STAKEHOLDER ENGAGEMENT PLAN (SEP)

Statistical Innovation and Capacity Building in the Pacific Islands Project Phase 2 (PacStat 2), Project No. P518516

Recipients: Republic of Kiribati; Kingdom of Tonga; Tuvalu; and Pacific Community (SPC)

Implementing Agencies: SPC – Statistics for Development Division; Kiribati National Statistics Office, Ministry of Finance and Economic Development; Tuvalu Central Statistics Division, Ministry of Finance and Economic Development; and Tonga Statistics Department

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Acronyms and Abbreviations

Acronym	Definition
ADB	Asian Development Bank
CRVS	Civil Registration and Vital Statistics
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESS	Environmental and Social Standard
GRS	Grievance Redress Service
HIES	Household Income and Expenditure Survey
IDA	International Development Association
ILO	International Labour Organization
IMF	International Monetary Fund
LFS	Labour Force Survey
LMP	Labour Management Procedures
MICS	Multiple Indicator Cluster Survey
NSO	National Statistics Office
PacStat	Statistical Innovation and Capacity Building in the Pacific Islands Project
PDO	Project Development Objective
PIU	Project Implementation Unit
PSMB	Pacific Statistics Methods Board
SDD	Statistics for Development Division
SEA/SH	Sexual Exploitation and Abuse / Sexual Harassment
SEP	Stakeholder Engagement Plan
SER	Social and Environmental Responsibility
SPC	Pacific Community
UNICEF	United Nations Children's Fund

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1. Introduction/Project Description

The Statistical Innovation and Capacity Building in the Pacific Islands Phase 2 Project (Pacstat2) builds on the achievements and lessons of PacStat Phase 1 and aims to further strengthen national and regional statistical systems across participating Pacific Island Countries. The project will support the production, integration, quality, accessibility and use of official statistics for evidence-based policy making, planning, monitoring and reporting.

PacStat2 is expected to support a transition from a primarily survey-focused model toward more integrated, sustainable and modern statistical systems. It will place increased emphasis on the use of administrative data, digital tools, data governance, methodological harmonisation, and country-led statistical capacity development. The project will also continue to support the role of regional institutions, including the Pacific Community (SPC)'s Statistics for Development Division (SDD) and the Pacific Statistics Methods Board (PSMB), in providing technical leadership, coordination and methodological guidance to Pacific National Statistics Offices (NSOs) and partner agencies.

The Project Development Objective (PDO) of PacStat2 is to improve quality, cost-effectiveness, and regional comparability of official statistics in the Pacific Island Countries. The project will support country-level statistical priorities while promoting regional approaches, shared standards and efficient delivery mechanisms.

To achieve this objective, PacStat2 is expected to include three components:

1) **Improving country-level official statistics** – support to participating countries (currently Kiribati, Tonga and Tuvalu) to improve the availability, frequency, quality and use of official statistics through priority data collections including household income and expenditure surveys (HIES), labour force surveys (LFS), the Multiple Indicator Cluster Survey (MICS), censuses, and price statistics, as well as through strengthened administrative data systems and improved integration of data from line ministries and government agencies.

2) **Strengthening regional technical capacity and public goods** – support for regional statistical governance, methodological harmonisation, shared standards, technical assistance, training, knowledge products, regional public goods, and the continued role of the PSMB and SPC-SDD in strengthening statistical systems across the Pacific.

3) **Project management, implementation support and environmental and social oversight** – support for project coordination, fiduciary management, procurement, financial management, monitoring and evaluation, environmental and social risk management, stakeholder engagement, grievance management, reporting and knowledge management.

PacStat2 will be implemented by SPC through SDD, in partnership with the Tonga Statistics Department and the Kiribati National Statistics Office (Ministry of Finance and Economic Development), Tuvalu Central Statistics Division, Ministry of Finance and Economic Development and in close collaboration with participating countries, NSOs, relevant ministries and agencies, the World Bank, development partners and other regional stakeholders. The project is expected to commence following completion of the PacStat Phase 1 Additional Financing period, with implementation sequenced according to country readiness, confirmed financing allocations and agreed country priorities.

The environmental and social risk profile of PacStat2 is rated low under the World Bank Environmental and Social Framework (ESF). The overall project risk is rated Substantial, primarily due to institutional capacity and fiduciary risks, which inform the need for structured stakeholder engagement and clear country-level communication on roles and responsibilities. The most relevant Environmental and Social Standards (ESS) are ESS1 on assessment and management of environmental and social risks and impacts, ESS2 on labour and working conditions, ESS4 on community health and safety, and ESS10 on stakeholder engagement and information disclosure. The main environmental and social considerations relate to survey fieldwork, engagement with respondents and communities, working conditions for project workers and contractors, data confidentiality, ethical data use, and accessible grievance mechanisms.

Component 1: Improving Country-Level Official Statistics. This component will support participating Pacific Island Countries to strengthen the availability, quality, frequency and cost-effectiveness of official statistics. Activities include priority data collections such as HIES, LFS, MICS, censuses and price statistics, as well as civil registration and vital statistics (CRVS), administrative data readiness and integration, and other priority statistical activities identified by participating countries.

The component supports both survey-based statistical production and the transition toward administrative data as sustainable and cost-effective sources of official statistics. This may include support for data-sharing arrangements, metadata, quality assurance, statistical standards, secure data exchange, institutional coordination between NSOs and line ministries, and improved use of administrative data for policy and planning. The component also supports activities related to statistical legislation, data governance frameworks and data privacy arrangements where these are identified as enabling conditions for improved statistical production.

