizinda, July 2019**



### 3.3.6 Livestock Rearing

Livestock rearing represents an important component of peoples' livelihood with increasing significance in the face of reduced reliability of agricultural income. Households typically own a range of livestock including cattle, donkeys, goats, and poultry.

Livestock is primarily reared for household subsistence, draft power, and transport with poultry and other low-value livestock managed mostly by women. Owning cattle represents a sign of wealth and may be used as a form of savings, sold during times of drought when harvests have been poor or to help pay for education fees or a marriage dowry. Goats may also be sold for quick cash when additional money is needed by the household.

Stakeholders described concern with cattle rustling, from people illegally crossing the border via the Zambezi River. In addition, livestock diseases affecting cattle are common including a scabies-like skin disease known locally as *sangobo*. While veterinary extension services provide training and treatments for livestock management, it has been raised by community members that these services do not reach remote villages such as Kasikiri and there are no dip tanks for community members to treat their livestock.

**Figure 3.12 Cattle Paddocked Outside of Concessions, July 2019**



**Figure 3.13 Goats in Kraal Made from Locally Harvested Mopane Poles, July 2019**



**Figure 3.14 Cow Suffering from Scabies-like Skin Disease, July 2019**



Cattle and donkey drawn scotch carts are the most common means of transport along the Access Road in addition to walking and bicycles. Without cheaper alternatives, mobility and transport of agricultural products is limited due to the long distances and threat of wildlife encounters in the area.

**Figure 3.15 Donkey-drawn Scotch Carts are a Popular Form of Transportation due to Expensive and Largely Unavailable Local Transportation, July 2019**



### 3.3.7 Trading (Curios)

Trading contributes to the livelihoods of 10% of surveyed households. Goods traded include clothing, items made from thatch and palm reeds (i.e. baskets and mats) and curios. Curios include intricately carved wooden animals, bowls, utensils, baskets, mats, instruments, and jewellery. Traders undertake their business within the local communities and report generating a monthly income of on average US\$ 125.

Although curio trading was reported as a primary livelihood by only 2% of all surveyed households, it was cited as one of the most important livelihoods activities for men during focus groups in Katchecheti Ward. Additionally, 10% of people in Simakade and 8% in Jabula identify curio carving as their primary livelihood activity. Informal conversations with local wildlife experts revealed that the cutting of trees to make curios poses a serious threat to the forest areas. Trees cut tend to be hardwood varieties, such as Zimbabwean / Zambia teak; known locally as *mukusi* (*Baikiaea plurijuga*), mopane; known locally also as *mopane* or *mopani* (*Colophospermum mopane*) and afrormosia; known locally as *mubanga* (*Pericopsis angolensis*). These trees take a long time to grow (about 100 years) and as a result, some species are now under threat. Markets for the sale of curios are found in key tourist areas, like Victoria Falls.



**Figure 3.16 Curio Carving in Sizinda and Mat Weaving from Grass Collected in Staff Township outside of Kasikiri Village, July 2019**



### 3.3.8 Fishing and Hunting

Fishing in the Zambezi River is a supplementary livelihood activity undertaken by households. It is a male dominated activity with the majority of the catch used for household consumption. Average monthly incomes from the sale of the remaining fish amount to approximately US\$50, though some households reported incomes as high as US\$100. Types of fish caught include tiger fish, bream, salmon, chaser, pink lad and conjeet. Women typically process the fish, either via drying, frying or salting.

In Hwange Rural District big game trophy hunting generates significant income for the area, although revenues (like the species hunted) are on the decline. Key species hunted include elephant, buffalo, lion, and leopard. Hunting provides some employment opportunities for local people and game meat, with revenue generated split into dividends for each ward.

### 3.3.9 Tourism

Approximately 5% of households surveyed reported being formally employed and receiving cash incomes from their job in the tourist industry (i.e. drivers, guides, or casual labourers with safari or white water rafting companies, organizing village tours, as caterers or house cleaners at hotels and lodges or, as staff at retail outlets). In Chisuma, it is considered an important livelihood amongst male youth, and in Chisuma, Dibu Dibu Sub-Village and Sizinda, the impact of BGHES to the white water rafting trade was expressed as a key concern in their communities.

Youth community members reported that their engagement in the rafting industry was predominately as casual labourers tasked with carrying rafting equipment from the riverbed to the top of the canyon. As rafting is seasonal, average earnings during peak seasons was reported to be approximately US\$50 per month.

Other activities in the gorge with the potential of being impacted by the Project include birding, angling, hiking and Jet Extreme Boating. Although these activities employ fewer people than the rafting industry, they are nonetheless very popular activities amongst nature- and



adventure-based tourists that are visiting the area specifically for a high quality birding, angling or hiking experience and contribute to direct tourism expenditure <sup>(15)</sup>.

The impacts of BGHES on the tourist industry on both sides of the Zambezi River, including up and downstream from the location of the dam has been examined in great detail as part of a specialist economic assessment study for the ESIA. The findings and their implications are being addressed separate from this LRP.

### 3.3.10 Piece Jobs

In light of poor agricultural yields due to the persistent drought, many households reported in the census survey and focus groups resorting to opportunistic positions or “piece jobs” for additional income. The most common piece job was brick making amongst men and youth to supply local markets which sell for approximately \$1 USD / 7 bricks.

**Figure 3.17 Local Brick Making using Clay Deposits along the Access Road, July 2019**



Other piece jobs include building fences from local materials such as mopane poles, tending livestock, preparing agricultural fields, or providing local transportation with animal-drawn scotch carts.

<sup>(15)</sup> Batoka Gorge Hydro-Electric Scheme; Economic Assessment Specialist Report, Anchor Environmental

**Figure 3.18 Mopane Poles Collected in the Staff Township Area waiting to be transported for use in local construction, July 2019**



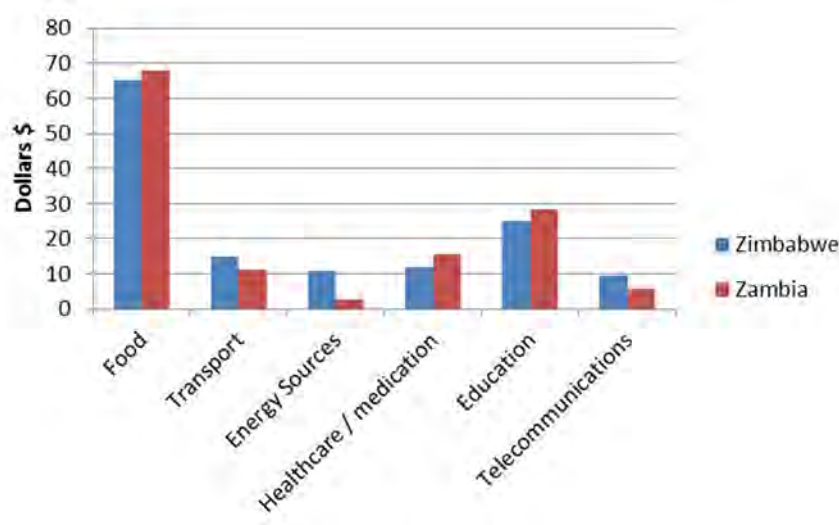
In some focus groups, youth reported harvesting quarry stones and pit sand to sell however it is illegal to undertake this activity without first purchasing a permit from the Rural District Council may sometimes be a prohibitive cost.

### **3.3.11 Household Income and Expenditure**

As previous sections discuss, people in the Project-affected area are principally subsistence farmers, selling what additional crops they produce to generate limited cash income. There is also an active market in curios and trading of forest products (i.e. firewood, grass and forest fruits). Livestock is reared for household consumption and may be sold when necessary.

Establishing an accurate picture of household income and expenditure is a challenging task. Less than 10% of the households surveyed in 2016 reported a monthly income figure. From those who did, figures ranged from less than US \$10 / month to \$600 / month. The average amount reported amounted to US \$2 / day.

*Figure 3.19* illustrates the monthly household expenditure reported by survey respondents. Food accounts for between 48 - 52 % of the monthly household spend (or US \$67.78). Items purchased are typically that which cannot be produced or grown by the household (e.g. salt, sugar and oil) however maize is also purchased when harvests have been depleted.

**Figure 3.19 Household Expenditures**

Source: ERM Household Survey 2014

### 3.3.12 Education

UNESCO indicated that in 2015 the literacy rate in Zimbabwe for those 15 years of age and older was 89%<sup>(16)</sup>. Literacy amongst Project-affected households surveyed is significantly lower at 76%. Almost half of households surveyed report receiving a secondary school education; however, 8% lack any formal education and just 1% have had tertiary level education.

School facilities in the Project Area are scattered across a wide geography, and include Jabula Primary School, Jabula Secondary School, Kasibo Primary School, Mununa Primary School, Simakade Primary School, Sizinda Secondary School and the Sacred Heart Mission School. There is also Vhulindlela Secondary school, located 7 km from Borehole 126, under construction.

There are no vocational training centres in the area. On average, children walk 5 to 10 km to reach a primary school and up to 20 km to access a secondary school. Focus group participants in the village of Kasibo reported that the 25 km distance to the nearest secondary school presents a major barrier to school attendance. In an effort to address this issue, Lubancho (an NGO) provided bicycles to 563 schoolchildren. In addition to distance, schools fees were reported as a challenge for women in focus groups held in Jembwe (Sub-Village of Vukuzenzele) and Chisuma Villages.

### 3.3.13 Health

The World Health Organization (WHO) reports that life expectancy in Zimbabwe is significantly lower (61 years of age) than the global average of 70 years<sup>(17)</sup>. The healthcare sector was severely affected by the economic crisis and associated high levels of inflation that afflicted the country throughout early 2000. During this time, public spending on healthcare was dramatically reduced, with limited funds to purchase medication and equipment, pay for wages, and support other activities that would allow for better health service provision. Per

<sup>(16)</sup> <http://uis.unesco.org/country/ZW> accessed 29\_11\_2018

<sup>(17)</sup> *ibid*

capita spending on healthcare in 2010 was US\$ 9, more than four times below the recommended amount of US\$34 by the WHO <sup>(18)</sup>.

There are four hospitals that serve Hwange Rural District, including the hospital in Victoria Falls and a private hospital located at Hwange Colliery. Most surveyed households (98%) report accessing local community health posts for their health needs; however the distance they travel is at least an hour by foot. In addition to long distances travelled by foot, many focus group participants reported a lack of medicine and other supplies at community health centres.

These challenges have lead many households to resort to the use of traditional medicines such as devil's claw, moringa, marula, and aloe vera which may also be sold throughout the area. The use of traditional medicines is particularly prevalent in Kasikiri where traditional healers use medicines collected from wild trees in the surrounding communal area to treat community members who are too remote and too ill to travel to a health center.

Matabeleland North has the second highest rate of HIV/AIDS in the country (20% for females and 18% for males). The existence of major tourist attractions coupled with active mining areas in the province are contributing factors. Health workers in the Project Area report that diarrhoea, respiratory infections, skin disease and HIV/AIDS are the most common health issues, with HIV/AIDS and diarrhoea cited as the most common cause of death. The household survey suggest that 8% of households in the Project Area have a least one household member testing positive for HIV/AIDS.

### 3.3.14 Vulnerable People

Vulnerable groups include people who, by virtue of gender, sexuality, ethnicity, age, physical or mental disability, economic disadvantage or social status may be more adversely affected by a project than others, and who may be limited in their ability to take advantage of a project's development benefits.

Existing social services seek to aid vulnerable households including through such measures as food distribution schemes and tuition / scholarship assistance. Food distribution schemes consist of a 50 kg bag of maize that is delivered monthly to vulnerable households which for the moment are limited to elderly headed households (65 years or older) who are identified by the village head. Other services include tuition assistance and scholarships for individuals who are physically and / or mentally handicapped to pursue educational opportunities.

Based on consultations with the Hwange District Ministry of Social Welfare as well interviews with the village heads of affected areas, the groups below were identified as being at a higher risk of experiencing hardship resulting from land access requirements of the Project. Their needs will be considered in resettlement planning and implementation, and an assessment made regarding additional forms of support they may require.

*Chapter 8* describes how vulnerable groups listed below will be identified from amongst the Project-affected population and assessed.

- **Elderly (65 years of age or more):** The elderly within a village, particularly those who may be frail, have physical disabilities and/or chronic illnesses, and/or are socially isolated, or with limited family support. Elderly individuals generally lack a stable source of income and depend on food distribution schemes <sup>(19)</sup> and remittances from household members living outside of the Project Area.

