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Concept Environmental and Social Review Summary

Concept Stage

(ESRS Concept Stage)

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I. BASIC INFORMATION

A. Basic Operation Data

Operation ID	Product	Operation Acronym	Approval Fiscal Year
P502471	Investment Project Financing (IPF)	GBV Capacity	2024
Operation Name	Capacity Building for Improved Gender-based Violence Response Project		
Country/Region Code	Beneficiary country/countries (borrower, recipient)	Region	Practice Area (Lead)
Mozambique	Mozambique	EASTERN AND SOUTHERN AFRICA	Social Sustainability and Inclusion
Borrower(s)	Implementing Agency(ies)	Estimated Appraisal Date	Estimated Board Date
Republic of Mozambique	Ministry of Gender, Children and Social Action (Ministério do Gênero, Criança e Acção Social)	04-Mar-2024	30-Apr-2024
Estimated Concept Review Date	Total Project Cost		
18-Jan-2024	20,000,000.00		

Proposed Development Objective

The Project Development Objective is to improve the capacity of GBV service providers, enhance the provision of integrated digital GBV services and increase use of services by GBV survivors.

B. Is the operation being prepared in a Situation of Urgent Need of Assistance or Capacity Constraints, as per Bank IPF Policy, para. 12?

No

C. Summary Description of Proposed Project Activities

Given the challenging context for women and girls in Mozambique, the high prevalence of GBV and dispersed nature of GBV mitigation, prevention and response interventions, there is a need to strengthen survivor-centered accountability mechanisms as well as address bottlenecks that impede women and girls from accessing much needed services. The proposed program will be framed around three areas: (i) capacity building: increasing capacity of key actors, including civil society organizations, providing GBV services to survivors; (ii) data: improving data collection on GBV services as well as the ability to track services provided to GBV survivors; and, (iii) services: improving guidelines, strengthening

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coordination of services and awareness raising activities at the local level. The project will have four components. Component 1: Strengthening capacity of GBV service providers This component aims to improve the capacity of government and CSOs to deliver GBV services. Component activities will focus specifically on strengthening national protocols and guidelines that govern the delivery of integrated services as well as capacity building of key actors at various levels. The training package supported under this component will be included as part of the mandatory training program for all government personnel delivering services to GBV survivors. Sub-component 1.1. Harmonization and strengthening of GBV protocols The provision of support services for survivors of GBV is guided by protocols developed after the launch of the Multisectoral Mechanism in 2012. The protocols will be updated to: (i) ensure consistency with national laws and international good practice (reflect more of a survivor-centered approach); (ii) reflect the inclusion of the justice sector which currently lacks protocols or guidelines; (iii) include a focus on prevention; (iv) effectively address different forms of violence and child abuse, including by integrating the mitigation of sexual exploitation and abuse/sexual harassment; (v) set minimum standards for planning and implementation of specialized services to prevent and respond to GBV/SEA/SH during natural disasters and climate-induced emergency situations; and, (vi) set standards to guide service delivery by civil society organizations. Preparation of the updated protocols will follow a participatory approach engaging CSOs, donors, representatives from the four ministries engaged in the Multisectoral Mechanism and other stakeholders at the local level. Sub-component 1.2. Training of GBV service providers The component will support the preparation and implementation of a training package for GBV focal points at the national, provincial and district levels; service providers from the Multisectoral Mechanism working in the CAI; and a select number of civil society organizations. The preparation of the training program will be guided by an assessment and revision of existing training curricula and materials on GBV, gender and human rights currently used by the members of the Multisectoral Mechanism or developed by development partners. The training package will support training on: (i) soft skills (social norms and unconscious bias of service providers); (ii) technical skills (protocols for survivor-centered care and referrals, SEA/SH mitigation, relevant laws and policies, and data collection and utilization); and, (iii) climate change and standards for planning and implementation of specialized services to prevent and respond to GBV/SEA/SH during natural disasters and climate-induced emergency situations. The inclusion of soft skills will address the problem of stigmatization and revictimization that many survivors face when seeking care. Mapping of formal and informal service providers conducted by the World Bank and the Government will be used to identify the CSOs and GBV focal points to be trained. The selection of CSOs to be trained will take into consideration the need of services by vulnerable populations such as women living with disabilities and people who identify with a different sexual orientation or gender identity. The training will utilize existing training structures and be delivered utilizing a training-of-trainers approach to support continuation of said training outside of the project. An online training platform will also be developed, that will feature a resource library containing manuals, toolkits, and training materials on various aspects of GBV prevention, survivor support, legal frameworks, among others. The project will engage early and frequently with the Ministry of State Administration and Public Service to support the integration of the training package as part of the mandatory trainings offered to civil servants. Component 2: Integrated digital tools for better case management This component will focus on the development and roll out of an integrated and digitalized GBV service in the CAIs and the development of localized referral pathways. This will include improving and standardizing processes and integrating systems for enhanced GBV case management. Improved GBV data management will contribute to greater efficiency and foster a better understanding of GBV prevalence across the country and could inform the allocation of budgets for GBV prevention and response. Sub-component 2.1. Digitalization and system integration This sub-component will support: (i) a user journey mapping, which will detail the steps and processes through which GBV survivors access public services and how the back-end systems work together to create the user experience across this journey, and capture critical touchpoints for stigmatization and revictimization in the survivor “journey” and potential privacy risks associated with

