

“Colombia: Emergency Covid-19 response for migrants and refugees from Venezuela and host communities”

STAKEHOLDERS ENGAGEMENT PLAN

January 2021

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Introduction

The Stakeholders Engagement Plan (hereon SEP) has been created in accordance to the guidelines and requirements established in the Environmental and Social Standard 10 “Stakeholders Engagement and Information Disclosure” of the World Bank (hereon ESS 10), which also provides guidelines so that, in the projects financed by the World Bank there are three (3) types of mechanisms that guarantee stakeholder’s involvement in the matters that concern them and are of interest to them: participation, disclosure of information, and attention to complaints and grievances.

The SEP has been created based on the World Food Program’s (hereon WFP) vast experience in the implementation of programs with the same objective of this Project and their work with populations with similar characteristics. Furthermore, the WFP has an existing Environmental and Social Sustainability Framework whose social standards 6 Gender Equality, and 8 Accountability to Affected Populations (hereon ESS6 and ESS8) are aligned with the themes of the World Bank's ESS 10 and contribute to the Project’s specific approach, given the WFP's experience in responding to emergencies and money transfers.

In this sense, the SEP is a tool that will be used for the social management of the Project, which must be implemented throughout the execution of the Project “Colombia: Emergency Covid-19 response for migrants and refugees from Venezuela and host communities” (hereon the Project). In this way, the public and private institutions that carry out activities related to the Project can guarantee the proper relationship with all Stakeholders, in a socially and culturally appropriate manner, all the while respecting their interests.

The SEP is an ever-evolving document, which will be reviewed and updated when necessary as soon as its implementation begins, when the particular conditions of the Project require it, or when the Stakeholders request it in response to specific situations of the contexts where it is going to be implemented.

Finally, it contains nine sections, a small description; the policies and requirements that guide its actions; the aimed goals, the identified Stakeholders; the mechanisms provided for participation, for the disclosure of information, and for the attention to complaints and grievances; the organizational capacity and commitment required for its execution, and the structure for monitoring and evaluating its execution.

1. Project Description

The Project aims to provide emergency financial support to alleviate the impacts of the COVID-19 pandemic on vulnerable Venezuelan migrants and host communities in selected Colombian municipalities. The aim of the donation is mainly to provide multipurpose cash transfers to vulnerable migrants and refugees who have been negatively affected by emergency procedures taken to contain and slow the spread of Covid-19.

The **Stakeholders Engagement Plan** is an instrument that promotes open and transparent interactions between the WFP and the project's stakeholders, including: i) the direct beneficiaries of cash transfers, migrants, and vulnerable Colombian communities, located in four municipalities in Colombia: Bogota, Soacha, Cali, and Bucaramanga. These locations were selected based on the following criteria: i) high concentration of Venezuelan migrants, negative effects of COVID-19, insufficient coverage of assistance programs aimed at Venezuelan migrants and refugees ii) Municipalities, who will play a key role in assessing and determining whether the grant should cover some host communities (up to 10% of total households), or whether it should focus entirely on the migrant population in their specific location. The prior will be defined based on the needs of each particular municipality.

The point of this project is that by providing urgent aid in response to the pandemic, the humanitarian development gap that has been created by the unequal treatment of migrants compared to vulnerable local communities is reduced. Said gap is usually created by wrong and/or imperfect information, the lack of services to migrants, and the nomadic behavior of migrant communities, which has increased due to the rush with which they wish to return to Venezuela amid the pandemic.

Furthermore, the Covid-19 crisis has had significant negative impacts in Colombia and around the world, which are worsened by pre-existing Critical Surveillance Factors (CSF). Over the past 60 years, Colombia has faced one of the longest internal armed conflicts ever recorded, which has left over 8 million victims, and the largest internally displaced population in the world. Furthermore, since 2015, Colombia has welcomed 1.7 million Venezuelan migrants and refugees, becoming the main host country of this population. Additionally, Colombia has had to face COVID-19 since March 2020, which has left more than 42,000 casualties (as of December 28), has had devastating impacts on the health care system, and has caused significant economic stress due to the containment measures. Because of this, the World Bank estimates that almost 70% of workers nationwide will lose a portion of their earned income. Informal and low-skilled workers are at greater risk, both due to the nature of the economic activities they perform and the limited coverage of social protection policies.

Venezuelan migrants and refugees are among the most vulnerable groups when it comes to Covid-19. Many of them not only live below the poverty line, but also rely heavily on informal jobs. In this sense, 48% of migrant households report not having a source of income at this time and only 15% eat properly due to health emergency actions taken by the

authorities to contain the spread of Covid-19, especially the ones related to the restriction of mobility of non-essential workers. The prior actions have reduced the possibilities for the most vulnerable Venezuelan migrant population to provide for themselves. Moreover, some of the measures taken to respond to the crisis have included closing existing social assistance services such as shelters, community kitchens, nutrition programs at schools, and other protection services, causing a greater demand, especially for housing. Therefore, more than 50% of Venezuelan families do not have a shelter, and thousands today are homeless; making them more vulnerable to the virus.