<sup>18</sup> [http://www.unicef.org/esaro/5440\\_investment\\_in\\_health.html](http://www.unicef.org/esaro/5440_investment_in_health.html). Accessed 12.12.2014.

<sup>(19)</sup> Food distribution schemes are provided by the Hwange District Ministry of Social Welfare. Food distributions are held once a month where eligible households receive one 50 kg bag of maize. Due to resource restrictions, these programs currently prioritize elderly headed households.



- **Female headed-households:** Due to the nature of domestic relations and traditional practices, women's control over resources (physical and financial) is more restricted. Female-headed households may be particularly vulnerable as they face reduced access to income generating opportunities and typically suffer from higher levels of food insecurity.
- **Households with a high number of dependants (i.e. caring for orphaned children):** Households with a high number of dependent children and/or elderly members may be less able to adapt to change associated with land acquisition and displacement.
- **Households with members who have physical / mental health disabilities, who suffer from a chronic disease and / or have tested positive for HIV / AIDS:** People that lack physical mobility or who have mental health issues are less likely to adapt to changes within their environment. They may not be able to contribute to the financial well-being of the household, and may be reliant on others to care for them straining a household's resources. More than 6% of households surveyed in the Project Area report having a household member who suffers from a physical or mental disability. Households with members who have HIV/AIDS are also particularly vulnerable; they may be socially isolated/stigmatized and lack a support system and resources. Those household with heads who have tested positive for HIV/AIDS are at an even higher risk.
- **Child-headed households (18 years of age or younger):** child-headed households often face challenges in providing basic necessities for themselves as well as other family members in the absence of an adult caregiver.

## 4. CONSULTATION AND DISCLOSURE

This *Chapter* describes the engagement activities undertaken for these components of the Project. It highlights the Project's approach to ensuring free, prior and informed consultation of stakeholders and their representative institutions in Project planning and implementation as it pertains to land acquisition and resettlement.

The *Chapter* is divided into three sections:

- **Stakeholder Engagement Approach:** Description of the overall approach to stakeholder engagement, and the specific goals and objectives of the engagement strategy.
- **Stakeholder Identification and Engagement Methods:** Identification of key stakeholder groups and individuals at the affected community, local, district and provincial level, and how they will be involved in resettlement discussions and planning.
- **Engagements to Date:** Summary of engagement activities undertaken during June and July 2019;
- **Key Issues Raised by Stakeholders:** Summary of key issues raised by stakeholders during recent field activities; and
- **Disclosure:** Disclosure of the LRP and description of planned engagements moving forward.

In addition to this LRP, a detailed Stakeholder Engagement Plan (SEP) has been developed. The SEP outlines the roles and responsibilities for keeping all stakeholders appropriately informed of Project progress, and involved in resettlement planning and implementation.

The SEP will identify and map all Project stakeholders with an interest, or ability to influence the land acquisition and resettlement process, and provide for the establishment of Project committees.

### 4.1 Approach to Stakeholder Engagement

Stakeholder engagement is the broad, inclusive, and continuous process of relationship building between a Project proponent and its stakeholders, in particular those who are directly affected.

The specific approach to stakeholder engagement for the land acquisition associated with the Staff Village and Access Road include the following:

- Establish and maintain a constructive, ongoing relationship with those to be affected, as well as other stakeholders, based on mutual understanding, respect and trust;
- Ensure that engagement activities are undertaken in a manner that is inclusive, culturally appropriate, and tailored to the language preferences and decision-making processes of those displaced, and the needs of vulnerable groups therein;
- Engage with those displaced as a group – via an informed, structured consultation and participation process – to establish the general terms and conditions that will guide the land access and livelihood restoration process;
- Undertake good faith negotiations with individual affected households on the basis of the general terms and conditions established through the group engagement described above;
- Mitigate the risks of asymmetry of information and bargaining power in the engagement / negotiations process through effective disclosure of timely, relevant and understandable, information, capacity building, and third party appointments;

- Ensure that all engagement activities are free of intimidation or coercion, and all participants are fully aware of their rights according to national law and international standards; and
- Work towards creating broad community support for the resettlement and Project as a whole.

The specific individuals and groups affected by access to land and how they will be engaged in livelihood restoration planning is described in the *Section 4.2*.

## 4.2 Stakeholder Identification

Stakeholders are those individuals, groups and organizations with a legitimate interest in the land access and livelihood restoration process, and in particular those people and households that experience displacement impacts directly.

For this LRP, stakeholders related to land acquisition fall into one of the following categories:

- Government officials and bodies at the national, provincial, district and ward level; relevant to where land will be acquired;
- Traditional leaders, including chiefs, village headmen and village heads of those respective areas;
- Elected officials responsible for the Project area (i.e. ward councillors);
- Individuals / households reliant on the land required for the specific Project components;
- Community based organizations active in the Project Area; and
- National and international interest groups / NGOs.

Table 4.1 lists the main stakeholders relevant for this component of BGHES.

**Table 4.1 Stakeholders Related to this LRP**

Stakeholder Category	Key Stakeholders
Government officials – Provincial/District	Hwange Rural District Council, Environmental Management Agency; Lands Commission; Department of Veterinary Services, District Administrator, District Development Fund, Department of Physical Planning; Ward Development Committee
Traditional leadership	Chief Mvutuh; Chief Shana; Headmen of the affected wards, and affected Village Heads
Elected officials	Project-affected Ward Councillors, Member of Parliament
Wards/Villages/settlements with residents whose land is affected land (PAPs)	Villages: Jabula, Vukuzenzele, Chisuma, Sizinda, Monde Wards: Jambezi, Nemangana, Kattchecheti, Chidobe, Sidinda
Community-based organizations	CAMPFIRE Project; Chisuma Clinic; Rose of Charity; Intengwe; Sizinda Agricultural Training Center Catholic Development Commission / Caritas, and faith-based organizations



### 4.3 Engagement Methods

The methods for engaging stakeholders include informal engagement and information sharing (including the use of social media) and formal notifications, as required by national legislation governing land acquisition.

To align more closely with international standards around land acquisition and resettlement, the Project will establish a three-tiered stakeholder engagement approach (refer to Resettlement Policy Framework) to reach collective agreements on key aspects of land acquisition and resettlement, and to steer resettlement planning and implementation moving forward on additional Project components. This will be particularly important for the next phase of the Project (i.e. construction of transmission lines), where land acquisition impacts will be significant and will likely include physical displacement.

The Project will establish a dedicated Resettlement Implementation Team (refer to *Section 11.1.1*) responsible for, among other, conducting additional engagement as well as providing technical advice and support to each stakeholder tier. The Resettlement Implementation Team will work collaboratively with Project stakeholders to ensure land access and livelihood restoration aligns with the Resettlement Policy Framework and the commitments made in this LRP.

Key issues requiring stakeholder participation include:

- Reviewing and finalizing the criteria for Project eligibility and components of the entitlement matrix;
- Preparing for the individual affected household sign-off on compensation and livelihood restoration;
- Management of land acquisition related grievances; and
- Livelihood restoration monitoring and evaluation.

### 4.4 Engagement to Date

The Project's Environmental and Social Impact Assessment (ESIA) team established a Project stakeholder database, which identifies and registers all interested and affected individuals, groups and organizations. General information about the Project generated by the ESIA process has been widely distributed to stakeholders in person, by regular mail and where feasible, via email.

In 2016, notices were published in newspapers with a wide readership in Matabeleland North, and information meetings were held with traditional leaders, including headmen and village heads, to further encourage the involvement of stakeholders in Project impact discussions, including impacts related to the land acquisition process.

With particular regard to resettlement related to the Project components associated with this LRP (Staff Township and Access Road), as detailed in *Section 3.1* above, field work was undertaken in June and July 2019 including the focus groups, interviews, and surveys.

*Table 4.2* below presents a summary of engagement undertaken to date related to the land acquisition process for the Project Staff Township and Access Road in Zimbabwe.

**Table 4.2 Summary of 2019 Engagements**

Date	Location	Stakeholder Group	Discussion Topic(s)
24/06/2019	Hwange District Office	Hwange Rural District Administrators	Project update, upcoming field activities, cut-off date

Date	Location	Stakeholder Group	Discussion Topic(s)
24/06/2019	Chief Shana's Palace	Representatives of Chief Shana	Project update, upcoming field activities, cut-off date
26/06/2019	Agritex Office, Hwange	Ministry of Lands, Agriculture, Water, Climate and Rural Settlements	Land activities related to agriculture and livestock within the specific areas associated with the project components, administrative responsibilities related to land acquisition
27/06/2019	PSC Offices, Chinotimba Primary School.	District Officer, Public Service Commission (PSC)	Project update, upcoming field activities, cut-off date
	Chief Mvuthu's Palace	Chief Mvuthu	Project update, upcoming field activities, cut-off date
28/06/2019	Ministry Office Headquarters.- Hwange	Ministry of Women's Affairs, Community Development, Small Business	Challenges and opportunities facing women, small business, and community development in Hwange Rural District, considerations for the Project components and future Project developments
	Ministry Office Headquarters.- Hwange	Ministry of Social Welfare	Challenges and opportunities facing vulnerable households as well as existing social services, considerations related to vulnerability for the Project components and future Project developments
	Ministry Office Headquarters.- Hwange	Ministry of Youth, Sports, Arts and Recreation.	Challenges and opportunities facing youth in Hwange Rural District, considerations related to youth for the Project components and future Project developments
01/07/2019	Monde Primary School	Village Heads, Village Headmen, Ward Councillors	Project update, upcoming field activities, cut-off date
	UNICA - Sizinda	Village Heads, Village Headmen, Ward Councillors	Project update, upcoming field activities, cut-off date
	Chisuma Primary School	Village Heads, Village Headmen, Ward Councillors	Project update, upcoming field activities, cut-off date
02/07/2019	Jembwe Sub-Village	Village Heads, Village Headmen, Ward Councillors	Project update, upcoming field activities, cut-off date

Date	Location	Stakeholder Group	Discussion Topic(s)
	Jabula Primary School	Village Heads, Village Headmen, Ward Councillors	Project update, upcoming field activities, cut-off date
	Batoka Primary School	Village Heads, Village Headmen, Ward Councillors	Project update, upcoming field activities, cut-off date
	Victoria Falls Hospital	Victoria Falls Hospital District Medical Health Officer (DMHO)	Project update, upcoming field activities, cut-off date
	Victoria Falls	Batoka Clan Representative	Project update, upcoming field activities, cut-off date
03/07/2019	Monde Primary School	Community members	Sensitization of Monde and surrounding sub-village members on Project update, asset inventory, cut-off date
	UNICA	Community members	Sensitization of Sizinda and surrounding sub-village members on Project update, asset inventory, cut-off date
	Chisuma Village Meeting Place	Community members	Sensitization of Chisuma and surrounding sub-village members on Project update, asset inventory, cut-off date
04/07/2019	Victoria Falls Hospital	Victoria Falls Hospital District Medical Health Officer (DMHO)	Project update, upcoming field activities, cut-off date
	Jembwe Village	Community Members	Project update, upcoming field activities, cut-off date
	Jabula Primary School	Community members	Sensitization of Jabula and surrounding sub-village members on Project update, asset inventory, cut-off date

## 4.5 Key Issues Raised by Stakeholders

Feedback from community members during these meetings revealed overall support for the Project as many anticipate benefits that will come through increased employment opportunities and an improved road network.

The meetings also highlighted a number of stakeholder concerns, notably including concerns related to the absence of regular updates on Project activities and timelines. Many stakeholders expressed anxiety and uncertainty over the land acquisition process and whether or not they would be given fair compensation or would be forcibly evicted. The lack of consultation and transparency on Project activities was repeatedly raised as a community concern, as was the lack of structured communication channels.

These concerns are particularly relevant in the context of the BGHES Project as the legacy of the Kariba Dam displacement in the late 1950's persists throughout communities. Although the Kariba resettlement was undertaken in a very different time, when the current governments were not in power and the Zambezi River Authority did not exist, some stakeholders in the Project area continue to raise concerns that the mistakes of the past will be repeated.

Other concerns include:

- Fear of accidents as the tarred road will allow traffic to move faster and clearing of trees and fences will make it easier for livestock to wander into the road;
- Fear of additional developments that will require future land acquisition which may cause households to physically relocate;
- Lack of physical ability to reconstruct impacted fences;
- Lack of compensation and forced eviction from land;
- Rise of HIV / AIDS and STIs as outsiders come to the area seeking work;
- Rise of malaria from stagnant water bodies caused by backflow from the dam; and
- Concern over ability to continue accessing grazing land.