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the data collection and processing activities; (ii) an assessment of GBV systems' functionalities, technology, architecture, infrastructure, governance and data mapping to inform the development of data standards and solutions to promote interoperability of systems; (iii) the development of harmonized and streamlined GBV data collection processes, including an upgraded integrated entry and referral form (Ficha Única); (iv) procedures for data protection and privacy to ensure data minimization, informed feedback, anonymization and pseudonymization where possible to reduce the risk of re-identification, secure data storage and transmission (including cloud storage platforms with access controls and audit trails), and relevant procedures for data retention and disposal to prevent unauthorized access or disclosure; (v) the digitalization of 51 CAIs through the provision of connectivity, equipment, and materials, and engaging youth champions, for example through internships, to support data entry; (vi) the digitalization of GBV-related paper-based archives in supported CAIs; (vii) training on data collection tools, protocols and systems for both government (CAI staff and GBV focal points) and civil society organizations to ensure that all actors handling sensitive data understand their responsibilities and know how to handle data securely and ethically; and, (viii) training on data-based decision-making, for example to evaluate GBV trends linked to climate shocks prior to and post. Sub-component 2.2. Strengthening referrals Localized referral pathways for the 11 provinces that include formal and informal service providers (including CSOs trained under component 1) will be prepared and disseminated. Referral pathways will be digitized to improve coordination, communication, and access to services. With digital mapping and geolocation tools service providers from government and CSOs will be able to make informed decisions on referral options based on proximity, availability, and accessibility. A tracking and monitoring system will also be put in the CAIs to track the status of referrals and monitoring of cases will be supported through the provision of resources to cover the transport and communications costs. Under this subcomponent a feasibility study on the development of a nationwide helpline for GBV survivors will also be undertaken. Component 3: Improving coordination and information for better access to services This component will focus on improving coordination and awareness raising at the community level. Component activities will enhance sustainability of efforts supported under the previous components as well as provide necessary inputs for the preparation of future GBV programs. Sub-component 3.1. Improving coordination This sub-component will support analytical work to improve ongoing GBV engagements as well as inform future programs. An evaluation of the multi-sectoral mechanism will be supported. The evaluation will assess progress since the adoption of the Multisectoral Mechanism in 2012 and will include: (i) an assessment of the allocation and utilization of GBV program budgets; (ii) an assessment of coordination and support modalities at the national and local levels; (iii) an evaluation of reintegration efforts and identification of opportunities to improve the provision of shelters, including emergency shelters at the CAI; and, (iv) an infrastructure assessment of the CAIs with a view of accessing services, needs and degree of resilience to natural disasters. The assessment will be aided by user engagement/satisfaction surveys that will identify how users of such services assess their quality and what challenges they encounter when accessing such services. As a result of the evaluation, the national guidelines for the functioning of the Multisectoral Mechanism will be updated. The preparation of the evaluation will be aided by workshops and consultations with CSOs and other partners. This subcomponent will also support the operationalization and revitalization of the Multisectoral Mechanism at district level under the coordination of the social district services that will guide the coordination between the sectors at the local level and enhance integrated support to survivors. In addition, peer support will be caried through in-person and virtual exchanges, including the establishment of WhatsApp groups. A monitoring and referral mobile application will be piloted in five provinces to identify the most efficient and adequate approach to track cases referred and/or supported by service providers outside of the CAI. The mobile application will provide information and resources to service providers from government and selected CSOs, with features such as safety planning tools, emergency contact lists and reporting mechanisms, and geolocation-based referrals developed under Subcomponent 2.2. Sub-component 3.2. Increasing awareness of GBV services Under this subcomponent awareness raising campaigns and initiatives to engage