In response to the Covid-19 pandemic, Colombia's Government implemented a comprehensive social response to protect poor and vulnerable Colombians, which includes increasing or creating cash transfers through social assistance programs. As a result, 7.5 million people are expected to receive temporary financial support from the government, which should help to reduce the negative effects of Covid-19 on poverty and inequality levels. Nonetheless, the emergency measures are aimed at Colombian citizens and therefore do not include migrants nor refugees.

Between March 14, and August 3¹, only 3% of migrants and refugees returned to Venezuela due to the economic and social crisis caused by Covid-19. However, *Migración Colombia*² (hereon, MC by its abbreviation in Spanish) estimates that 97% are in Colombia and approximately 45% of them do not have any legal documentation. Furthermore, most of Venezuela's migrants and refugees will not receive any emergency cash transfers from the government, leaving them with no means to overcome the deleterious impacts of the pandemic. The lack of cash transfers increases the country's difficulty to overcome the crisis, as migrants and refugees are less likely to apply social distancing measures due to their socio-economic activities, and in turn, increases the chances of more outbreaks.

The *Boletín Migración*³ published in the Colombian Red Cross' website warns, among other issues, about two situations that require urgent attention. The first one is due to the direct impact on life. According to data from the Interagency Group on Mixed Migratory Flows Survey (GIFMM by its initials in Spanish) of May 2020, it is estimated that the migrant population affected by the conditions generated by Covid-19 have access to only one (1) ration of food per day and their access to housing is increasingly limited, which forces them to live in public areas.

The second situation is related to the reduction of the processes of integration and economic and social inclusion. According to the perception Gallup Survey applied in April

¹ Data taken from *Migración Colombia*'s website: <https://www.migracioncolombia.gov.co/noticias/para-finales-del-mes-de-mayo-el-3-del-total-de-venezolanos-que-se-encontraban-en-colombia-al-comienzo-de-la-pandemia-habia-regresado-a-su-pais-y-un-2-mas-estaria-a-la-espera-de-poder-hacerlo>

² *Migración Colombia* is Colombia's border control agency responsible for monitoring and conducting migratory control.

³ National Strategy by the Colombian Red Cross for Attention to the Migrant Population. Actions during the COVID-19 contingency. June 2020. <https://r4v.info/es/documents/details/77086>

2020, there is a “... significant increase in the perceptions and expressions of rejection towards migrants”. (p.5). On the other hand, the article “Xenophobia, the other contagion” published on May 20, 2020, based on a survey led by the Venezuelan Migration Project of the *Semana* magazine, reveals that in mandatory quarantine the interviewees⁴ “... showed more rejection towards migrants than in July 2019, when a similar survey was carried out”. For example, 64% of interviewees believed that the Venezuelan migrant population was a burden on the State’s social services, while in 2019 it was 48%. Furthermore, the Observatory of this project, based on the *Invamer* Gallup-Poll Survey of April 2020, reported that 87% of the people surveyed agreed that the border with Venezuela should remain closed once the mandatory isolation ends so that no more Venezuelans enter Colombia. These figures show the relevance of the Project “Colombia: Emergency Covid-19 response for migrants and refugees from Venezuela and host communities” that will be financed by the World Bank.

Additionally, although the help that the Colombian government and international humanitarian agencies have extended to the Venezuelan migrant population has decreased or been temporarily suspended in the context of Covid-19, it has promoted ill feelings from the most socially and financially vulnerable population in Colombia. This suspension has resulted in feelings of xenophobia that have led to rejection and social exclusion. In that sense, the Project aims to strengthen the Colombian institutions to contain expressions of xenophobia and favor the processes of integration and social and financial inclusion of the Venezuelan migrant population.

In addition, the Project aims to reduce the deficiencies in essential care for the Venezuelan migrant population in Colombia, which have increased due to the Covid-19 pandemic. Despite the existence of a government strategy to take care of Venezuelan migrants⁵ and the humanitarian aid provided by international cooperation agencies, the mandatory quarantines declared because of the health emergency in Colombia have kept millions of informal workers from getting the necessary resources to fulfill their basic needs, such as food and accommodation.