#### **4.6 Future Engagement**

For the Project components associated with this LRP, additional meetings will be held with key government ministries and departments with responsibility for land acquisition and resettlement including the District Administrator's office, officials from the Department of Agritex, and the Hwange Rural District Council. Additional engagements will be held with traditional leadership and local representatives of affected communities.

The purpose of these consultations will be to facilitate the flow of information and meaningful involvement in the finalization of compensation and livelihood restoration measures for those households who will be directly affected by this component of the Project.

#### **4.7 LRP Disclosure**

A summary of the LRP, in the appropriate local language (Ndebele, Shona, and Nambya) will be prepared and distributed to traditional leaders and local government. They will be encouraged to post the summary in affected communities and be provided with Project support in sharing its content in meetings with their constituents.

## 5. PROJECT IMPACTS

This *Chapter* presents the scope of displacement related to land requirements for the development of the Access Road and Staff Township. It describes the efforts taken to minimize displacement through exploring alternative road designs and the choice of location for the Staff Township.

It should be noted that the following impacts have been analysed for all assets falling directly within the 40 metre servitude with the assumption that there will be no further changes to design.

### 5.1 Efforts to Minimize Displacement

#### 5.1.1 Access Road

As stated in the ESIA Project description, the Sizinda Road will bring vehicles 5 km east of the Jabula School (Victoria Falls - Jabula School, Trunk A and Trunk B), where an existing secondary road leads firstly to Kasikiri Village (Jabula School – Kasikiri Village), secondly to Batoka Airport and, thereafter, to the Batoka dam site (Kasikiri Village – Batoka Airport). The full track will cover a length of approximately 63.5 km.

Two alternatives were examined for the connection between Jabula School and Batoka Airstrip; however, after careful analysis; a third option was proposed which involves upgrading the existing Sizinda road to the BGHES dam site.

This third option takes into consideration a variety of social impacts including minimizing both physical and economic displacement:

- Construction of the Jabula - Batoka Airstrip Trunk A and B will result in physical displacement. Kaskiri village would be most affected by this road; estimated to be made up of 32 households. The need to develop this road is questionable when the existing road could be utilised.
- The construction of new roads (with the exception of the BGHES Site – Dam and BGHES – New Bridge road) will cause economic displacement (most notably due to disruption of crop cultivation) as a result of land take. The degree of economic displacement will be most significant for the Jabula - Batoka Airstrip Trunk A and B and Jabula School Trunk B roads as these areas are more populated and households' use the surrounding land for crop cultivation and grazing of livestock.
- There would be serious community health and safety implications with the development of the Victoria Falls - Jabula School Trunk B; the road would pass through the grounds of Jabula School. Communities also use the area for grazing of livestock; thus vehicle collisions with animals could also occur. Issues of dust and diesel pollution may also impact the health of those living in the surrounding areas.

The full road alignment will require 3.6 km of new road access to the BGHES Dam Wall and associated infrastructure, and 59.9 km of upgrades to existing roads from the main A8 highway.

#### 5.1.2 Project Staff Township

Project Staff Townships are planned for both Zambia and Zimbabwe. During the construction phase in each country, an initial labour force of at least 500 workers is required. Following completion of the Access Road and Project infrastructure, this number is expected to increase to 3,000 people to include security and support staff. They will be required for the remainder of the construction phase expected to last up to seven years.

During operation of the BGHES, the construction staff will be replaced (or overlap) with operational staff (i.e. maintenance, security, customs services, government officials), with numbers expected to increase upwards to 9,000 in total.

Townships will be located on each side of the river, in close proximity to the dam. They will include housing and requisite infrastructure (i.e. health, education, social and recreation facilities) to accommodate staff and their families. Three alternative locations in each country were initially explored taking into consideration both social and environmental impacts.

Locating the Staff Township at its current location in Zimbabwe avoids physical displacement, with economic displacement confined mostly to grazing areas.

## 5.2 Physical and Economic Impacts

### 5.2.1 Impacts on Land

Land take required for the development of the Project components is as follows:

- Access Road: 160 ha; and
- Staff Township: 705 ha.

The 705 hectares designated for the Staff Township is unpopulated and therefore does not impact any agricultural fields or residential plots. Rather, the land is of communal use for grazing livestock such as cattle and goats as well as collecting natural resources including thatching grass and mopane poles used in housing and fence construction. The communities most directly affected by the loss of this area include the approximately 35 households in BH55, Sidakeni and Kasikiri Sub-Villages.

Land take associated with the Access Road will impact 241 agricultural fields and 7 residential plots occupied by 210 PAHs. The servitude of the existing road has largely been respected by populations within the area of the Access Road and thus further reduces the economic impact to households to infringements along field edges facing the road. The average area of an individual property that will be affected is 0.10 hectares, which represents an average of 5% of the entire affected field.

Construction activities along the Access Road may temporarily cause a restriction of access for households to agricultural land who do not live within close proximity to fields.

**Figure 5.1 Boundary Infringements in Agricultural Fields along the Access Road**





## 5.2.2 Impacts on Residential and Annex Structures

### 5.2.2.1 Residential Structures

Land-take associated with Staff Township and Access Road will not impact any residential structures.

### 5.2.2.2 Non-residential Structures

Access Road land take will displace the following non-residential structures:

- Two latrines belonging to a single household in Sizinda;
- Six animal enclosures;
- One personal water main;
- Business centre veranda in Chisuma.

**Figure 5.2 Examples of Impacted Animal Enclosures, July 2019**





**Figure 5.3 Personal Water Tap in Monde Village, July 2019**



**Figure 5.4 Business Centre Veranda within Servitude, Chisuma, July 2019**



### ***5.2.2.3 Fencing and Built Improvements***

Of the 248 impacted fields, 64 are demarcated with wire fencing reinforced by a combination of wooden posts, trees, and / or sticks.

**Figure 5.5 Fencing within Servitude, July 2019**

Other impacts to PAHs include infringements to built-improvements along 31 external field boundaries facing the Access Road. Built improvements are comprised of impenetrable boundaries made from brush and thorns collected from iron wood, acacia, and knob thorn and other wild trees that grow naturally on the roadside. The thorny fences provide fields with a protective barrier against damage from wildlife such as elephants and kudus.

**Figure 5.6 Built Improvements to Field Boundaries Outside of Jabula, July 2019**



### 5.2.3 Impacts on Public and Communal Infrastructure

A water tower supplying Chisuma Primary School falls within the Access Road servitude, as does the external perimeter fence of the school nutritional garden and portions of the associated irrigation infrastructure.

There are no other public and / or communal built structures (i.e. schools, health facilities, or place of worship) impacted in the Project area and thus access to existing facilities will not be restricted.

**Figure 5.7 Water Tower at Chisuma Primary School, July 2019**



Infrastructure that is not comprised of built structures includes a village meeting area on the roadside in Chisuma opposite the primary school. The village meeting area includes large rocks that provide seating for village heads and / or community members during public meetings that are shaded and protected by large gum trees.

**Figure 5.8 Roadside View of the Chisuma Village Meeting Area, July 2019**



**Figure 5.9 Rocks Shaded by Gum Trees Provide Seating and Shade for Community Gatherings, July 2019**



#### **5.2.4 Impacts on Cultural Heritage Sites**

The asset inventory confirmed that no graves or other cultural heritage sites will be impacted by the Access Road or Staff Township. The Project will however implement a “chance find” procedure whereby work will be suspended if a grave or cultural site is identified during construction and / or road clearance until there has been additional engagement with the community and affected household.

#### **5.2.5 Impacts to Crops and Trees**

##### **5.2.5.1 Annual and Perennial Crops**

The Asset Inventory was conducted from 12 to 16 July 2019, the dry season in the area of the Project Area. As such, agricultural fields along the Access Road were fallow and there were no standing crops at the time of the survey. As most planted trees are within residential concessions, no perennial crops were found to be planted within the servitude.

##### **5.2.5.2 Wild Tree Species**

A mix of wild tree species such as mopane, morula, acacia, iron wood, and knob thorn grow along the sides of the Access Road. While these trees do not play a significant role in household livelihood activities, they do serve to control the movement of livestock such as cattle as well as provide added protection for fields against intruding wildlife by forming dense thickets that are difficult to trample. In the presence of the current draught, these trees also provide supplementary fodder for cattle.



**Figure 5.10 Wild Trees Demarcate External Field Boundaries while Providing Fodder for Cattle during the ongoing drought, July 2019**



In the Staff Township footprint, wild trees play a more significant role in local livelihoods for surrounding communities and in particular, the households in the Sub-Villages BH55, Kasikiri and Sidakeni. Uses of wild trees includes the production of poles used in construction, roof thatching, and medicinal trees. Medicinal trees are of high importance to households in these communities as they are located further from economic centers and social services.

### **5.2.6 Impacts to Village Access Points**

The Staff Township contains village access points and footpaths that are used to access the Zambezi River for fishing.

**Figure 5.11 A Net Hung from a Small Tree Marks a Fishermen's Path from the Staff Township Area to the Zambezi River, July 2019**



### **5.2.7 Impacts to Vulnerable Households**

As discussed in *Section 3.1.5*, constraints regarding the survey timeframe will require additional data collection to support comprehensive quantification of households with pre-existing vulnerability. It has been noted by the Ministry of Social Welfare that the most significant impact to households with pre-existing vulnerability would be the loss of social capital associated with physical displacement as the relocation of family members would result in a reduced ability to continue agricultural activities.

As the project components associated with this LRP do not require any physical displacement and economic displacement related to agricultural land is minimal, the Project components will not result in those with pre-existing vulnerability to be disproportionately affected. Feedback from community members does note however that vulnerable groups, particularly those who are physically and / or mentally handicapped, traditionally feel excluded from these types of developments and particular effort will be made during subsequent Project engagements to engage with them in a way that is culturally and socially appropriate.



## 6. ELIGIBILITY AND ENTITLEMENT FRAMEWORK

This *Chapter* describes the general principles and policies applied to determine eligibility and define entitlements for compensation resulting from the acquisition of land required for the Access Road and Staff Township.

The objective of the eligibility and entitlement framework is to provide transparent, fair and timely (prior to displacement) compensation for impacts to all PAPs in accordance with Zimbabwean law and World Bank Environmental and Social Safeguard Policy Standard 5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement.

### 6.1 Eligibility

Eligible persons include all persons with a formal interest on the land required by the Project – in the form of propriety ownership, co-proprietary, tenants, or any persons with other limited interests. The term is further expanded to include affected persons – persons who gain a benefit or utilise the land or improvements made on that land irrespective of their legal standing.

The immovable assets considered eligible for compensation include the following:

- Land, including cultivated and fallow land, forest, and residential plots;
- Crops, both annual and perennial;
- Common property resources, including wild plants and animals, fuel wood, and timber;
- Structures, including houses, annexes and derelict buildings, along with fences and other built improvements;
- Other infrastructure, either communal infrastructure or private, including wells, roads, and irrigation infrastructure; and
- Public access, including informal roads and footpaths and navigable waterways.

The above immovable assets are typically held under three types of tenure arrangements:

- Registered ownership, through possession of formal title deeds that are registered;
- Communal ownership, where by the State has authorized local government authorities or traditional leaders to manage the asset on their behalf, which may or may not be formally documented. Individuals, families, clans or villages, or even some combination of these may use communal assets; and
- State owned.

*Table 7* outlines the persons eligible for compensation based on the types of assets that the Access Road and Staff Township will affect as registered during the recent Asset Inventory.

**Table 6.1 Types of Loss and Eligibility for Compensation**

Type of Loss	Eligible Persons	Description
Communal Land	Individual and communal land users, authorized by local gov't / traditional leaders	Land managed by local government or traditional leadership, on behalf of the State. It is common for these entities to give permission for use to people / communities / tribes.
Structures & Other built improvements	Asset-Owner	The person, family, or collective entity with uncontested ownership of any secondary structures or other built assets, irrespective of their tenure status to the land on which the structures or fixed assets are built.

Type of Loss	Eligible Persons	Description
Public / Communal Infrastructure	Community members and / or designated representatives	The person or collective entity with uncontested ownership of any public / communal infrastructure, irrespective of their tenure status to the land on which the structures or fixed assets are built.
Crops and Trees	Crop-Owner	The person, family, or collective entity that solely tends annual and perennial crops on land, irrespective of the type of tenure on that land.
Village Access Points	Communal Users	The communal users who access / utilize village access points and right-of-way to support and maintain livelihoods.