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and inform communities about GBV and services available will be supported. These initiatives will be implemented utilizing a variety of methods including community dialogues, posters, and community radio, at the province and district levels as well as innovative and digital outreach strategies (mass media campaigns, mobile applications, edutainment, among others). The sub-component will leverage the Short Messaging Service (SMS) platform (under development through Digital Governance and Economy Project) , to proactively send bulk SMS containing key messages to raise awareness regarding GBV and information on how to seek help to the population. The in-person and digital awareness raising, and communication activities will also include information about how climate shocks tend to increase the prevalence of GBV and prepare the communities and the service providers for such shocks (e.g., mobilizing more resources and being more vigilant during such times). Component 4: Project management and evaluation Under this component, the project will support project coordination and reporting, financial management, procurement management, implementation of the project's environmental and social risk (E&S) commitments as described in the environmental and social commitment plan, monitoring using open-source tools, communication, and citizen engagement activities. An impact assessment to assess the impact of the project's activities on utilization of services will be supported under this component; this assessment will also support a more accurate assessment of the costs of GBV service provision and evaluate potential spillovers of the training. The Project Implementation Unit (PIU) that will be established for the East Africa Girls' Empowerment and Resilience Project will serve as the PIU for this operation and will be expanded with the addition of key personnel to avoid delays in project implementation. Capacity building of MGCAS will be an integral part of project activities. In addition to improving financial management, procurement and monitoring capacity, the project will support transfer of capacity from the PIU to MGCAS staff through job shadowing and other capacity building means. Funding for joint supervision with other actors in the multi-sectoral mechanism will be provided. Efforts will be made to ensure that project implementation is done in coordination with other World Bank-financed projects implementing GBV prevention and response activities, this can include the organization of joint workshops and exchanges. A sustainability plan will also be developed to support MGCAS' ability to continue with the programmatic enhancements and engagements supported by the project.

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D. Environmental and Social Overview

D.1 Overview of Environmental and Social Project Settings

The project will be implemented on a national scale, under different environmental and social conditions across the country. The activities will take place in public sector ministerial offices and in public institutions at provincial/local levels. Engagement with Civil Society Organizations (CSOs) and other Interested Parties will also take place at central, provincial, and local levels. Since the specific locations of Project intervention have not yet been identified, the relevant environmental and social overview of the project are based on general socioeconomic characteristics of the country. Mozambique is a low-income country in Southeast Africa with a gross national income of USD 557 per capita and a population of 33 million. The population is predominantly female (51.3%) and young (45% below the age of 15). The country remains among the 10 poorest in the world. The 2021 Human Development Index (HDI) for Mozambique was 0.446 points, ranking the country in 185th position among 191 countries. Nearly 40% of its population are living in poverty, mainly located along Northern regions. In terms of GBV, available data indicates that 37% of women and girls have experienced physical or sexual violence, and 12% have reported being forced to have sex at least once in their lives. Over 40% of women were married before they were 18 years old, and, one in every four children aged 15-19 experienced physical violence, with girls three times more likely to experience sexual violence than boys. In most cases, violence is perpetrated by a current or former intimate partner. While men are also subject to high rates if violence, intimate partner violence is more than twice as likely to affect women than men (24% compared to 13%, respectively

The majority of GBV cases are not reported to institutional authorities despite national laws considering these cases as public crimes where prosecution is compulsory.

D.2 Overview of Borrower's Institutional Capacity for Managing Environmental and Social Risks and Impacts

At the current stage of project's preparation, the Ministry of Gender, Children and Social Action (MGCAS) has been identified as the most appropriate Implementing Agency for the GBV AMS Project. Given its national mandate to coordinate the overall gender portfolio, MGCAS has extensive experience in leading the gender agenda, including on GBV. It is also the implementing agency of the WB-financed EAGER project's sub-component 3.2, which specifically aims at strengthening GBV service provision. Regarding the institutional set up, the GBV AMS Project will benefit from the PIU specialists already established under MGCAS for the EAGER project to manage its activities, including a GBV and an E&S specialists. Under the EAGER project, MGCAS is starting to familiarize itself with the management of environmental and social risks and impacts under the ESF. As such, its projects implementation under the ESF is relatively new, and still requires dedicated institutional assistance to improve in areas of E&S management, supervision, and reporting . The Project will support improvement of the implementing agency's capacity to manage World Bank-financed projects as well as strengthen capacity to coordinate the national multisectoral mechanism to respond to GBV risks. Efforts will be made to ensure that project implementation is done in coordination with other World Bank-financed projects implementing GBV prevention and response activities, such as the EAGER, the HCDP and the HDD projects, as well as with programs implemented by other donor agencies. A more detailed MGCAS capacity assessment will be undertaken during the project preparation process.