Stakeholder engagement under this component will be country-specific and will involve NSOs, line ministries, government agencies, data providers, survey respondents, communities, field workers, contractors and development partners. Engagement will be designed to ensure that participating countries define their priorities, understand the project requirements, and are consulted throughout design and implementation. Field teams conducting surveys will follow standardised fieldwork protocols, including Codes of Conduct that address SEA/SH risks, respectful engagement with communities, and clear communication of grievance channels to respondents and communities.

Component 2: Strengthening Regional Technical Capacity and Public Goods. This component will support regional statistical leadership, methodological harmonisation and capacity development across the Pacific. It will build on the role of SPC-SDD and the PSMB in promoting regional approaches, shared standards, methodological guidance and technical assistance. A key purpose of this component is the production of regional public goods, including statistical guidelines, shared tools, regional standards and methodological outputs, that benefit the broader Pacific statistical system beyond the current participating countries.

Activities may include regional training, technical assistance, development of statistical guidelines, methodological papers, knowledge products, regional workshops, peer learning, and support for statistical governance mechanisms. The component will also support coordination across Pacific statistical system stakeholders, including NSOs, regional bodies, development partners and technical experts.

Stakeholder engagement under this component will focus on ensuring that regional methods and capacity-building activities respond to country needs, are practical for Pacific contexts, and are disseminated in accessible formats to NSOs, ministries and other users of statistics.

Component 3: Project management, implementation support and environmental and social oversight
This component will support the effective implementation of PacStat2. It will include project coordination, procurement, financial management, monitoring and evaluation, reporting, environmental and social risk management, stakeholder engagement, grievance management, communications, and knowledge management.

SPC will establish a Project Implementation Unit (PIU) in Suva, Fiji, to provide regional project management functions. The PIU will be led by a Project Manager and supported by fiduciary and operational staff, including financial management, procurement, technical and administrative personnel. Environmental and social oversight will be managed under the responsibility of the Project Manager, with support from the project implementation team as required. Strategic oversight of the project will be provided through a Project Steering Committee comprising SPC, participating NSOs and Ministries of Finance. Each participating country is expected to designate a country project officer or focal point responsible for coordinating country-level activities, preparing annual work plans, monitoring implementation progress, and liaising with SPC and the World Bank.

Stakeholder engagement under this component will include regular engagement with participating countries, SPC internal teams, the World Bank, development partners, project workers, consultants and contractors. It will also ensure that environmental and social commitments are monitored, grievances are recorded and addressed, and engagement activities are reported through agreed project reporting cycles.

2. Brief Summary of Previous Stakeholder Engagement Activities

PacStat2 builds on extensive stakeholder engagement undertaken during PacStat Phase 1 and through SPC-SDD's ongoing work with Pacific statistical systems. SPC-SDD has long-standing relationships with Pacific NSOs, ministries, regional governance bodies, development partners and technical experts. These relationships provide a strong foundation for the design and implementation of PacStat2.

During PacStat Phase 1, stakeholder engagement included regular consultation with NSOs, participating countries, the PSMB, SPC governance structures, the World Bank, development partners, technical working groups, consultants and project staff. Engagement was undertaken through formal meetings, regional workshops, technical assistance missions, virtual consultations, project reporting, training activities, and country-level discussions.

PacStat Phase 1 also generated important lessons for Phase 2, including the need for continued early engagement with participating countries, clear communication on project requirements, strong coordination between technical and fiduciary teams, improved sequencing of activities, and practical support for country readiness. Engagement during the PacStat Phase 1 Additional Financing period has also informed the emerging design of PacStat2, particularly in relation to administrative data, CRVS, price statistics, household surveys, regional capacity building and implementation arrangements.

PacStat2 preparation has included engagement with participating countries on their interest in participating in the next phase, discussions on IDA financing allocations, World Bank implementation support and project identification missions, environmental and social discussions, and internal SPC discussions on fiduciary arrangements and implementation capacity. This engagement has highlighted strong country demand for support to modernise statistical systems, strengthen administrative data, improve data integration, and sustain regional technical assistance. A record of consultations conducted during project preparation is provided in Annex 1.

Feedback received during project preparation has informed the design of PacStat2. Participating countries emphasised the importance of strengthening national statistical capacity, improving administrative data systems, maintaining country ownership over implementation, and ensuring practical technical support. Regional stakeholders highlighted the need for continued methodological harmonisation, knowledge sharing and regional public goods, while development partners and the World Bank emphasised sustainable implementation arrangements, governance, fiduciary oversight and environmental and social risk management. These priorities have been reflected in the project design through country-led work planning processes, support for administrative data systems, regional capacity-building activities, strengthened governance arrangements, technical assistance mechanisms, and the preparation of the ESCP, SEP, LMP and grievance management arrangements.

Stakeholders engaged during Phase 1 and the preparation of PacStat2 included the following groups:

a **Governments and NSOs** – including Government Statisticians, senior officials, Ministries of Finance, planning agencies, sector ministries and statistical officers in participating countries (Kiribati, Tonga, and Tuvalu).
b **Regional statistical governance bodies** – including PSMB, Heads of Planning and Statistics, Pacific Statistics Standing Committee and related Pacific statistical system mechanisms.
c **Development partners and donors** – including the World Bank and other regional and international partners supporting statistical development including Australia, New Zealand, UNICEF, ILO, IMF and ADB.
d **SPC internal stakeholders** – including SDD technical teams, project management, finance, procurement, legal, human resources, environmental and social safeguards, leadership and corporate services.
e **Technical experts and consultants** – including specialists supporting administrative data, household surveys, price statistics, CRVS, data systems, monitoring and evaluation, and other areas.
f **General public and data respondents** – including households, individuals, businesses or institutions who may provide information through surveys or administrative systems, and who benefit from improved official statistics.
g **Private sector and service providers** – including firms and individual consultants engaged to support project activities.