In 2019, the Administrative Department of the Presidency of the Republic (DAPRE by its initials in Spanish) created a consultant position (Border Management), which is a branch of the Office of the Chief of Cabinet, whose head acts as the coordinating body of national government entities and between the levels of government (national and local). Hence, this office is responsible for ensuring intra- and inter-institutional coordination on issues related to Venezuelan migrants. Its functions include: i) Promoting, creating, and monitoring the National Government's measures to respond to the migratory phenomenon throughout Colombia; ii) working as a permanent channel for dialogue and coordination with the country's local and regional authorities, in order to achieve greater efficiency in actions that

⁴ 1,003 people over 18 years of age residing in Bogota, Medellin, Cali, Barranquilla, Bucaramanga, and 86 other cities of Colombia, and in all socioeconomic strata.

⁵ Conpes 3950 of November 2018.

help the migrant population and the host communities, iii) supporting the Ministry of Foreign Affairs, which includes strengthening the alliances with other governments involved in responding to the migration phenomenon, and iv) promoting actions between the civil society and the Colombian private sector to strengthen the migrant population's integration processes and reduce possible xenophobic manifestations.

Other than Border Management, the Ministry of Foreign Affairs is also responsible for Colombia's foreign policy. When it comes to migration from Venezuela, this office has been responsible for coordinating the response with other countries involved in this crisis, as well as supporting bilateral, multilateral, and humanitarian partners to respond to this exodus. On the other hand, *Migración Colombia* (MC), as a branch of the Colombian Ministry of Foreign Affairs, is in charge of the elaboration and implementation of the Colombian migration policy, including the migration control of all immigrants in Colombia. In this way, the MC is in charge of issuing the special stay permits (PEP by its initials in Spanish) and the border mobility card (TMF by its initials in Spanish).

At the moment, the WFP works closely with the Colombian Government and its various agencies, local governments, and civil society organizations, offering a complete portfolio of adaptive humanitarian responses to many different types of crises and emergencies. When it comes to the migration crisis, the WFP has been expanding its operations, mainly through two channels: first, setting up canteens, food banks in areas with non-functional markets, kits for walkers, and emergency school meals, to handle the food insecurity of migrants; and second, cash transfers to migrants and host communities, mainly through vouchers, with a total coverage of more than 300,000 people per month as of February 2020.

The project is in line with the objectives established in the Framework of the Country Alliance (hereon, MAP by its initials in Spanish) 2016 – 2021, which was carried out between the Government of Colombia and the World Bank Group. Although the project responds to two specific situations that have occurred after the Alliance was created: 1) the increase in Venezuelan migration starting in 2018 and 2) the spread of Covid-19 in Colombia since March 2020, it is also closely related to Pillar II “Improving social inclusion and mobility by improving the provision of basic services” in its third objective which is “Improving access and quality services in the target areas” given that it seeks to prevent particularly disadvantaged groups from being disproportionately affected in the context of the pandemic and descend further into poverty.

The MAP emphasizes that significant, but insufficient, progress has been made in reducing the exclusion and inequality of poor communities. The situation became even more critical in 2020, which heightens the relevance of this Project to achieve the established goals. Moreover, given that thousands of families have lost their sources of income during the Covid-19 pandemic, food security and nutrition have been severely affected. Therefore, financial assistance must be provided to the affected families in order to prevent a crisis of malnutrition with lasting effects. Furthermore, the rise of Venezuelan migration has

increased the population that has not benefited from the progress of the last decade. In this sense, just like with previously underserved communities, the country's social progress, as conceived in the MAP, requires that effective social and economic inclusion reach all members of society, including migrants.

The **Project** will provide transfers of a single sum of money to 17.780 Venezuelan migrants or refugees who live in Bogota, Soacha, Bucaramanga, and Santiago de Cali; and is contemplating the inclusion of up to 10% of vulnerable families that belong to host communities and that do not receive any other type of social assistance.

2. Policies and Requirements

The ESS 10 “Stakeholders Engagement and Information Disclosure” of the World Bank Environmental and Social Framework, highlights the importance of talking to the communities involved and of broad, effective, and culturally appropriate participation of said communities or groups in order to promote trust, acceptance, and environmental and social sustainability of the Project.

Furthermore, in order to ensure the adequate implementation of the aforementioned standards, one of the instruments that must be developed is the Stakeholders Engagement Plan - SEP, which contains the methods and times to consult and make cooperative decisions between public institutions and private organizations that participate in the development of the Project and the Stakeholders. Moreover, it includes the mechanisms that promote participation related to the disclosure of information and the free expression of complaints and grievances.