II. SCREENING OF POTENTIAL ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS

A. Environmental and Social Risk Classification (ESRC)

Low

A.1 Environmental Risk Rating

Low

The Environmental risk of the Program is assessed as "Low ". Overall, the Program will have positive impacts on the Mozambican population by strengthening survivor-centered accountability mechanisms and improving the access to and quality of GBV care services . The program will mainly consist of technical assistance (TA) activities, capacity building, awareness raising activities, and assessments and feasibility studies, which will encompass hiring of specialized consultants and/or firms. These types of TA activities are likely to generate minimal adverse environmental risks and impacts , thus the Project is not expected to require further Environmental and Social Assessment beyond screening . No civil works are expected under this program, however there will be some fieldwork entailing use of vehicles for travelling to the provinces that may lead to community and occupational health and safety concerns, but these are expected to be low.

A.2 Social Risk Rating

Low

At the current stage of Project's preparation, the Project's social risk is assessed as "low". Overall, the Project will have positive impacts on the Mozambican population by strengthening survivor-centered accountability mechanisms and improving the access to and quality of GBV care services. Furthermore, the Project will focus on delivering training for managing social risks, strengthen service delivery to survivors, as well as increasing awareness about GBV and available services. Potential social risks and adverse impacts are likely to be minimal and temporary, since the project does not entail any civil works and will mainly consist of assessments and feasibility studies, institutional

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technical assistance and capacity building, and awareness raising activities among communities. Nonetheless, minor risks and adverse impacts might occur during its activities' implementation. These are mainly linked with occupational health and safety risks, and low risk of GBV/SEA/SH associated with limited numbers of direct, contracted, and government workers to be mobilized for the Project implementation. The Project does not foresee a large contingent of project workers due to the specificities of its activities implementation, which are expected to require a small teams of direct, contracted, and civil workers conducting assessments, training, and awareness raising. Potential SEA/SH risks may arise in the workplace and during training. CoC will be prepared and implemented. While most activities will take place at institutional office levels, there will be some fieldwork entailing travelling to the provinces, with potential risks in terms of health and safety. Should the Program define that travelling and fieldwork is to be conducted in the North, security risks will be assessed. Expansion of collection of sensitive digital data may impose data privacy and security risks, which will be addressed as part of the design of digital data management systems .

B. Relevance of Standards and Policies at Concept Stage

B.1 Relevance of Environmental and Social Standards

ESS1 - Assessment and Management of Environmental and Social Risks and Impacts Relevant

The project will support under components 1, 2, 3 TA activities such capacity building, awareness raising activities, and assessments and feasibility studies, which will encompass hiring of specialized consultants and/or firms. These types of TA activities are likely to generate minimal environmental and social risks and negative impacts, and are not expected to require further Environmental and Social Assessment beyond screening . The WB will conduct prior review the Terms of Reference for TA to ensure appropriate inclusion of relevant ESF aspects in the Technical and Consultancy outputs. A more comprehensive risk assessment will be conducted during appraisal, when there is more precision in terms of specific provinces (or other administrative units) where activities will be implemented. A detailed risk assessment will be conducted and the Project will prepare, and disclose an ESCP by Appraisal .

ESS10 - Stakeholder Engagement and Information Disclosure Relevant

The targeted beneficiaries will primarily include those institutions that are part of the National Multisectoral Mechanism to address GBV risks, CSOs, multilateral organizations working on GBV prevention and response, and those actors' providing services at the Integrated Centers. GBV survivors and local communities, especially women, are also both key beneficiaries and stakeholders. The Project has identified main disadvantaged and/or vulnerable groups, which include young girls and women living in remote areas, female-headed households, at risk and vulnerable children, orphans, children and persons with disabilities, and illiterates. The Project will devote specific attention to some subgroups that might need a more tailored GBV approach. Gender participation will be secured throughout consultations to ensure that women and girls contribute to the overall Program's development. Specific attention will be also given to provinces where GBV services are limited, such as in the North.