3. Stakeholder identification and analysis

The key stakeholders for PacStat2 are:

- **Participating Countries and their National Statistics Offices** – as the primary country-level counterparts and beneficiaries of technical assistance, capacity development and investment in statistical systems. Current participating countries are Kiribati, Tonga and Tuvalu, with the possibility of additional countries

joining during implementation, subject to availability of funding. Country-level implementing agencies include the Tonga Statistics Department, the Kiribati National Statistics Office (under the Ministry of Finance and Economic Development), and Tuvalu Central Statistics Division, Ministry of Finance and Economic Development.

- **Line ministries and government agencies** – including agencies responsible for health, education, civil registration, social protection, labour, finance, planning, immigration and other administrative data systems relevant to official statistics.
- **The general public and survey respondents** – including individuals, households, businesses and institutions that may be asked to participate in statistical collections or whose administrative data may contribute to official statistics, subject to legal and confidentiality safeguards.
- **SPC-SDD and SPC corporate services** – including technical staff, project management, fiduciary, legal, safeguards, procurement, finance, human resources and leadership teams involved in project implementation.
- **The Pacific Statistics Methods Board and regional governance bodies** – including stakeholders involved in methodological review, regional harmonisation, peer learning and strategic guidance.
- **The World Bank and other development partners** – including partners supporting financing, technical advice, oversight, coordination and complementary statistical development initiatives, including Australia, New Zealand, UNICEF, ILO, IMF and ADB.
- **Project workers, consultants, contractors and service providers** – including staff, individual consultants, firms, enumerators, trainers and technical specialists engaged under the project.
- **Users of statistics** – including government decision-makers, planners, researchers, civil society, academia, development partners, media and the public.

PacStat2 will require broader and more structured engagement than Phase 1 because of its stronger focus on country-level implementation, administrative data integration, institutional coordination and data governance. Engagement will need to include not only NSOs, but also the line ministries and agencies that own and manage administrative data systems. The project will also need to communicate clearly with respondents and communities involved in surveys, and with project workers and contractors engaged in fieldwork.

There are no known conflicts of interest at this stage. However, potential stakeholder concerns may relate to data confidentiality, use of administrative data, respondent burden, labour conditions for field workers, clarity of country roles and responsibilities, community health and safety during fieldwork, and expectations around financing and implementation sequencing. These issues will be addressed through meaningful consultation, information disclosure, country-level engagement, legal and data governance arrangements, labour management procedures, Codes of Conduct, and the project grievance mechanism.

3.1. Affected parties

Affected parties are those who may be directly or indirectly affected by PacStat2 activities. These include individuals, households, businesses and institutions that may be selected to participate in surveys or statistical data collection activities; individuals whose information may be included in administrative data systems used for official statistics, subject to national laws, confidentiality protections and data-sharing arrangements; NSOs and line ministries involved in data production, data sharing, system strengthening, capacity building and implementation; project workers, consultants, enumerators and contractors involved in fieldwork, data

collection, training, technical assistance, systems strengthening or project management; and communities in participating countries where survey fieldwork or engagement activities may take place.

The project is expected to have positive impacts by improving the quality, cost-effectiveness and regional comparability of official statistics for policy, planning and development outcomes. However, some stakeholders may experience temporary burdens, such as time required to participate in surveys, increased workload for NSOs or line ministries, or fieldwork-related demands on project workers. These impacts will be managed through careful planning, clear communication, ethical data collection practices, labour management procedures, standardised fieldwork protocols, and accessible grievance channels.

Data confidentiality and responsible data use are central concerns for affected parties. PacStat2 will support data protection, statistical confidentiality, secure data handling, appropriate data-sharing arrangements and ethical use of data. Published outputs will not identify individuals or households.

3.2. Other interested parties

Other interested parties include stakeholders who may not be directly affected by project activities but have an interest in the outcomes of PacStat2. These include regional statistical governance bodies and technical working groups; development partners and donors supporting statistical development in the Pacific; researchers, academic institutions and technical experts interested in statistical methods, administrative data and Pacific data systems; civil society organisations and community groups interested in the use of statistics for inclusive development; policy makers, planners and public sector agencies that rely on timely and high-quality data; media and public information users; private sector entities that may use official statistics for planning or analysis; and other countries and regional organisations interested in lessons from Pacific statistical modernisation.

These stakeholders will benefit from improved access to statistical outputs, guidance, knowledge products, regional methods and lessons learned. Engagement with interested parties will focus on information disclosure, dissemination of results, technical dialogue, learning events and coordination with complementary initiatives.

3.3. Disadvantaged / vulnerable individuals or groups

PacStat2 is not expected to negatively impact disadvantaged or vulnerable individuals or groups. In the longer term, improved official statistics are expected to support better evidence for policies and programmes that address poverty, inequality, gender disparities, disability inclusion, service delivery and development outcomes.

Special consideration will be given to ensuring that engagement and data collection approaches are inclusive and accessible to disadvantaged and vulnerable individuals and groups. Potential barriers to participation may include language, literacy, remoteness, disability, gender, age, cultural norms, digital connectivity and access to information. These barriers will be considered when designing and implementing stakeholder engagement activities.

During project preparation, stakeholder engagement activities included consultations with participating National Statistics Offices, government agencies, regional statistical governance bodies and development partners. Feedback from these consultations highlighted the importance of ensuring that project activities, including statistical collections and stakeholder engagement processes, are accessible, inclusive and responsive to the needs of all population groups, including those who may face barriers to participation.
PacStat2 will adopt targeted measures to promote the meaningful participation of vulnerable and disadvantaged groups in stakeholder engagement activities. These measures may include the use of accessible consultation venues and materials, provision of information in plain language and culturally appropriate formats, engagement through community networks and local focal points, flexible consultation schedules, virtual engagement methods where appropriate, and additional outreach to remote and outer island communities. Particular attention will be given to ensuring that women, youth, persons with disabilities and other vulnerable groups have equitable opportunities to participate in consultations, provide feedback and access project information.