## 6.2 Eligibility Cut-off Date

The commencement date of the census and asset inventory represents the cut-off date for compensation eligibility. This date defines the assets eligible for compensation and provides an empirical baseline to limit opportunistic activity (i.e., to prove ineligibility, and limit the potential for speculation).

Up to and including that date, immoveable assets are considered eligible for entitlement compensation. Immoveable assets established after the cut-off date are not considered eligible nor are persons occupying the Project Area after the cut-off date eligible for compensation assistance.

Prior to the asset inventory, engagement activities were conducted at the district, ward, and village levels including sensitisation meetings to announce the cut-off date, discuss the survey process, and serve as a forum for collecting qualitative socio-economic data (refer to *Table 4.2 on Page 37*).

On July 12<sup>th</sup>, 2019, survey teams began the census and asset inventory of affected households.

The surveys were conducted with the following objectives:

- Construct a detailed demographic and socio-economic profile of each affected household;
- Identify the specific impacts of land acquisition on each household, including a detailed, legal description of affected immoveable assets;
- Cap beneficiaries and entitlements;
- Inform entitlement planning;
- Provide a baseline for monitoring and evaluation; and
- Serve as the basis for individual agreements.

Affected households were identified by the relevant village head and their use of the land verified using village land registers and notified of the surveys through village meetings and by receiving a formal notification letter.

Survey teams administered the census to the asset owner(s) / household head(s), or his / her designated representative, and the immoveable asset inventory in his / her presence, as well as that of the village head or adjacent property holders wherever possible and appropriate.

Survey teams qualitatively and quantitatively assessed and inventoried any structures within the servitude and documented structures and built improvements using photographs and geographic positioning. Survey teams then used GPS enabled tablets to plot field perimeters under the supervision of the owner and village head.

In accordance with standard practice, surveyors were responsible for ensuring that:

- Every crop survey is confirmed by the responsible farmer, or his / her designated representative and documented by the survey team;
- Every land survey is witnessed and confirmed by the responsible landholder, or his/her designated representative and documented by the survey team; and
- Every structure survey is confirmed by the responsible owner, or his / her designated representative.

The asset survey provides a detailed inventory of all immovable assets and forms the basis for calculating compensation entitlements.

A monitoring plan is being developed and will be implemented to ensure people remain informed of the cut-off date and its implications. Any new in-migrants will be informed of the moratorium on establishment of new assets.

Where new assets do appear, they will not be considered eligible for compensation. The owner will be given reasonable notice to remove or salvage the asset, and if they do not, the asset will be removed by Project staff.

### 6.3 Entitlement Framework

The Entitlement Framework defines the types of compensation or resettlement assistance that will be provided to eligible persons based on the type of asset that will be lost. The framework also establishes the conditions under which eligible persons are granted allowances or access to livelihood restoration programmes. Where possible and reasonable, a range of livelihood assistance options will be provided that allows households to select the type of compensation that best suits their unique conditions.

Entitlement policies define the specific type of compensation to be made available to those affected by specific displacement impacts.

Entitlements generally fall into the following categories:

- In-kind compensation, which involves the planning, design and development of replacement assets and livelihood activities to compensate for those lost to the Project; or
- Cash compensation, which involves the payment of cash to compensate for assets, lost to the Project, at agreed replacement rates of the lost asset.

In accordance with international standards and the Communal Lands Act of Zimbabwe, the Project will favour the provision of in-kind compensation over cash compensation wherever feasible, as it represents a reduced risk – for both the Project and those affected – of entitlement mismanagement, inequitable distribution, and long-term impoverishment. Cash compensation will only be provided under circumstances, for specific types of impacts, and under carefully controlled conditions.

In general, the legitimate owner of a particular asset – whether it be land, structures or crops – will be compensated for its loss in full, whereas users will be compensated for the loss of their specific interest in that asset for a period of time and assisted in their re-establishment.

All compensation rates will be established in consultation with affected communities and local authorities including technical services from the HRDC. Compensation rates will be equal to or greater than full replacement value of the affected asset with no deduction for depreciation.

The entitlement matrix outlined in *Table 6.2* is based on World Bank standards and requirements stipulated by Zimbabwean law. It will be presented together with the eligibility criteria to local stakeholders during LRP disclosure. Based on these discussions, any necessary adjustments will be made and a final version included as an Annex to this LRP.

A key consideration in finalizing the compensation and livelihood restoration programmes to be implemented, and how they will be delivered, is the extent to which they adhere to agree upon principles of sustainability.

**Table 6.2 Entitlement Matrix**

Project Impact	Eligible Party	Eligibility Criteria	Mitigation Measures
Loss of Land			
Communal Land (including Staff Township Area and associated common property resources as well as portions of properties affected by the Access Road)	Community members utilizing the Staff Township area for livestock grazing and / or collection of natural resources	Permanent loss of communally used land and associated common property resources within Staff Township area	<ul style="list-style-type: none"><li>■ Access to equivalent area of equal or greater potential productivity (or grazing capacity) and locational advantages; and</li><li>■ Access to Livelihood Restoration Measures (<i>Section 7.1.4.1, Section 7.1.4.2</i>).</li></ul>
	Community members with permission from local gov't/traditional leaders to use / farm individual plots of land.	Permanent loss of greater than or equal to 0.25 hectares communally used land on individual plots along the Access Road	<ul style="list-style-type: none"><li>■ Extension of existing field into unaffected areas;</li><li>■ Support for clearing / preparing newly allocated land.</li></ul> <b>OR</b> <ul style="list-style-type: none"><li>■ Cash compensation at replacement value</li></ul>
		Permanent loss of less than 0.25 hectares communally used land on individual plots along the Access Road	<ul style="list-style-type: none"><li>■ Cash compensation at replacement value or alternative in-kind compensation.</li></ul>
Loss of Structures			
Non-Residential Structures	Structure Owner	Permanent loss of complete or incomplete non-residential structures including boreholes, kraals, and latrines	<ul style="list-style-type: none"><li>■ Cash compensation at agreed replacement rates and / or in-kind provision of construction materials;</li><li>■ Self-build support; and</li><li>■ Right to salvage materials.</li></ul>

Project Impact	Eligible Party	Eligibility Criteria	Mitigation Measures
<b>Fencing and Built Improvements</b>	Structure Owner	Permanent loss of built improvements to field boundaries such as wire fencing and bush / hedge fencing	<ul style="list-style-type: none"> <li>■ Cash compensation at agreed replacement rates and / or provision of construction materials in-kind;</li> <li>■ Self-build support; and</li> <li>■ Right to salvage materials.</li> </ul>
<b>Public / Communal Infrastructure</b>	Affected communities	Permanent loss of access to public / communal infrastructure (i.e. Chisuma water tower and village meeting area)	<ul style="list-style-type: none"> <li>■ Identification of alternative communal meeting space; and</li> <li>■ Improvements to identified area of a communal nature, if required; and</li> <li>■ Right to salvage materials.</li> </ul>
<b>Loss of Wild Economic Trees</b>			
<b>Wild Trees of Value</b>	Households owning land demarcated by wild trees	Permanent loss of wild trees of economic value located on field boundaries	<ul style="list-style-type: none"> <li>■ Reforestation of servitude using beneficial agroforestry species;</li> <li>■ Access to Livelihood Restoration Measures (<i>Section 7.1.4.2</i>); and</li> <li>■ Right to salvage materials.</li> </ul>
<b>Loss of Village Access Points</b>			
<b>Access Points and Foot Paths</b>	Communal Users	Loss of foot points and village access routes within the Project area	<ul style="list-style-type: none"> <li>■ Establishment of alternative paths and access points</li> </ul>



## 6.4 Entitlements

### 6.4.1 Loss of Land

#### 6.4.1.1 Communal Land and Common Property Resources for the Staff Township Area

Communal land and common property resources located in the area designated for the Staff Township totals approximately 705 hectares. This is the maximum area of replacement land that the Project will need to secure for communal users in the surrounding areas. In line with Zimbabwean legislation as well as international standards, the Project will compensate the loss of communal land through the provision of alternative land at a site comparable to the current area.

In order to secure replacement land, the Project will engage with the appropriate technical services (namely Agritex and other designated members of the HRDC) and customary authorities to perform a preliminary identification of suitable replacement site options.

Once suitable options have been identified, the Project will liaise with technical services to conduct a site assessment of the proposed alternatives.

The site assessment will be completed using the following criteria:

- **Geographic Location:**

- Distance from the location of the original site (km);
- Distance from the area being replaced (km);
- Distance to existing water sources (km);
- Distance from impacted communities (km);

- **Physical Characteristics:**

- Acceptable and amenable relief / topography;
- Soil quality appropriate for planned land use and livestock activities;
- Natural drainage;
- Absence of natural risks;

- **Land Area:**

- Availability of sufficient surface area (ha);
- Social and environmental impact to host communities and existing land owners/users <sup>(20)</sup>;

- **Economic Activities:**

- Availability of existing pastoral areas;
- Availability of wild trees of economic and / or medicinal value;
- Availability of natural resources such as thatching grass;

- **Recommendations for site improvements.**

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<sup>(20)</sup> A key consideration in the selection of replacement land is the potential impact on host communities. Where necessary, the Project will include additional engagement activities with host communities and / or existing landowners to gain a deeper understanding of the social and environmental impacts as well as possible mitigation measures.

A summary of the site assessment will be prepared for each potential site and presented along with photos and maps to authorities and affected communities during LRP Disclosure.

Any differences in access and availability of natural resources as well as recommendations for site improvements will be considered under the Livelihood Restoration and Improvement Programme (LRIP) (Sections 7.1.4.1 and 7.1.4.2). Any recommendations for improvements beyond the targeted LRIP scope and budget will be considered for integration into the extended community outreach programmes developed under the Project's Environmental and Social Management Plan (ESMP).

#### **6.4.1.2 Communal Land on Individual Plots along the Access Road**

As previously indicated, the land required by the Access Road represents (on average) 5% of the total property area. Within the area of the Staff Township and Access Road, replacement land is typically allocated for areas of three hectares or more for agricultural fields and 1.5 hectares for residential fields depending on availability of replacement land as prescribed by the Hwange District Agritex Office.

As the area of affected land does not meet the minimum requirements for the allocation of alternative land, the Project will consult with the RDC to give PAHs the option of extending existing fields into unaffected portions of land for any loss of areas greater than 0.25 hectares. The Project will assess whether additional measures are needed to clear these areas or otherwise make them suitable for agriculture as well as whether support is needed to move and / or reconstruct fences.

For areas less than 0.25 hectares or where alternative land is not available in close proximity to the affected land, the Project will undertake a valuation study of the affected portions to determine an appropriate cash amount or in-kind alternative such as the provision of measures to increase productivity on remaining land. Options for enhancing land productivity may include receiving improved seed varieties, agroforestry tree saplings, and / or fertilizer.

#### **6.4.1.3 Severance from Land and Other Resources during Construction**

Construction activities along the Access Road may temporarily result in a restriction of access to agricultural land or other resources for households who do not live within close proximity to fields.

Management plans should be developed and include provisions to avoid or mitigate temporary severance such as:

- Provision of safe crossing points for pedestrians and livestock in areas close to villages / settlements; and
- Engaging with relevant authorities to ensure crossing points are adequate and their locations properly advertised to community members.

#### **6.4.1.4 Non-Residential Structures**

All non-residential structures will be compensated in cash at agreed replacement rates. This includes latrines, animal enclosures, and water infrastructure.

Replacement rates will take into consideration the cost of building materials as well the time and labour associated with re-establishing assets. No depreciation will be applied in the calculation of replacement rates for non-residential structures.

The Project will engage local contractors and, where possible, Project-affected persons to determine the amount of labour required as well as the cost and suitability of materials.

#### **6.4.1.5 Fences and Other Built Improvements**

The primary impact to infrastructure along the Access Road will be to fences and other built improvements demarcating field boundaries along the road servitude. The Project will work to re-establish fencing structures outside of the Access Road servitude through the provision of cash-compensation for the value of labour as well as improved materials where it is determined that structures are not able to be moved without damage.

The Project recognizes that brush fences and natural boundaries take longer to re-establish and will be harder to move, potentially disadvantaging those who are not able to afford wire and materials for posts. The Project will therefore provide improved fencing materials for households losing brush fences and natural boundaries due to the development of the Access Road.