ESS2 - Labor and Working Conditions Relevant

ESS 2 is relevant as Project activities will require the mobilization of direct workers, contracted workers, civil servants, and consultants. The Project will comply with Mozambique's Labor Law (Law 23/2007) and the Legal Regime of Accidents at Work and Occupational Diseases (Decree 62/2013), and ESS2 requirements, especially related to safe

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and healthy conditions at work, fair treatment including non-discrimination and equal opportunities, protection, prevention of forced labor, child labor, and GBV/SEA/SH, and support the principles of freedom of association and collective bargaining. Management of project workers will be conducted consistent with the requirements of ESS2 and national legislation. All workers will remain subject to the terms and conditions of their existing sector employment agreement, but also ESS2 OHS, GBV/SEA/SH, forced and child labor requirements will apply for them. Labor Management procedures will be included as part of the Project's ESCP and POM.

ESS3 - Resource Efficiency and Pollution Prevention and Management Relevant

ESS 3 is considered relevant, since the Project will support some TA whose activities may be carried out within the premises of the PIU. As result, e-waste generation is likely due to expansion of digital data collection which may entail installation of IT equipment in selected CAIs, potentially creating electronic waste although, expected to be in a minimal scale. Consequently, to manage risks and impacts resulting from e-Waste generation a Code of Practices for e-Waste Management will be included as part of the ESCP.

ESS4 - Community Health and Safety Relevant

ESS4 is relevant, as there will be interaction between Project workers and beneficiaries. Awareness raising campaigns for communities at provincial/local levels will be implemented under sub-component 3.2. Although minor, this could potentially trigger SEA/SH risks. Engagement with key informants from local communities may be attained for assessments and feasibility studies under component 3.1, potentially exposing this vulnerable group to further violence and/or discrimination. Component 2.1 will expand the collection and management of sensitive data in digital format, potentially raising data security risks, which may result in exposure of GBV survivors. Expansion of digital data collection may entail installation of IT equipment in selected CAIs, potentially creating electronic waste that could pose risks to community health and safety. A Code of Practices for e-Waste Management as well a Community health and Community health and safety measures integrate in the ESCP.

ESS5 - Land Acquisition, Restrictions on Land Use and Involuntary Resettlement Not Currently Relevant

At the current stage of Program's preparation, ESS5 is not relevant as the Program will not finance any infrastructure or any other activities that might lead to land acquisition and /or involuntary resettlement.

ESS6 - Biodiversity Conservation and Sustainable Management of Living Natural Resources Not Currently Relevant

ESS6 is not relevant at this stage since the Project will not finance any infrastructure or any other activities that might lead to any forms of natural habitat degradation.

ESS7 - Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities Not Currently Relevant

ESS7 is not relevant as in Mozambique there are no IP/SSAHUTLCs.

ESS8 - Cultural Heritage Not Currently Relevant

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At the current stage of Program's preparation, ESS8 is not relevant as the Program will not finance any infrastructure or any other activities that might lead to impacts and or/usage of cultural heritage.

ESS9 - Financial Intermediaries Not Currently Relevant

At the current stage of Program's preparation, ESS9 is not relevant as the Program will not involve Financial Intermediaries.

B.2 Legal Operational Policies that Apply

OP 7.50 Operations on International Waterways	No
OP 7.60 Operations in Disputed Areas	No

B.3 Other Salient Features

Use of Borrower Framework TBD

A more in-depth due diligence of the borrower's framework will be conducted during preparation. The analysis will include an assessment of institutional GMs, or other GMs in place at the level of the implementing agency to better understand if any synergies can be pursued. In terms of labor and working conditions, the Borrower's framework includes the Constitution of the Republic of Mozambique, Law, 23/2007, the Decree 62/2013, the Legislative Diploma 48/73, and Law 19/2014. While these legal instruments contain provisions that are in line with ESS2, there are some gaps. At this stage, it is envisaged that requirements for Codes of Conduct to be signed and followed by all project workers, to have a grievance redress mechanism (for both workers and other stakeholders) operational will be included in the ESCP, along with Labor Management Procedures.

Use of Common Approach No

The Program will not rely on the use of common approach.

C. Overview of Required Environmental and Social Risk Management Activities

C.1 What Borrower environmental and social analyses, instruments, plans and/or frameworks are planned or required by Appraisal?

- Conduct a due diligence of the borrower's E&S framework by Appraisal, focusing on labour and working conditions, community health and safety, GBV/SEA/SH measures, stakeholder engagement as well as waste management.
- Draft an Environmental and Social Commitment Plan (ESCP) by Appraisal.
- Undertake a SEA/SH risk assessment by Appraisal and integrate appropriate measures in the ESCP. If the SEA/SH risk remains low, no additional SEA/SH instruments will be needed. Nonetheless, SEA/SH protocols will be developed as part of the project design.

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III. CONTACT POINT

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