Where surveys, consultations or field activities involve households or communities, project workers and enumerators will receive training on respectful engagement, confidentiality, ethical data collection and inclusive communication approaches. Feedback received from vulnerable and disadvantaged groups will be documented and considered as part of ongoing project implementation and stakeholder engagement planning.

In addition to identifying vulnerable and disadvantaged groups, PacStat2 will adopt targeted engagement measures to promote inclusive participation. These measures may include the use of accessible consultation venues and materials, flexible consultation schedules, engagement through community networks and local focal points, virtual consultation approaches where appropriate, and additional outreach to remote and outer island communities. Particular attention will be given to ensuring that women, youth, persons with disabilities, and other vulnerable groups have equitable opportunities to participate in project consultations and provide feedback.

3.4. Summary of project stakeholder needs

Stakeholder needs under PacStat2 include the following:

Component 1: Improving country-level official statistics
NSOs and participating countries will need clear information on project objectives, eligibility, financing arrangements, implementation sequencing, roles and responsibilities, technical assistance, procurement and reporting requirements. They will also need support to identify priority statistical activities, strengthen administrative data systems, coordinate with line ministries, and ensure that data governance and confidentiality arrangements are in place.

Line ministries and agencies will need clear information on the purpose of administrative data strengthening, expectations for data sharing, legal and institutional requirements, quality assurance, metadata, confidentiality safeguards, and the benefits of improved administrative data for policy and planning.

Survey respondents and communities will need accessible information on the purpose of data collection, expected duration of field data collection, how information will be used, confidentiality protections, voluntary or legal requirements for participation, and available grievance channels.

Project workers, enumerators and contractors will need clear terms of engagement, training, occupational health and safety guidance, Codes of Conduct, fieldwork protocols, confidentiality requirements and access to a workers' grievance mechanism.

Component 2: Strengthening regional technical capacity and public goods

PSMB members, NSOs, technical experts and development partners will need timely access to methodological papers, meeting materials, research findings, guidance notes, regional standards, training opportunities and consultation processes. They will need adequate time to review proposals and provide technical input.

NSOs and regional participants will need training materials and knowledge products that are practical, relevant to Pacific contexts and available through accessible formats, including virtual and face-to-face delivery where appropriate.

Component 3: Project management

SPC internal teams, the World Bank and participating countries will need clear implementation arrangements, reporting schedules, fiduciary processes, safeguards responsibilities, results framework monitoring, risk management processes and escalation pathways.

The project implementation team will need adequate resources to manage stakeholder engagement, maintain the grievance mechanism, monitor environmental and social commitments, support communication with participating countries and prepare six-monthly reporting to the World Bank.

4. Stakeholder Engagement Program

The stakeholder engagement program for PacStat2 will be implemented throughout project preparation, implementation and closure. It will build on SPC-SDD's existing relationships with Pacific NSOs, regional governance bodies, development partners and communities, while strengthening engagement with line ministries and agencies that manage administrative data systems.

1. Ensure that participating countries understand and help shape project design, priorities and implementation arrangements.
2. Support meaningful consultation with NSOs, line ministries, data providers, respondents and other stakeholders.
3. Provide timely and accessible information on project activities, risks, benefits and grievance channels.
4. Promote transparency around data use, confidentiality and ethical statistical practices.
5. Support coordination between SPC, participating countries, the World Bank and development partners.
6. Ensure that feedback is documented, considered and reflected in project design and implementation where appropriate.
7. Monitor stakeholder engagement activities and report on them through project reporting cycles.

4.1. Purpose and timing of stakeholder engagement program

General public and survey respondents

The general public may be engaged as respondents to surveys or as beneficiaries of improved official statistics. Engagement will take place before and during relevant survey or data collection activities. Respondents will be informed about the purpose of the activity, confidentiality protections, how data will be used, and how to raise questions or concerns, including through the project grievance mechanism.

Information may be provided through local media, government announcements, community notices, social media, SMS, field team introductions, information sheets or other methods appropriate to the country context.

National Statistics Offices and participating governments

NSOs and participating governments, specifically the Tonga Statistics Department, the Kiribati National Statistics Office, and Tuvalu Central Statistics Division, Ministry of Finance and Economic Development, and any additional participating country confirmed during implementation will be engaged throughout the project lifecycle. Early engagement will focus on project design, country priorities, financing allocations, readiness, implementation arrangements and work planning. During implementation, engagement will focus on technical assistance, progress monitoring, capacity building, data governance, reporting and problem solving.

Line ministries and agencies responsible for administrative data will be engaged during the design and implementation of administrative data activities. Engagement will focus on data availability, data quality, legal and policy frameworks, data-sharing arrangements, interoperability, metadata, confidentiality, institutional roles and use of data for official statistics.

The PSMB and other regional governance bodies will be engaged on methodological issues, regional standards, technical guidance, peer learning and dissemination of recommendations. Engagement will occur through scheduled meetings, technical consultations, circulation of papers and regional events.

SPC employees, consultants and project workers

SPC employees, consultants, enumerators, contractors and other project workers will be engaged on project objectives, work planning, labour requirements, occupational health and safety, confidentiality, Codes of Conduct, grievance channels and reporting requirements. Engagement will occur through staff meetings, onboarding, training, contracts, briefings and supervision.

World Bank and development partners

The World Bank and development partners will be engaged through implementation support missions, technical meetings, progress reporting, safeguards reporting, fiduciary discussions, donor coordination and strategic dialogue.