#### **6.4.1.6 Self-Build Support**

It is the expectation that PAHs will use cash compensation and the in-kind materials provided for fencing and built improvements to reconstruct affected structures and field demarcations. The Project recognizes however that remote locations and high transportation costs might make it difficult for some PAHs to secure construction arrangements or low physical / social capital due to age or handicap may prevent PAHs from undertaking the work themselves.

In addition to compensation for materials and labour, the Project will offer PAHs self-build support to provide logistical and technical assistance for the planning and construction of non-residential structures and re-establishing fencing using village labour and / or local contractors. The number of households requiring self-build support will be finalized during compensation sign-off.

### **6.4.2 Loss of Public and Communal Infrastructure**

The water tower and school garden in Chisuma will be replaced with alternative structures that meet national standards. The loss of communal infrastructure such as the village meeting place in Chisuma will be mitigated through the identification of an appropriate alternative site in consultation with the relevant village heads.

### **6.4.3 Loss of Crops and Economic Trees**

#### **6.4.3.1 Annual and Perennial Crops**

Because the asset inventory was conducted during the dry season, there were no standing crops at the time of the surveys. Although the affected land in crop fields is minimal, should land acquisition occur during the planting season, households will be notified in advance of land clearance activities and retain the right to harvest any crops.

#### **6.4.3.2 Wild Tree Species**

The Project recognizes the importance of wild trees in forming a protective barrier for external field boundaries and fodder for cattle and other livestock in light of reduced grazing caused by the drought.

The Project will engage in a reforestation campaign to replace the trees cleared along the Access Road servitude with beneficial agroforestry species indigenous to the Project Area to reinforce built fences and re-establish naturally formed boundaries.

Selected species will be easy to establish and fast growing and provide additional benefits to households through fuel, fodder, or food production as well as improvement of soil health (example species that will be considered are included in *Table 6.3* below).

The Project will consult with technical services on the selection of species as well appropriate considerations for planting density. Households will be eligible for cash compensation for the cost of labour which they may choose to undertake themselves under the guidance of technical services.

**Table 6.3 Example Agroforestry Species**

Agroforestry Practice	Description	Species used
Improved Fallow	Woody Species planted and left to grow during the fallow phase	<ul style="list-style-type: none"> <li>■ <i>Sesbania sesban</i></li> <li>■ <i>Acacia angustissima</i></li> <li>■ <i>Gliricidia sepium</i></li> <li>■ <i>Leucaena species</i></li> </ul>
Alley cropping	Intimate multi-storey combination of various trees, tree components and crops around homesteads	<ul style="list-style-type: none"> <li>■ <i>Mango trees</i></li> <li>■ <i>Citrus species</i></li> <li>■ <i>Moringa</i></li> <li>■ <i>Ziziphus mauritiana</i></li> <li>■ <i>Davialis caffra</i></li> <li>■ <i>Jatropha carcus</i></li> </ul>
Trees in Soil Conservation and reclamation	Trees on bunds, terraces for soil reclamation	<ul style="list-style-type: none"> <li>■ <i>Ziziphus mauritiana</i></li> <li>■ <i>Davialis caffra</i></li> <li>■ <i>Jatropha carcus</i></li> <li>■ <i>Faidherbia albida</i></li> <li>■ <i>Tephrosia vogelii</i></li> </ul>
Live fences	Trees around farmlands	<ul style="list-style-type: none"> <li>■ <i>Ziziphus mauritiana</i></li> <li>■ <i>Davialis caffra</i></li> <li>■ <i>Jatropha carcus</i></li> <li>■ <i>Faidherbia albida</i></li> </ul>

Source: Zimbabwe Forestry Commission, 2019

#### 6.4.4 Loss of Village Access Points

Footpaths and communal access points for fishermen and women collecting thatch will be impacted by the construction of the Staff Township. To mitigate this impact and minimize disruption to livelihood activities, the Project will conduct additional focus groups with impacted groups identified by the relevant village head in order to identify and demarcate alternative routes.

### 6.5 Verification and Sign-Off

PAHs will be given the opportunity to select their preferences for compensation, including a choice between in-kind and in-cash compensation for affected land and self-build support as well as to verify any other information collected in the surveys during a sign-off period organized by the Project.

The objectives of the sign-off procedures are as follows:

- Explain the details concerning compensation and assistance packages and the options available to affected households;
- Enable local authorities to validate the choices made by households;
- Disclose details on livelihood restoration programmes; and
- Guarantee that all information is disclosed in local languages to affected populations.

The sign-off process ensures that each household has made a free and informed choice regarding compensation and that all eligible property has been taken into account. The sign-

off period will also be used to gather complete socioeconomic information for affected households.

Before the sign-off period, a notification will be made to local and customary authorities. In order to guarantee full comprehension and informed decision-making on the part of beneficiaries, sign-off documents are explained in the affected household's language of choice. Sign-off documents are verified by the head of each household and their spouse(s) and countersigned by a Project representative to ensure complete transparency and fairness in the compensation process.

Both PAHs and the Project will retain an original copy of each sign-off form. The Project will document and archive all sign-off forms in paper and electronic formats in the Project database. Sign-off forms may be searchable upon request.

## **6.6 Payment and Delivery**

Financial and in-kind compensation for land, non-residential structures, and built improvements is paid directly to the affected household. All compensation rates, calculations, and payments are made in the legal currency of Zimbabwe however, due to the current changes in the monetary policy, any cash compensation rates will be indexed to the US dollar (USD).

## 7. LIVELIHOOD RESTORATION AND IMPROVEMENT

International standards define ‘livelihoods’ as the full range of activities that individuals, families, and communities engage in to make a living. It includes wage-based income, agriculture, fishing, foraging, other natural resource-based livelihoods, petty trade, and bartering.

This *Chapter* details the Project’s approach to livelihood restoration for economically impacted households so that they are able to demonstrate a continuous and sustainable improvement in their economic activities following displacement. The overarching goal of the proposed Livelihood Restoration and Improvement Plan (LRIP) is to ensure that the livelihood of each household affected by the Access Road and Staff Township is restored and improved to a level equal to or greater than the level preceding impact of the Project.

In addition to the compensation that will be paid for affected structures and land-for-land replacement for the Staff Township area, the Project has developed complementary programmes under the LRIP comprised of additional compensation measures to support economically displaced populations.

The livelihood programmes detailed within this LRP will evolve over time as additional feedback is received from various stakeholders during LRIP disclosure and additional input provided by technical services. Feedback will be integrated into the framework below which will be included as an Annex to this document. Implementation of the LRIP will continue until all PAHs have restored their livelihoods, or have been given sufficient opportunity to do so.

### 7.1 Livelihood Restoration and Improvement Plan (LRIP)

As noted above, this *Chapter* expands upon the Entitlement Framework and details how the compensation provided will be supported through additional programming to achieve sustainable livelihood restoration and improvement. The LRIP consists of tailored programmes based on the existing livelihood activities of the affected population and the extent to which the Project affects people’s livelihood. These measures will be expended to address further impacts resulting from the development of additional Projects components.

The Project will lead the process of establishing LRIP programmes as well as provide the resources needed for implementation. Implementation of the LRIP will be based on a third-party model with in-house coordination from the ZRA LRP Implementation Team working in tandem with selected partners. The Project will also seek to collaborate with technical services, NGOs, and other development partners in the management and implementation of LRIP programmes.

LRIP activities will begin prior to displacement to establish the effective support structures necessary, while post-impact activities will focus on the provision of additional support where necessary and monitoring of impacts.

#### 7.1.1 Goals and Objectives

The goal of the LRIP will be to help restore, and potentially improve, the livelihoods and living standards of economically displaced PAHs. The LRIP will assist men, women, youth, and communities in re-establishing and strengthening current livelihood practices in the short and medium term, and develop transferable skills and engender self-reliance in the long term.

The specific objectives of the LRIP include:

- Provide extensive support so that the abilities, resources, and assets of PAHs are effectively deployed in meaningful livelihood initiatives;
- Enable PAHs to benefit from multiple sustainable livelihood activities within the Project Area;



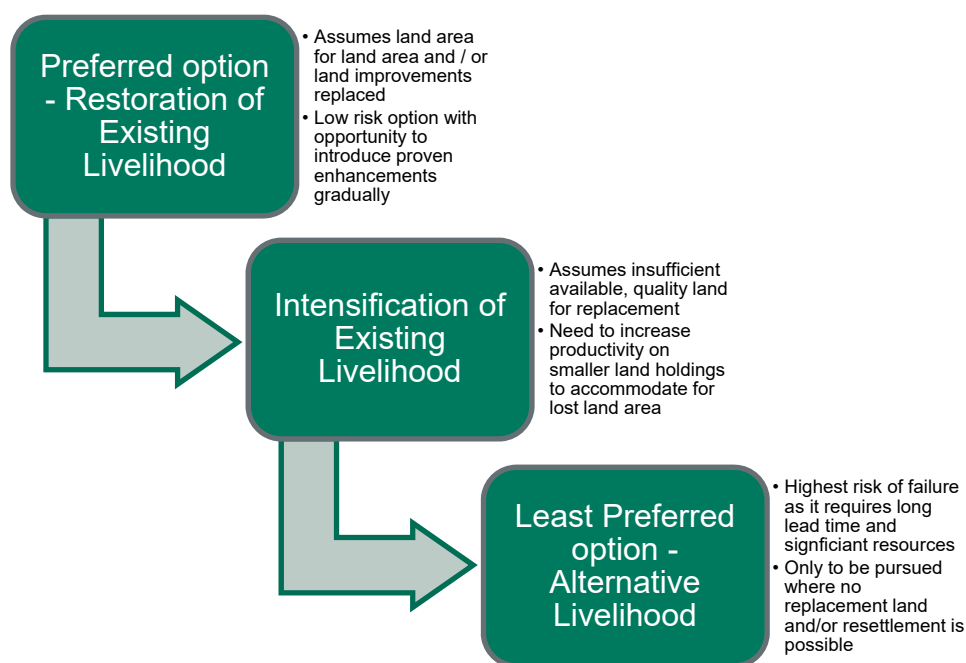
- Meet the compensation commitments – as agreed with PAHs – such that compensation and other displacement related assistance is effectively and sustainably managed by PAHs;
- Support the improvement of commercial skill-based livelihoods to create opportunities for PAHs to benefit from a skills-based economy;
- Deliver training, and provide people with work experience and transferable skills that will help them compete for Project-related jobs and future opportunities; and
- Provide support so that PAHs and communities are able to maintain equal access to broader community, district, and regional development programmes (i.e. government programmes, Project community development activities, etc.).

### 7.1.2 Principles

The following principles have been applied in the design and implementation of the LRIP:

- **Identify Livelihood Impacts Systematically** – Livelihood impacts on local people will be determined systematically through the asset surveys and engagement with those affected. To the extent possible, such impacts will be quantified and the affected people identified individually. Impacts will be considered even if the affected people are not resident in the area, do not own the land, or do not have legal title or access to the resources.
- **Plan and Negotiate Appropriate Measures with Affected People** – The planning of livelihood restoration / improvement is not a purely technical exercise, but requires a high level of interaction with the affected people in order to develop the most feasible and desirable mitigation measures. The agreed measures, in the form of compensation entitlement, will be incorporated into formal collective and/or individual agreements. All three tiers of stakeholders described in *Chapter 4* will provide input and approve the LRIP.
- **Give Preference to Replacement of Existing Livelihood Activities** – Livelihood restoration / improvement measures will be planned according to the hierarchy illustrated in *Figure 9*.

**Figure 7.1 Livelihood Restoration Hierarchy**



### 7.1.3 Eligibility & Target Groups

Eligibility for programmes is dependent on the scale and type of impact experienced by the household. The LRIP considers the livelihood support needs of women and youth, and any marginalized and / or vulnerable groups.

### 7.1.4 Livelihood Restoration and Improvement Programme Types

#### 7.1.4.1 Improvement and Sustainable Management of Grazing Land and Pastoral Resources

In order to create a secure and supportive environment for sustainable livestock production, the Project will seek to improve the quality and management of pastoral resources on grazing land selected as replacement for the Staff Township area.

Improvements will first seek to fill any gaps in access and availability of natural resources between the Staff Township affected area and the selected replacement site. The list of necessary improvements will be dependent upon the results of the site assessment. Further improvements will be considered based on the recommendations of technical services as well as the needs of affected users.