4.2. Proposed strategy for information disclosure

PacStat2 will disclose relevant project information in a timely and accessible manner. Information disclosure will be tailored to each stakeholder group and may include project objectives, components and expected benefits; participating countries and implementation arrangements; environmental and social commitments; stakeholder engagement activities; labour management requirements; grievance mechanism information;

survey information and respondent confidentiality; training opportunities, regional workshops and technical assistance; progress reports and implementation updates; and knowledge products, guidance notes and methodological outputs.

Disclosure channels may include SPC and SDD websites, official government communication channels, email, meetings, workshops, webinars, project briefs, information sheets, social media, local media, community notices and direct communication through NSOs or field teams.

Information disclosed to survey respondents and communities will be presented in plain language and, where appropriate, local languages or culturally appropriate formats. Information relating to personal or statistical data will clearly explain confidentiality protections and the purpose of data use.

The project will not disclose confidential microdata or personal information. Data sharing and publication will follow applicable statistical legislation, data protection requirements, confidentiality protocols and agreed governance arrangements.

4.3. Proposed strategy for consultation

Consultation under PacStat2 will be proportionate to the nature of project activities and stakeholder needs. Consultation methods may include bilateral meetings with NSOs and government agencies, regional workshops and technical meetings, PSMB meetings and technical consultations, World Bank implementation support and preparation missions, virtual consultations and webinars, surveys or feedback forms following training and workshops, country-level discussions on administrative data priorities and readiness, field-level communication with respondents and communities, internal SPC coordination meetings, and consultation with project workers and contractors.

Consultation will be documented where appropriate, including key issues raised, feedback received and how feedback has been considered. Consultation will be continuous and iterative, particularly for country-level activities and administrative data strengthening.

PacStat2 will support broader stakeholder consultation workshops in participating countries during project implementation, where feasible, including in conjunction with project launch activities.

These consultations will:

- Engage National Statistics Offices, government agencies, civil society organisations, private sector representatives, development partners, academia, community representatives and other users of statistics.
- Provide opportunities for stakeholders to identify statistical priorities, data needs, challenges and opportunities for improving the production, accessibility and use of official statistics.
- Collect feedback on project implementation, stakeholder needs and emerging priorities.
- Ensure that stakeholder feedback is documented, reviewed and considered by SPC, participating National Statistics Offices and the Project Implementation Unit.
- Inform implementation arrangements, annual work planning, capacity-building activities, communication approaches and future stakeholder engagement activities, where appropriate.
- Provide an ongoing mechanism for stakeholder engagement and feedback throughout project implementation.

General Public

The general public will be consulted where project activities directly involve communities, households, businesses or other respondents in participating countries. Field teams will explain the purpose of the activity, confidentiality arrangements, the role of the NSO or authorised agency, and available grievance channels. For broader public information, local media, government channels, community notices and social media may be used.

National Statistics Offices and ministries

NSOs and ministries will be consulted during project design, work planning, implementation and monitoring. Consultation will support alignment with national priorities, country readiness, administrative data opportunities, survey planning, capacity development needs and sustainability.

The PSMB will be consulted on methodological issues, regional harmonisation, technical guidance and dissemination of recommendations. Papers and proposals will be circulated in advance where possible to allow meaningful review.

SPC employees and project workers

SPC employees, consultants and project workers will be consulted on implementation planning, labour and working conditions, health and safety, fieldwork protocols, confidentiality, grievance channels and operational risks.

Consultation activities will be designed to promote the participation of vulnerable and disadvantaged groups, including women, youth, persons with disabilities and remote communities. Consultation methods will be adapted as necessary to address barriers relating to accessibility, language, digital connectivity, remoteness and cultural considerations.

4.4. Timeline

The stakeholder engagement timeline for PacStat2 will follow the project preparation and implementation cycle. Indicative timing is as follows:

Table 1: Indicative Stakeholder Engagement Timeline for PacStat2

Phase	Timing	Key engagement activities
Preparation and design	2026	Country consultations with participating countries, confirmation of participation and financing allocations, World Bank missions, environmental and social discussions, internal SPC planning, preparation of SEP, LMP and ESCP.
Appraisal, negotiation and approval	Late 2026 to early 2027	Disclosure of environmental and social documents, consultation on implementation arrangements, confirmation of roles and responsibilities, readiness planning.
Transition and start-up	Early 2027	Project launch, onboarding of project workers and consultants including Codes of Conduct, work planning with participating countries, grievance mechanism communication.

Implementation	2027 onward	Country-level consultations, survey and administrative data engagement, training, workshops, PSMB meetings, progress reporting, grievance monitoring.
Mid-term review and adaptive management	During implementation	Review of stakeholder feedback, project progress, environmental and social performance and implementation arrangements.
Closing and completion	December 2031 / final implementation period	Dissemination of results, lessons learned, completion reporting and stakeholder feedback.

4.5 Review of Comments

Stakeholder feedback will be reviewed throughout implementation. Comments and feedback may be received through consultations, meetings, workshops, training evaluations, country missions, written submissions, grievance channels and project reporting processes.

Feedback will be considered by the project implementation team and relevant technical leads. Where feedback relates to country-level activities, SPC will consult with the relevant NSO or government agency. Where feedback relates to methodological issues, the PSMB or technical experts may be consulted. Where feedback relates to environmental and social risks, labour conditions or grievances, the issue will be handled in line with the ESCP, SEP, LMP and SPC procedures.

The project will document key feedback and actions taken where appropriate. Feedback from participating countries will be particularly important in refining administrative data activities, training design, survey implementation arrangements and regional support priorities.

The project will also establish mechanisms to obtain stakeholder feedback during implementation, including workshop and training evaluations, participant feedback forms, country consultations, implementation review meetings, surveys, and grievance channels. Feedback received will be documented and reviewed by the Project Implementation Unit and relevant technical teams. Where appropriate, actions arising from stakeholder feedback will be incorporated into project implementation, work planning, capacity-building activities and reporting processes. A summary of feedback and implementation responses will be considered each year by the Steering Committee.

4.6 Future Phases of Project

PacStat2 will be implemented in phases, with activities sequenced according to country readiness, confirmed financing, implementation capacity and agreed work plans. Future phases may include expansion or deepening of administrative data activities, additional statistical collections, further regional methodological work, and continued capacity building.

Regular engagement with NSOs, ministries, the PSMB, SPC teams, the World Bank and development partners will ensure that stakeholders remain informed and that lessons from implementation are incorporated into future work planning. The project will continue to disclose relevant updates and report on stakeholder engagement through agreed monitoring and reporting cycles.

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The Project Manager and project implementation team will be responsible for coordinating implementation of the SEP. Stakeholder engagement will be integrated into project management, technical assistance, country engagement, environmental and social management, monitoring and reporting.

Resources for stakeholder engagement may include staff time, workshops, meetings, travel, communications materials, translation or interpretation where required, online engagement tools, training, grievance management and monitoring activities. Costs associated with stakeholder engagement will be included in relevant project activities and work plans.

The project will ensure that adequate capacity is available to manage stakeholder engagement, environmental and social reporting and grievance processes. These responsibilities will sit under the Project Manager and will be supported by the project implementation team, relevant SPC corporate functions and country focal points as required.

For further information, stakeholders may contact the PacStat2 Project Manager through SPC's Statistics for Development Division.

5.2. Management functions and responsibilities

SPC will have overall responsibility for implementation of PacStat2 and this SEP. Day-to-day responsibility will sit with SPC-SDD and the project implementation team.

- **SPC-SDD and Project Implementation Team** – coordination of stakeholder engagement, work planning, implementation, reporting, grievance management and follow-up.
- **Project Manager** – overall coordination of SEP implementation and reporting. The Project Manager will also be responsible for environmental and social oversight, including monitoring implementation of E&S commitments, supporting grievance management and preparing E&S reporting inputs, with support from the project implementation team and relevant SPC functions as required.
- **Project Steering Committee** — strategic oversight of the project, review of implementation progress, and coordination among participating countries and development partners
- **Country project officers / focal points** — designated in each participating country to coordinate country-level activities, prepare annual work plans, monitor implementation progress, support country-level stakeholder engagement, and liaise with SPC and the World Bank.
- **Procurement and finance teams** – ensuring stakeholder engagement activities linked to procurement, contracts, consultants and financial management are supported and compliant.
- **NSOs and participating governments** – supporting country-level engagement, communication with line ministries, survey respondents and communities, and implementation of agreed activities.
- **Line ministries and administrative data agencies** – participating in consultations, data governance arrangements, administrative data strengthening and implementation activities.
- **PSMB and technical experts** – providing methodological guidance and supporting regional consultation and dissemination.
- **World Bank** – providing implementation support, review and oversight under the Environmental and Social Framework.
- **Project workers, consultants and contractors** – complying with relevant labour, confidentiality, engagement, Codes of Conduct, and grievance requirements.

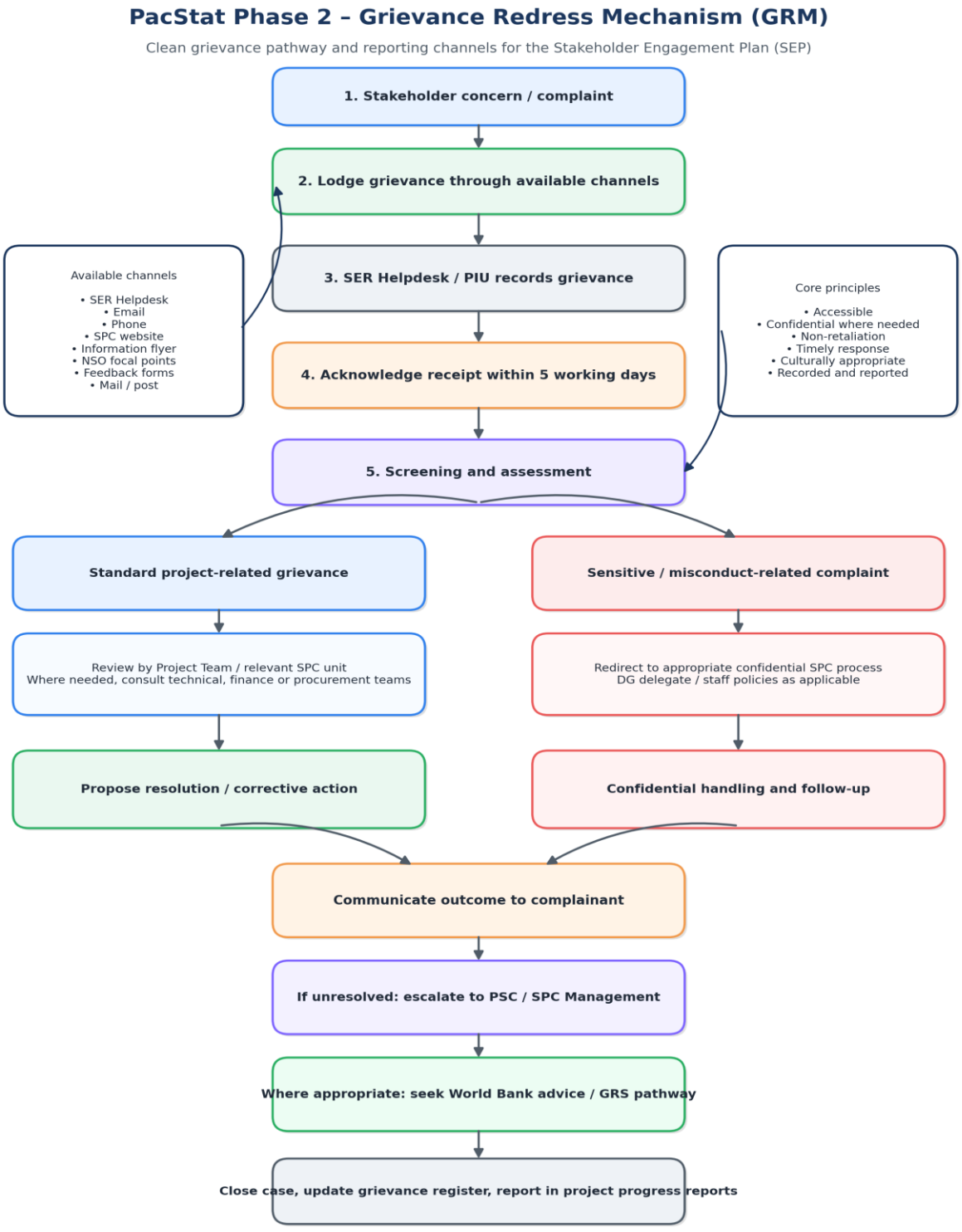
The project will report on stakeholder engagement and grievance management through six-monthly environmental and social reporting and other agreed project reporting mechanisms.