These improvements may include but are not limited to:

- Clearing of land to establish pastoral spaces and delimitation of cattle tracks;
- Improving the quality of grazing / fodder for livestock by planting improved grass species such as *bana grass* and herbaceous legumes;
- Protection of livestock from wildlife (namely lions, hyenas, and elephants) through the installation of predator lights in strategic locations and / or electric fencing;
- Establishment of improved access to water for livestock during the dry season through the construction of solar boreholes;
- Formalisation of a pastoral management committee to promote sustainable and regenerative land management;
- Extension of veterinary services and vaccination campaigns to combat prevalent livestock diseases; and
- Training and capacity building on livestock management and animal husbandry, fodder production, and market linkages for livestock products.

#### 7.1.4.2 Enhancement of Natural Resources and Livelihood Activities

In addition to replacing key resources that support livestock grazing, the Project will also use the results of the site assessment to fill any gaps in other natural resources that play an important role in local livelihoods.

The Project will consider designating portions of replacement land for growing thatching grass as well as a campaign to reforest beneficial trees used for construction materials and traditional medicine.

The Project will follow up with skills training on processing and marketing to promote the use natural resources as an income generating activity. Support will primarily target women in Kasikiri and Sidakeni who are more dependent on both selling and utilizing grass and trees products.

## 7.2 Optimization of Local Employment

The development of the Project will create a range of employment opportunities, including short-term positions during the construction phase. Although not part of LRP / LRIP activities or budget, local employment will be important in maintaining and enhancing the income of affected households. Where feasible, the Project will give first priority selection of unskilled labour positions to PAHs as part the local employment plan. Candidates will be selected through an independent committee and validated using information in the LRP database.

In continuity with the principles of the BGHES and more broadly the ZRA, local employment will be supported through the Project's community outreach initiatives as a way to extend Project-related benefits to affected communities.

The Project will seek to build upon and strengthen existing training programmes offered through local government to ensure that local candidates have the best opportunity to successfully fill required positions while increasing their broader skill set and retention for skilled jobs during operations.

Due to the nature of the Project, it is envisioned that the majority of jobs will be comprised of construction roles that traditionally disadvantage female candidates and candidates with lower physical capital due to age or handicap.

To ensure that Project-related benefits are inclusive of all categories of people in the Project area, the Project will integrate gender and other social dimensions into existing policies to build and maintain a diverse and gender-balanced work force.

## 8. VULNERABLE SUPPORT

Vulnerable persons are defined by the World Bank as those who, "by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status, may be more adversely affected by resettlement than others, and who may be limited in their ability to claim or take advantage of resettlement assistance and related development benefits." These standards require that particular attention be paid to the needs of the poor and vulnerable in resettlement planning.

Throughout this LRP and the Project in general, vulnerability will be considered on a household basis rather than at an individual level. The rationale is that where potentially vulnerable (e.g. frail elderly) people are present within a household with people who are not vulnerable (e.g. adult children), then vulnerable members have sources of support and avenues for being represented in resettlement planning and implementation.

Household vulnerability may be either:

- **Pre-existing:** present in a Project area prior to the start of Project activities; or
- **Project-induced:** a result of Project activities.

As a principle, the Project will seek to ensure PAHs identified with pre-existing vulnerability have equal access to the benefits of LRP activities, and take steps such as offering improved fencing materials and self-build support to avoid or mitigate any instances of Project-induced vulnerability.

In addition, it is noted through stakeholder feedback that vulnerable groups, particularly those with physical and / or mental handicaps, feel excluded from project developments and will therefore be engaged during subsequent developments in a way that ensures they are given adequate opportunity to provide input.

### 8.1 Vulnerable Support Programme (VSP)

For the Project as a whole, a Vulnerable Support Programme has been developed which includes three main components:

- Continuous monitoring, identification, tracking, and follow-up of all PAHs to ensure they have access to, and benefit from, LRP / LRIP activities and Project interventions. This may include special accommodations (i.e. additional individual meetings to ensure they are fully informed, and provision of special assistance in reconstructing fences / non-residential structure).
- Established interventions to ensure that the execution of LRP activities minimises Project-induced vulnerability while accommodating PAHs with pre-existing vulnerability.
- Referral of vulnerable households to existing reputable community service providers (or provision of assistance to access these services) when LRP activities are unable to sufficiently address pre-existing and / or Project-induced vulnerability.

#### 8.1.1 Vulnerable Support Programme (VSP) Goals and Objectives

The VSP focuses primarily on monitoring, follow-up, and referral of vulnerable households to the LRP implementation team and / or existing community service providers.

The goal of the VSP is to identify, assess, support, and provide remedial assistance and follow-up for affected households experiencing severe transitional hardship as a result of Project impacts. The specific programme objectives include:

- Ensure that PAHs are provided with supplementary support or assistance so they can participate and benefit from LRP programmes, particularly the LRIP;

- Identify PAHs who may potentially be vulnerable and ensure that they are able to participate in all aspects of the planning, implementation, and monitoring of the LRP(s); and
- Strengthen individual, household, and community support services.

### 8.1.2 *Identification of Vulnerable Persons*

Any PAHs that exhibit markers of vulnerability will be eligible to participate in the support programming outlined in the VSP.

A three-stage process will be used to monitor, identify, and track vulnerability:

- Inclusion in the Project's Vulnerable Watch List using proxy vulnerability benchmarks;
- Verification through discussion with the Ministry of Social Welfare, traditional leaders, or through a Vulnerable Assessment Home Visit; and
- Approval of eligibility and referral to appropriate assistance and service providers such as the Hwange District food distribution scheme, tuition assistance / loans for the disabled, and / or assisted medical treatment.

#### 8.1.2.1 *Vulnerable Watch List*

A Vulnerable Watch List will be used to identify potentially vulnerable PAHs using broad proxy vulnerability benchmarks. The main function of the Vulnerable Watch List is to highlight households that may be vulnerable for closer monitoring and support. As such, the Vulnerable Watch List serves as an “early warning system” to identify potential issues with LRP implementation that may result in vulnerability. (While some LRP processes may be changed to accommodate individuals on the Vulnerable Watch List, no direct assistance or benefits will be provided, solely on the basis that a PAH is on the Watch List).

The markers (proxy benchmarks) of potential vulnerability include at least the following, a list that may be expanded as the primary data from LRP surveying is analysed. Proxy benchmarks should align with – but not be limited to – community and government conceptions of vulnerability.

During field work in July 2019, vulnerability benchmarks were discussed with the Ministry of Social Welfare and in interviews with the Village Head of affected communities. These proxy benchmarks will continue to be reviewed and revised by Project-affected communities, their leaders, and local health care workers and teachers.

- Elderly people (including widows) lacking adequate extended family support who do not own means of production;
- Single and adolescent mothers (or soon to be mothers) lacking adequate extended family support and/or means of production;
- Persons with HIV/AIDS or other chronic illnesses or disabilities who are unable to regularly engage in income generating activities;
- Households with limited means of production but a high number of dependants (i.e. orphans); and
- Child-headed households.

#### 8.1.2.2 *Confirmation of Vulnerability*

During LRP / LRIP implementation, PAHs on the Vulnerable Watch List will be considered for a home visit to determine if they require referral for supplementary assistance. Survey data will be reviewed and leaders consulted regarding whether the PAH may indeed be vulnerable.

If they may be, a home visit will be conducted. As a better understanding of vulnerability emerges, appropriate adjustments will be made to the execution of LRP activities to reflect this – i.e. to promote the participation of vulnerable households in the LRP process and support them in accessing LRP benefits equally.

Where home visits are appropriate, they will be conducted by a representative from the Project, local health care professionals or representative from social welfare, and any relevant community support organisations.

Appropriate, sustainable, support will be designed based on the causes of the PAH's vulnerability, most likely referring them to appropriate community and government care providers. Additional training and mentorship during the provision of LRP entitlements including livelihood restoration support.



## 9. GRIEVANCE REDRESS MECHANISM

This *Chapter* describes the Grievance Redress Mechanism (GRM) that will be available for the submission and resolution of grievances (complaints or claims) related to the Project's land acquisition and resettlement processes.

Notably, the GRM is not meant to address the collection and collation (reporting on) of stakeholder feedback that does not require an individual response. Other avenues (i.e. Project Offices and Community Liaison Officers) will be available to address general comments or requests for information.

This Grievance Redress Mechanism has been considered in parallel to the Stakeholder Engagement Plan (SEP) due to the inter-relationship between these two planning mechanisms. It has been designed to meet the legal requirements of both Zambia and Zimbabwe and the requirements of the International Finance Corporation (IFC) in relation to grievance management.

### 9.1 Objectives

This Grievance Redress Mechanism will be applied to stakeholder complaints and grievances, perceived or actual, which relate to the activities of the ZRA and its contractors in relation to the Project components.

Objectives of the grievance redress process are:

- To provide PAPs with accessible procedures for resolving perceived or actual harm done to their well-being or their belongings as a result of Project activities, and for the settlement of disputes, including the possibility of third-party adjudication;
- To identify and implement appropriate and mutually acceptable corrective actions to address complaints; and
- To avoid, wherever possible, the need to resort to judicial proceedings.

### 9.2 Types of Grievances and Disputes

The following types of grievances are most common in resettlement planning and implementation:

- Complaints about survey activities;
- Complaints about scope / lack of information provided by the Project; and
- Claims of unfair exclusion from engagement activities.

Entitlement processing:

- Misidentification of owner / occupier of eligible property assets;
- Errors in counting or measuring crops and/or other property assets;
- Complaints about compensation entitlement rates; and
- Complaints about the entitlement policy.

Livelihood restoration:

- Complaints about allocation of livelihood opportunities; and
- Complaints about Project training, employment and recruitment opportunities and procedures.

### 9.3 Grievance Management Process & Resolution Mechanisms

Implementation of the Grievance Redress Mechanism for the BGHES will be the ultimate responsibility of the Grievance Manager (GM) with support from a wider team including the Stakeholder Engagement Manager, ZRA Departments and Contractors, and the ZRA Chief Executive.

The GM will be appointed to coordinate the grievance resolution process. The GM will address and track grievances as they emerge and prepare relevant reports. The grievance process and how to access it will be widely communicated to Project-affected communities.

Experience demonstrates that anyone involved in project development should be prepared to receive grievances from affected stakeholders, either in person or through correspondence. All personnel (Project or contractor staff, local government representatives who are known to be in contact with Project staff, etc.) involved in any public aspect of the Staff Township and Access Road where they may interact with local stakeholders will receive training on how to deal with grievances. Most often the appropriate response will be to direct the complainant to the GM so that they can relay their grievance in person. This means that personnel will always have the contact details of the GM.

Where language or other barriers to submitting a grievance directly exist, the person receiving the grievance may pass it on themselves, along with the contact information for the original complainant.

If the person lodging the grievance is unable to write, the grievance and relevant personal information will be recorded on their behalf and read back to the claimant for their approval. Once the description of the grievance has been approved by the claimant, they will mark the document with their thumbprint.

Upon receipt of a grievance (see *Appendix A General Project Grievance Form*), the GM will confer with the complainant to verify that this is the first time that this particular grievance has been submitted by this complainant. If the grievance is related to a previous submission, the GM will inform the complainant of the status of that grievance and record that the grievance has been re-submitted.

Grievances will be tracked in an overall Resettlement Grievance Database developed for the Project including all of its Sub-Projects. It will constitute a register of all grievances submitted, identifying who received the grievance, and the status of the grievance. If the grievance is new, the GM 'opens the grievance' by beginning to fill in a grievance form, and creating an entry in the Grievance Database. This form will track how the grievance is dealt with from submission through to resolution.

Open grievances will be reviewed weekly. Those that are not being resolved in a timely fashion, or have been assessed at a higher level of severity, will be referred to management, as described in *Table 9.1*. People who submit grievances retain their rights to, at any point in the grievance resolution process, refer their grievance to the court system as a formal judicial action.

#### 9.3.1 Grievance Process

The Project's Grievance Redress Mechanism is a simple process whereby stakeholders can submit their complaints free of charge and, if necessary, anonymously or via third parties. The GRM allows complaints to be submitted in more than one format. The process of reporting a grievance is easily accessible and un-intimidating to any stakeholder. The preferable channels for reporting grievances must be confirmed with communities and can be discussed with the community as part of community engagement.

The GRM Process is divided into six key steps as follows:

- Step 1: Receive and log grievance;
- Step 2: Acknowledge grievance;
- Step 3: Assess and Investigate;
- Step 4: Grievance Resolution;
- Step 5: Sign-off on grievance; and
- Step 6: Monitor.