6. Grievance Mechanism

SPC is committed to receiving and addressing concerns and grievances from stakeholders affected by PacStat2. The grievance mechanism will provide accessible channels for individuals, communities, project workers, consultants, contractors, NSOs, ministries and other stakeholders to raise concerns related to project activities. The mechanism will include a confidential channel for reporting SEA/SH concerns, managed separately from general grievances and in accordance with SPC's misconduct procedures and World Bank requirements.

In addition, SPC will develop an Information Flyer for the project, which will include contact information for lodging grievances. The Information Flyer will allow members of affected communities and other stakeholders to provide feedback or raise potential concerns or grievances. The Information Flyer will include an email address, relevant website links, a phone number and a mailing address for stakeholders with limited access to the internet. The Information Flyer will be made available to members of the general public who are directly engaged in project activities, such as households selected to participate in surveys or other statistical data collection activities, as well as PSMB members and NSOs participating in project-related trainings and workshops. Grievances may be submitted anonymously. All grievances received will be logged and reviewed. Where contact details are provided, the project will respond directly to the person raising the concern.

Grievance Channels



All grievances received through the project grievance mechanism will be recorded in a grievance register and monitored until resolved and formally closed. Summary information on grievances received, resolved and

outstanding will be included in six-monthly environmental and social progress reports submitted to the World Bank.

All grievances will be directed to SPC's SER Helpdesk in the first instance and will be acknowledged within five working days. The SER Helpdesk is SPC's centralised mechanism for receiving and managing grievances related to project activities. The SER Helpdesk will consider the grievance and make recommendations to the relevant SPC team about a potential action plan or redress mechanism. Where deemed necessary, the World Bank will be engaged to seek advice on how to address the grievance.
Access Link: Grievance Redress Mechanism for communities affected by SPC activities- Mécanisme de règlement des griefs destiné aux communautés touchées par les activités de la cps

Where the grievance relates to allegations of potential staff misconduct, or non-staff personnel misconduct, the grievance will be redirected to the Director-General's delegate and any inquiries will be carried out under Chapter XII Investigations and disciplinary actions of the Manual of Staff Policies.

All Grievances received will be reported to the World Bank via the Progress Reports.

Communities and individuals who believe they are adversely affected by the project may also submit complaints to the World Bank's Grievance Redress Service (GRS) at http://www.worldbank.org/GRS. Project-affected communities and individuals may also submit complaints to the World Bank's independent Accountability Mechanism at https://accountability.worldbank.org. These channels are available at any time after concerns have been brought to the attention of project management.

7. Monitoring and Reporting

Monitoring and evaluation of stakeholder engagement will be carried out throughout the project cycle to ensure that activities are effectively implemented, feedback is addressed, and stakeholder participation remains inclusive. The SEP will be periodically reviewed and updated as necessary during project implementation.

7.1. Involvement of stakeholders in monitoring activities

While formal stakeholder participation in project monitoring activities is not planned, given the nature of the project and its low environmental and social risk classification, stakeholder feedback will contribute to monitoring in practice. Feedback received through consultations, grievance channels, training evaluations, country missions and progress reporting will be reviewed by the project team and used to inform implementation decisions and adaptive management. Where deemed appropriate, the relevant ministry, NSO or PSMB may be engaged to help address grievances or implementation issues.

Proposed Indicators

The project will monitor stakeholder engagement through:

- Number of stakeholder consultations undertaken annually.
- Number of grievances received and resolved.
- Number of stakeholder feedback exercises completed following project-supported activities.
- Percentage of stakeholder feedback submissions reviewed and responded to during the reporting period.
- Number of citizens participating in consultation exercises (this is also an Intermediate Indicator in the Results Framework)

7.2. Reporting back to stakeholder groups

The six-monthly Progress Reports, including reporting on implementation of the ESCP, will be made available on the project webpage once established to give stakeholders the opportunity to follow up on ESCP-related matters. Reporting will include a summary of stakeholder engagement activities and grievances received and resolved.

Annex 1: Consultation Activities Undertaken During Project Preparation

Stakeholder group	Timing / period	Consultation activities	Specific issues discussed	Feedback received	How feedback informed project design / actions taken
Pacific Statistics Methods Board (PSMB) and regional statistical governance bodies	During PacStat Phase 1 implementation and Phase 2 preparation in 2025–2026	Regular PSMB meetings, regional technical discussions, circulation of technical papers and engagement through SPC-SDD regional statistical coordination mechanisms.	Regional comparability of official statistics, methodological harmonisation, standards, statistical innovation, data quality, regional public goods, technical guidance and support for NSOs.	Stakeholders emphasised the need for continued regional technical leadership, practical methodological guidance, peer learning, and tools that can be adapted by small island NSOs with limited staff and resources.	The project design includes a dedicated regional component on technical capacity, methodological harmonisation, knowledge products and regional public goods, with continued engagement of PSMB and technical experts during implementation.
Heads of Planning and Statistics and wider Pacific statistical system stakeholders	During regional statistical consultations and planning discussions in 2025–2026	Regional consultations, planning discussions and engagement through existing Pacific statistical system forums.	Country statistical priorities, capacity constraints, demand for timely data, administrative data opportunities, survey burden, data dissemination and use of statistics for planning and policy.	Feedback highlighted the importance of balancing country-specific priorities with regional approaches, reducing duplication, supporting data use, and ensuring that capacity-building activities are practical and sustained.	The design combines country-level investments with regional public goods and capacity-building support. Work planning will remain country-led, while regional activities will promote shared standards, peer learning and efficient use of resources.
Participating National Statistics Offices: Kiribati, Tonga and Tuvalu	Project preparation discussions and country engagement in 2025–2026, including follow-up	Country consultations, bilateral discussions, preparation meetings, technical exchanges and	Priority statistical activities, survey needs, administrative data, country readiness, implementation capacity, work	NSOs confirmed strong interest in support for priority statistical activities such as household surveys, labour statistics, price statistics,	Component 1 was designed around country-led priorities and work plans. The project includes support for administrative

	engagement during preparation of work plans and financing allocations	follow-up communications with NSO leadership and focal points.	planning, procurement timing, technical assistance needs and coordination with SPC.	censuses, administrative data and capacity building. They also emphasised the need for country ownership, clear roles, realistic implementation sequencing and hands-on support from SPC.	data strengthening, statistical collections, country focal points, technical assistance, procurement and implementation support, with activities to be sequenced according to readiness and agreed annual work plans.
Ministries of Finance, planning ministries and government agencies	During project identification, financing and implementation arrangement discussions in 2025–2026	Engagement with ministries and government agencies on project scope, country participation, financing arrangements, implementation responsibilities and use of administrative data.	Government priorities, budget and financing arrangements, country ownership, role of ministries, administrative data sharing, institutional coordination and sustainability of statistical systems.	Government counterparts emphasised the need for clear implementation arrangements, alignment with national priorities, coordination between NSOs and line ministries, and sustainable systems beyond individual surveys.	The project design strengthens links between NSOs, ministries and administrative data agencies. Implementation arrangements include country focal points, work planning, governance arrangements and support for data governance and confidentiality where administrative data activities are undertaken.
World Bank	Project preparation, identification, review and environmental and social discussions in 2025–2026	Preparation meetings, technical discussions, review of project design, fiduciary discussions, environmental and social review, and feedback on draft ESS instruments.	Project scope, development objective, component structure, financing, fiduciary arrangements, procurement planning, environmental and social risk management, stakeholder engagement,	The World Bank highlighted the need for clear implementation arrangements, stronger documentation of stakeholder feedback, a more explicit consultation-feedback loop, updated ESS instruments, and practical grievance	The SEP, LMP and ESCP were updated to clarify roles, reporting, grievance management and stakeholder engagement. Annex 1 was strengthened to document timing, issues discussed, feedback received and how feedback informed design

			labour requirements and grievance mechanisms.	and reporting arrangements.	and implementation arrangements.
SPC-SDD, SPC corporate services and technical teams	Internal planning and preparation discussions in 2025–2026	Internal consultations with SDD technical specialists, project management, procurement, finance, legal, human resources, environmental and social safeguards and corporate services.	Implementation capacity, staffing, procurement and financial management arrangements, technical delivery, environmental and social oversight, consultant management, information disclosure and project reporting.	SPC teams identified the need for realistic sequencing, clear internal responsibilities, adequate project management capacity, early procurement planning, integration of E&S tasks into project management and coordination between technical and fiduciary teams.	Component 3 includes project management, fiduciary support, environmental and social oversight, stakeholder engagement and grievance management. The design also provides for a PIU, project manager, country focal points and coordination between technical and corporate support functions.
Development partners and technical partners	Ongoing engagement during Phase 1 and Phase 2 preparation in 2025–2026	Coordination discussions with regional and international partners supporting statistics, including through technical meetings, regional forums and bilateral exchanges where relevant.	Complementarity with existing programmes, avoiding duplication, technical standards, support for household surveys, administrative data, CRVS, labour statistics, price statistics and regional capacity building.	Partners emphasised the importance of coordination, complementarity, shared standards and avoiding overlap with existing technical assistance and donor-supported statistical activities.	The project design recognises the role of development partners as interested parties and provides for continued coordination through stakeholder engagement, regional forums, technical consultations and information sharing during implementation.

During project preparation, SPC undertook extensive engagement and consultation with participating National Statistics Offices, government agencies, regional statistical governance bodies, development partners, SPC technical teams and the World Bank. Consultation activities included country missions, project identification discussions, PSMB and HOPS meetings, technical meetings, preparation missions, environmental and social consultations, and discussions regarding implementation arrangements. Feedback received through these engagements informed project design, implementation arrangements, procurement planning, environmental and social instruments, and capacity development priorities