When somebody asks to submit a grievance or upon receipt of a grievance (i.e. by mail or email), the GM opens the case and begins the preliminary investigation. This may begin immediately if the grievance is submitted in person, or may require the GM to locate the claimant. As above, the name of the complainant and their contact details are recorded, as well as the details of the grievance. Complainants will be presented with a standardized written acknowledgment that the grievance has been received. Once the grievance is logged and acknowledged, the significance is assessed, based on the criteria described in *Table 9.1*. For second, third and fourth level grievances, higher levels of management will need to be informed and involved in the grievance process.

**Table 9.1      Grievance Significance Levels**

Significance Level	Type of Grievance	Responsible Party
Level 1	A grievance that is isolated or 'one-off' and essentially local in nature and restricted to one complainant. Note: Some one-off grievances may be significant enough to be assessed as a Level 4 grievance e.g. when a national or international law is broken (see Level 4 below)	Grievance Manager
Level 2	A grievance that extends to the local community or region and has occurred more than once, which is judged to have the potential to cause disruption to ZRA operations or to generate negative comment from local media or other local stakeholders	Grievance Officer & Stakeholder Engagement Manager
Level 3	A grievance which is widespread and repeated or has resulted in long term damage and/or has led to negative comment from local media, or is judged to have the potential to generate negative media and local stakeholder comments (e.g. damage to a sacred site or flooding of local school)	Stakeholder Engagement Manager & Resettlement Manager
Level 4	A one-off complaint, or one which is widespread or repeated and , <b>in addition</b> , has resulted in a serious breach of ZRA policies, Zambian or Zimbabwean or International Law and / or has led to negative national / international media attention, or is judged to have the potential to generate negative comment from the media or other key stakeholders (e.g. failure to pay compensation where appropriate)	Resettlement Manager & Project CEO

The process and timeframe for resolving grievances is depicted in *Figure 9.1*. The Project commits to recording, assessing and acknowledging receipt of the grievance, within seven days. All grievances submitted will be investigated fully, and will involve other departments, contractors and senior management as required in order to fully understand the circumstances that led to the grievance being raised. The grievance process will aim to resolve any grievances

within 30 days from the date that it was initially received. This timeframe can be extended to 60 days for more complex grievances (i.e. level 3 or 4 grievances), if required.

The grievance resolution process includes the following steps:

- Obtain as much information as possible from the person who received the complaint, as well as from the complainant to gain a first-hand understanding of the grievance.
- Undertake a site visit, if required, to clarify the parties and issues involved. Gather the views of other stakeholders including ZRA employees, if necessary and identify initial options for settlement that parties have considered.
- Determine whether the grievance is eligible (i.e. relates directly or indirectly to BGHES), and if ineligible, determine the more appropriate vehicle for addressing the issue, a full explanation as to the reasons for its ineligibility will be given to the complainant and recorded in the Grievance Database.
- If the grievance is eligible, determine its severity level using the significance criteria in *Table 9.1*. This will help to determine whether the grievance can be resolved immediately or requires further investigation and whether senior management will need to be informed of the grievance and who specifically.
- If the grievance concerns physical damage, (e.g. crop, house, community asset) take a photograph of the damage and record the exact location as accurately as possible.
- Inform the complainant of the expected timeframe for resolution of the grievance.
- Enter the findings of the investigation in the Grievance Database.

**Figure 9.1 Grievance Management**

Process	Description	Time
<b>Grievance Reported</b>		
1. Identification of grievance	<ul style="list-style-type: none"> <li>Face to face meeting with Stakeholder (ensure they are made aware of their legal right to access court system at any point)</li> <li>Phone, fax, letter or email</li> <li>Recorded by ZRA staff</li> <li>Completion and submission of grievance form</li> </ul>	1 day
2. Grievance logged and acknowledged	<ul style="list-style-type: none"> <li>Record grievance in Grievance Form and log on Grievance Database</li> <li>Receipt of grievance acknowledged through appropriate communication medium, but to be recorded in writing</li> </ul>	5 days
3. Grievance significance is assessed	<ul style="list-style-type: none"> <li>ZRA to assess and assign grievance significance</li> </ul>	7 days
<b>Investigate Grievance and Develop and Respond to Grievance</b>		
4. Investigate Grievance and Development of response	<ul style="list-style-type: none"> <li>Consult with relevant parties</li> <li>Identify further action required</li> <li>May require site visits and discussions with other stakeholders</li> </ul>	28 days after receipt of grievance
5. Communication of response	<ul style="list-style-type: none"> <li>Response provided to complainant including, if necessary an indication of additional time and resources required to resolve grievance</li> </ul>	30 days after receipt of grievance
6. Complainant response	<ul style="list-style-type: none"> <li>Confirm with complainant that grievance can be closed, or determine what follow-up is necessary (i.e. their decision to access the court system)</li> <li>If the grievance is to be closed, grievance sign-off is required.</li> <li>If grievance cannot be closed return to step 2 to re-assess or recommend whether third-party arbitration is necessary</li> </ul>	37 days
7. Close grievance	<ul style="list-style-type: none"> <li>Record final sign-off of grievance according to significance</li> </ul>	37 days – 3 months, dependent on significance

### 9.3.2 *Grievance Settlement and Resolution Approach*

All grievances will be dealt with on a case by case basis. Where possible, they will be addressed directly by the GM. The resolution proposal shall be respectful and considered, including the rationale and any data used in developing the proposed resolution. If wider consultation is necessary, grievances will be forwarded to a neutral, external third party.

The third party could be an existing body or one established for this purpose (i.e. grievance review committee). It would need to be well-respected, and agreed upon by both Project management and the affected parties. It could include public defenders, legal advisors, local or international NGOs, or technical experts. In cases where further arbitration is necessary, appropriate government involvement will be requested.

### 9.3.3 *Monitoring and Reporting*

Grievances will be monitored routinely as part of the broader management of the Project. This entails good record keeping of complaints raised throughout the life of the construction and operation of the Project. On receipt of grievances, electronic notification to management must be distributed. Grievance records must be made available to management at all times, and the appropriate protocols established and followed for high level grievances.

Monthly internal reports will be compiled by the Grievance Officer and distributed to the management team. These grievance reports will include:

- The number of grievances logged in the proceeding period by level and type.
- The number of stakeholders that have come back after 30 days stating they are not satisfied with the resolution.
- The number of grievances unresolved after 60 days by level and type.
- The number of grievances resolved between ZRA and complainant, without accessing legal or third party mediators, by level and type
- The number of grievances of the same or similar issue
- ZRAs' responses to the concerns raised by the various stakeholders.
- The measures taken to incorporate these responses into project design and implementation.
- These reports and other records will be made available for external review if required.

An appropriate grievance report will be included in ZRA's annual reporting. Annual reports will be made available to the public. A hard copy will be located at the ZRA offices <sup>(21)</sup>, and an electronic copy will be made available online.

The grievance database will allow for the relative success of the grievance resolution process outlined above to be regularly monitored and evaluated. Internally, grievance resolution timeframes will be monitored through weekly meetings between the GO and Resettlement Manager. Open grievances will be reviewed, and emergent and recurring issues discussed. Where grievances remain open beyond the established timeframe, the GO will be responsible for providing the given claimants with an explanation and an assurance that their grievance has not been lost or forgotten.

Lastly, reporting on grievances will be provided to external auditors as a component of the regular evaluations that will be conducted for the resettlement process overall.

<sup>21</sup> At the writing of this document the location of the ZRA office in Zimbabwe has not yet been finalized.

#### **9.3.4 Recourse to the Judicial System**

Although it is hoped that all grievances will be resolved internally and through the aforementioned process, it will be communicated to stakeholders that at any time during the grievance resolution process, they retain their rights to refer their grievance to the appropriate arbitratative or legal body within the Zimbabwean judicial system.

In the event that a grievance becomes a case presented by the claimant's legal counsel, the Project's Legal Advisor will be directly responsible for responding to the claim.



## 10. MONITORING AND EVALUATION

Monitoring and Evaluation (M&E) of land access activities will be carried out to ensure commitments made in the RPF and LRP / LRIP are met and implemented in accordance with Project objectives, Zimbabwean Law, and international resettlement standards. M&E provides Project management, lenders and other key stakeholders with timely, concise, indicative information on whether resettlement and land acquisition initiatives are on schedule, as well as on track to achieve sustainable restoration of livelihoods and living conditions, or if adjustments are required.

M&E is firmly rooted in a participatory approach that involves the direct and active participation of displaced persons and stakeholders, and the incorporation of their feedback into the Project's land acquisition and resettlement activities.

The tiered engagement and consultation approach described in *Section 4.3* has been designed to facilitate community participation in the planning and implementation of the overall compensation and resettlement process, including monitoring and evaluation activities to define what is tracked and monitored and how success will be defined.

Monitoring of compensation activities is conducted both internally within the Project and the LRP Implementation Team, and by external third parties. Internal monitoring focuses on inputs and outputs, observing the short-term changes in different indicators. External evaluation focuses on processes and outcomes, using the findings of internal monitoring, as well as investigations completed by external, third party organisations.

M&E activities continue until it can be demonstrated that displaced persons have successfully re-established their livelihoods and restored their quality of life. This is confirmed through a completion audit.

### 10.1 Internal Monitoring

An internal performance and impact monitoring system will be developed to regularly track and report on the following:

- Progress against the detailed implementation schedule such as:
  - Number of individual household sign-offs completed;
  - Number of affected households receiving full cash/in-kind compensation entitlements; and
  - Livelihood restoration measures initiated and completed.
- Alignment with overall Project schedule and budget;
- Verification that identified vulnerable households have received agreed additional assistance;
- Review of grievances submitted including analysis of trends which may require programme adjustments; and
- Stakeholder engagement milestones achieved.

Internal progress monitoring reports will be prepared at regular intervals (e.g. monthly, quarterly and annually) beginning with the commencement of implementation activities. The frequency of reporting will depend on the stage of the implementation of the LRP(s), with more frequent reporting likely during the earlier phases to ensure implementation is on track.

Outcome monitoring assesses the effectiveness of the LRP and associated LRIP programmes in supporting Project-affected people in re-establishing their livelihood. It requires a different approach, typically involving surveys of affected households and focus groups to collect

information, which can be compared with baseline data prior to resettlement in order to better understand:

- Changes in quality and quantity of agricultural production, access to grazing areas, compared with pre-Project levels;
- Changes in household income levels;
- Changes in household expenditure patterns;
- Changes in asset ownership / quality / size; and
- Satisfaction of affected communities with livelihood restoration activities.

The timing of the outcome monitoring takes into consideration the implementation schedule, and assists the Project LRP Implementation Team in making programme adjustments and preparing for external evaluations.

### 10.1.1 *Monitoring of Livelihoods Restoration*

Post-impact monitoring will follow up with economically affected households participating in the Project's livelihood restoration and improvement programmes beginning two years after compensation payments have been made and livelihood assistance delivered. The purpose of the monitoring is to assess their socio-economic quality of life, as well as to identify PAHs who may have restored their livelihoods after impact mitigation activities have ended, but for whom residual effects may persist. Based on the analysis of data collected within the livelihood restoration programmes an assessment can be made whether PAHs have been given a reasonable opportunity to restore their livelihoods. This mid-term assessment will help to identify general trends as to whether or not the livelihoods programmes are having success, and whether or not PAPs are on course to restore their livelihoods. This will guide the course for taking corrective action, as needed.

In order to document whether PAHs' livelihoods have been fully restored, a long-term evaluation should take place typically 5 to 7 years after displacement. If the livelihoods of the vast majority of PAHs have been restored, LRP implementation can be considered complete.

### 10.1.2 *Vulnerability Monitoring*

The primary objective of vulnerability monitoring is to avoid the occurrence of Project-induced vulnerability, and if it occurs, to mitigate this through support measures and follow-up monitoring. It is important to monitor effects on PAHs who are especially vulnerable to negative impacts and who, without special consideration, may not receive a proportionate share of Project benefits.

International standards stipulate that:

- Project proponents identify individuals and groups that may be differentially or disproportionately affected by the project because of their disadvantaged or vulnerable status.
- Project sponsors assess potential impacts on these individuals and groups and propose as necessary, specific measures and accommodations to address potential impacts.
- Project monitoring track the well-being of these individuals and/or households on a disaggregated basis.

Data collected from all households will be analysed periodically to continuously identify households whose pre-existing vulnerable status may be exacerbated as a result of the Staff Township and Access Road, or who may become vulnerable due to displacement due to these Project components.

## 10.2 External Monitoring and Completion Audit

External land acquisition and compensation monitoring and evaluation supports and strengthens a Project's internal monitoring system, and is conducted by an independent third party. The key objective is to determine whether Project efforts to restore / improve the living standards and livelihoods of the affected communities have been properly conceived and executed. The audits verify that all physical inputs committed to in the LRP have been delivered and all livelihood restoration measures provided. In addition, the audits evaluate whether the mitigation measures prescribed in the LRP and any corrective actions developed and implemented since the LRP have had the desired effect.

BGHES will have a third-party auditor undertake annual reviews during Project implementation to assess compliance with the LRP. The audits will provide the Project Implementation Team with recommendations for improving LRP implementation and addressing any gaps. They will also determine when the final LRP completion audit should be undertaken to determine the following:

- Assess the effectiveness of measures to avoid and minimise displacement impacts by comparing those identified in the LRP with actual impacts on people and land;
- Verify that implementation complies with applicable international policies;
- Verify that all entitlement and commitments described in the LRP/LRP have been delivered;
- Assess the fairness, adequacy and promptness of the compensation and resettlement procedures as implemented;
- Determine whether the measures identified in the LRP/LRP have been effective in restoring and enhancing affected peoples' livelihood and quality of life, particularly for those households deemed vulnerable;
- Check on any systemic grievances that may be outstanding; and
- Identify any corrective actions necessary to achieve completion of LRP/LRP commitments.

## 11. IMPLEMENTATION RESPONSIBILITIES AND FUNDING

This *Chapter* describes the responsibilities, budget and time schedule for implementing this LRP and LRIP.

### 11.1 Organizational Arrangements

There are three main bodies with responsibility for the development and implementation of the LRP(s): the ZRA; local government and traditional leaders in the Project Area; and the Government of Zimbabwe.

The ZRA will be the primary responsible party in terms of adherence to this LRP, consistent with its legal obligations under current environmental regulations. This will include the management and financing of all required studies, negotiation on entitlements, stakeholder engagement, provision of resettlement assistance, and payment of compensation.

The financing for the Project and the resettlement will however be sourced from a range of international private and public financiers (i.e. World Bank, African Development Bank). The conditions for securing international financing includes ensuring that the resettlement process conforms to international good practice (as framed in the World Bank Environmental and Social Safeguard Policies, 2016).

*Figure 11.1* presents the full resources required to implement the LRP for the BGHES Staff Township and Access Road in Zimbabwe, as well as support the development and implementation of the RAPs / LRPs associated with other Project components.

The role of the LRP Implementation Team, made up of a mix of ZRA staff, government staff and third party service providers, will be to lead the stakeholder engagement process, undertake technical work in support of the land acquisition process, and check that international standards are met. Proposed roles and responsibilities are outlined in the following sections.

#### 11.1.1 Management

A Resettlement and Livelihood Restoration Manager will manage the Livelihood Restoration Implementation Team's activities, guiding the engagement process and technical work streams and overseeing finalization and implementation of the Project component's LRP.

#### 11.1.2 Data Management Groups

- Data Management Coordinator and GIS Specialist, who will be responsible for managing the database / GIS, reporting on surveyed data, and supporting the engagement and negotiations process.
- Data Entry Clerks, who will enter gathered data into the database / GIS.

#### 11.1.3 Stakeholder Engagement Group

- Engagement Coordinator, who will manage the RSC, the leadership forum and community feedback forums, and administer the grievance management system.
- Sign-off and Verification Coordinator, who will plan household sign-off and verification of compensation forms in accordance with international and national standards, and oversee the QA/QC process.
- Community Liaison Officers, who will support the Engagement Coordinator in the above.
- Grievance Manager, who will manage the grievance management system.

### **11.1.4 Livelihood & Vulnerable Support Group**

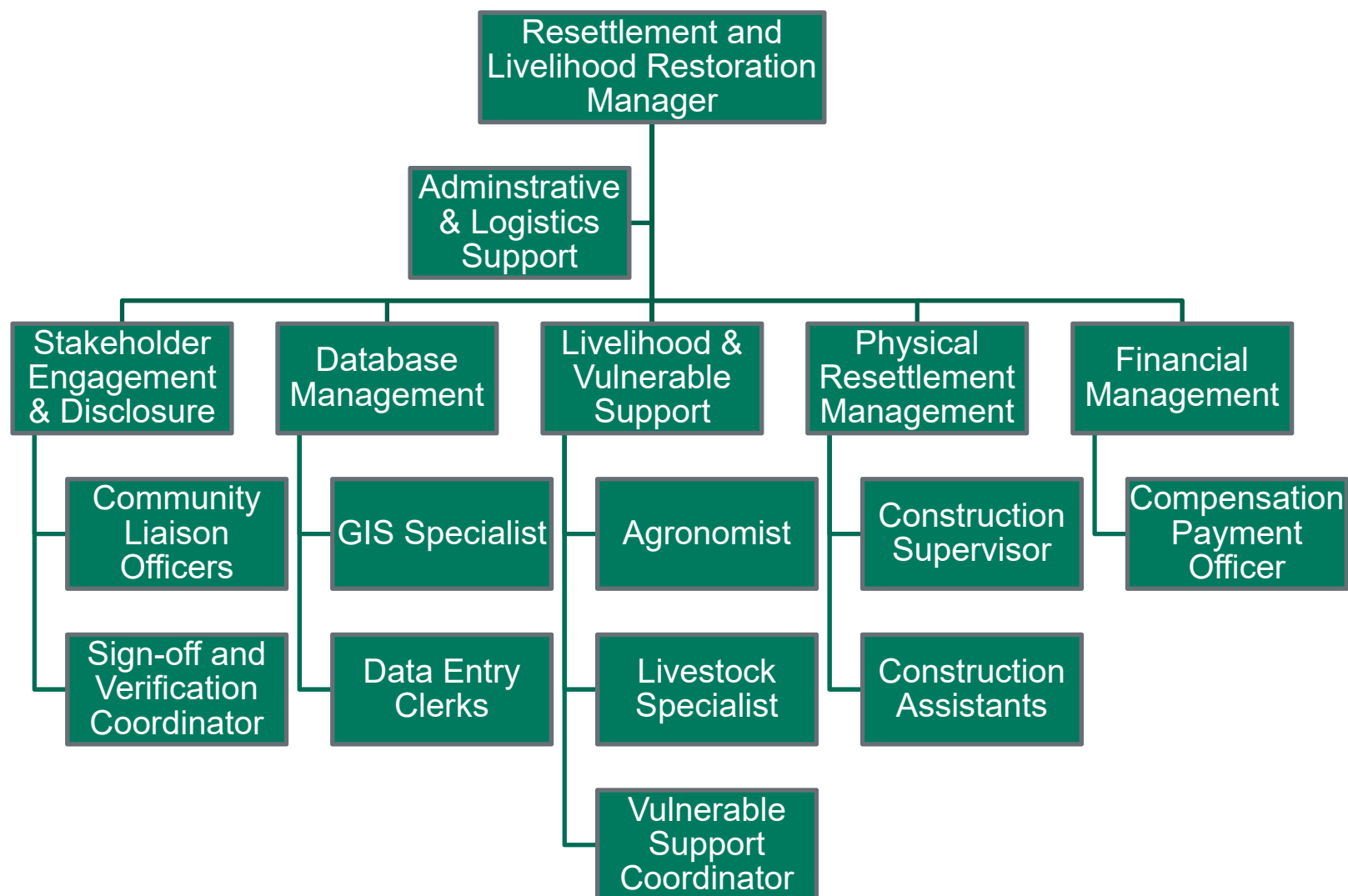
- Livelihood Restoration Coordinator, who will assist the Resettlement and Livelihood Restoration Manager in coordinating the Team's activities and in documenting and reporting on the process.
- Sector Specialists (e.g. agricultural and livestock specialists), who will support the Livelihood Restoration Coordinator in planning appropriate programmes and activities in support of land-based livelihoods as per the LRP/LRP.
- Vulnerable Support Officer, who will lead delivery of Project vulnerable support and monitoring measures.

### **11.1.5 Financial Management Group**

A Finance Manager will be responsible for ensuring a reliable system of calculating and processing cash compensation payments is established and appropriate checks and balances are in place.

## **11.2 Work Plan**

Table 11.1 presents an indicative work plan, the outcome of which will be a finalized LRP endorsed by Project stakeholders and completed preparations for an individual household sign-off of compensation preferences needed before acquiring land.

**Figure 11.1 Livelihood Restoration Implementation Team**



**Table 11.1 Indicative Work Schedule**

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9
<b>1.0 LRP Planning</b>									
1.1 Develop Stakeholder Engagement Plan specifically for LRP Disclosure and Implementation									
1.2 Mobilize Livelihood Restoration Team and related staff appropriate for the implementation of this LRP									
1.2 Operationalize Grievance Management System									
1.3 Finalize in-kind entitlements and compensation rates									
1.4 Conduct preliminary identification and assessment of Alternative Communal Land									
1.5 Establish LRP Database									
<b>2.0 LRP Disclosure</b>									
2.1 Present LRP and Solicit Feedback									
2.3 Finalize LRP Annexes and budget									
2.4 Prepare for Household Sign-off									
<b>3.0 Implementation and Sign-off</b>									
3.1 Household sign-off on compensation/livelihood restoration preferences									
3.2 Delivery / payment of compensation and chosen livelihood inputs									
3.3 Secure and improve alternative communal land									
<b>4.0 Access to Project Land</b>									
<b>5.0 Monitoring and Evaluation</b>									

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9
5.1 Internal Monitoring*									
5.2 External Monitoring**									

\*Continuous

\*\*To continue at one and a half and three years post compensation / livelihood restoration

## 12. CONCLUSION

This LRP details the policies, procedures, methodology, entitlements, and livelihood restoration measures that will be implemented to support economically displaced households to restore their standard of living and livelihoods. It also describes the activities that will be undertaken throughout the delivery of compensation and other entitlements as well as supports procedures to monitor the effectiveness of the LRP in delivering its intended outcomes so that necessary adjustments can be made.

It is noted that this LRP is a living document and therefore will be updated throughout the development of continued technical planning and subsequent consultations with Project stakeholders.

Next steps in technical planning will be harmonized with other Project activities undertaken as part of ESIA disclosure activities, which are proposed to take place in November 2019. Next steps also include the establishment of relevant committees detailed in the Resettlement Policy Framework (2019).

## **APPENDIX A        GRIEVANCE FORMS**

To be completed by ZRA personnel (if grievance being submitted in person) or person submitting complaint

Grievance Record	
<b>Reference No:</b> (for official use)	
<b>Full Name</b>	
<b>Contact Information</b>  Please mark how you wish to be contacted (letter, telephone, e-mail).	<input type="checkbox"/> <b>Address/village/traditional authority and ward:</b> _____ _____ _____ _____ _____ <input type="checkbox"/> <b>Telephone:</b> _____ <input type="checkbox"/> <b>E-mail:</b> _____
<b>Preferred Language for communication</b>	
<b>Description of Incident or Grievance:</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
<b>Date of Incident/Grievance</b>	
	<input type="checkbox"/> <b>One time incident/grievance</b> (date _____) <input type="checkbox"/> <b>Happened more than once</b> (how many times? ____) <input type="checkbox"/> <b>On-going</b> (currently experiencing problem)
<b>What would you like to see happen to resolve the problem?</b>	
<b>Additional Comments:</b>	

## **APPENDIX B      GRIEVANCE RECORD**



To be used as part of the database

Grievance Record			
Grievance Number:	Date Submitted:	Target Date for Resolution:	
Name:			
Address and Contact Details			
Grievance Received By:			
Name of Grievance Coordinator:			
Description of Grievance:			
Assessment of Grievance Level:		Notification to CEO or other senior management?	Y/N
Actions to Resolve Grievance			
Delegation to:			
Action	Who	When	Completed Y/N/Date
Response/Resolution:			
Strategy to Communicate Response:			
Sign-Off:			
Date:			
Conclusion			
Is complainant satisfied?	Y/N	Comments from Grievance Coordinator	
Grievance Closed?	Y/N	Grievance Resubmitted?	Y/N
Signature of CEO:		Date:	
Date:		New Grievance Number:	

## **APPENDIX C      GRIEVANCE RECEIPT FORM**

To be used to acknowledge grievances submitted

Grievance Receipt Form		
Grievance Number:	Date Submitted:	Target date for initial meeting to address grievance:
Name:		
Address and Contact Details		
Grievance Received By:		
Name of Grievance Coordinator:		
Contact details of Grievance Coordinator	Telephone:  Email:  Address:	



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