The SEP’s implementation is protected by Colombian laws, which favor and guarantee the rights of citizens and communities to participate, access to public information, and oversee public resources or those allocated to the assistance of vulnerable populations, as seen below:

| Law | Topic/subject | Description |
|---|------------------------------|---|
| Political Constitution of Colombia, articles 2, 40, 103, and 270. | Right to participation. | One of the main goals of the government is to facilitate the participation of all citizens in the decision-making process in the economic, political, administrative, and cultural life of the Nation. The Political Constitution grants all citizens the right to participate in the election, exercise, and control of political power through specific mechanisms and citizen participation systems. |
| Political Constitution of Colombia, articles 13, 20, and 80 | Right to access information. | Access to information is a fundamental right so that citizens can participate in the decisions of the Nation. Within the framework of public programs, |

| Law | Topic/subject | Description |
|------------------|---|--|
| | | projects and investments, citizens must be guaranteed access to accurate, timely, and pertinent information and under equal conditions for all groups and individuals involved. |
| Law 962 of 2005 | Law of Anti-administrative Procedures | In order to simplify the citizens' relationship with public administration, this law eliminates unnecessary administrative procedures and reduces administrative procedures of government agencies and entities and of public employees. Moreover, it establishes that all organisms and entities with public functions have the disposition to include and strengthen the channels of attention that allow citizens to access services in a speedy and effective way. Furthermore, all actions and attention to complaints and grievances must be carried out in accordance with the principles established in articles 83, 84, 209, and 333 of the Colombian Political Constitution. |
| Law 1098 of 2006 | Code for Children and Teenagers | Its purpose is to guarantee the full development of children and teenagers. In Article 40, it establishes the obligation and responsibility of the civil society entities and organizations, among other actors, to participate in the creation, management, evaluation, monitoring, and control of public policies related to childhood and adolescence in order to ensure the rights and guarantees established by said Law. |
| Law 1145 of 2007 | National System of Disability | Its goal is to promote the elaboration and implementation of public policies related to disability in a coordinated manner between national, regional, and local public entities, organizations of people with and in a situation of disability, and the civil society. Hence, it presents the set of guidelines, standards, activities, resources, programs, and institutions that must be considered for the development of appropriate actions for populations with disabilities. |
| Law 1257 of 2008 | Rules to promote awareness, prevention, and punishment of all forms of violence and discrimination against women. | Its purpose is to implement rules that guarantee a safe peaceful environment for all women and girls, both in the public and private spheres, the exercise of the rights recognized in the national and international legal system, access to the administrative and judicial procedures for their protection and attention, and the adoption of the necessary public policies for their implementation. |

| Law | Topic/subject | Description |
|----------------------------|---|---|
| | | Additionally, Article 15 includes the obligations of public actors and civil society to promote women's rights, report violations and acts of discrimination, participate in the formulation, management, compliance, control, and evaluation of public policies related to women's rights; and collaborate with the authorities in the implementation of this Law. |
| Law 1437 of 2011 | Code of Administrative Procedure and Administrative Litigation | It deals with the general administrative procedure for the processing of citizens' petitions, document requests, and inquiries. Moreover, it includes instructions regarding the goals to modernize administrative procedures, facilitate citizens' access to timely and effective justice, and grants relevance to the Right to Petition plus the strict penalties when this legal mechanism is ignored. |
| Law 1474 of 2011 | Anticorruption Statute | It seeks to strengthen the mechanisms of prevention, investigation, and punishment of acts of corruption regarding public resources. Moreover, this statute establishes specific administrative measures to fight corruption. Furthermore, Article 76 includes the obligation of public entities or with public functions to establish a Complaints, Suggestions, and Grievances office, in charge of receiving, processing, and resolving complaints, suggestions, and grievances made by citizens related to compliance with the mission of the entity. |
| Law 1712 of 2014 | Law of Transparency and the Right to Access Public Information | Its purpose is to regulate and guarantee the fundamental right of access to public information that all citizens have. In this Law, the Right of Access to Public Information was established as a fundamental right of anyone to obtain public information that is in the possession or under control of certain subjects (natural or legal persons, private or public offices which must provide information requested by the citizens). |
| Statutory Law 1757 of 2015 | Promotion and protection of the right to democratic participation | Its goal is to promote, protect, and guarantee the people's right to participate in political, administrative, economic, social, and cultural life, and also to control political power. This law regulates existing citizen participation mechanisms and establishes the fundamental rules that will govern the democratic participation of civil organizations from now on. |

| Law | Topic/subject | Description |
|---|--|---|
| National Council for Economic and Social Policy (<i>Conpes</i> by its initials in Spanish) 3950 of November 2018 | Strategy to address Venezuelan migration | It includes the programs and resources destined to take care of Venezuelan migrant population and of Colombians who have returned to the country, and the institutions responsible for this population. |

Colombian law, just like the World Bank's ESS 10⁶, seek the constant participation of Stakeholders and their guidelines are the main frameworks for participation in the SEP, aimed at creating a systematic process through which the Stakeholders' perceptions, opinions, and requests can help to improve the Project.

In the same way, ESS 6 and ESS 8 of the WFP Environmental and Social Sustainability Framework, prevent discrimination based on gender and promote the meaningful and effective participation of groups and individuals. Moreover, they provide accurate, timely, and accessible information to the affected population, which ensures access to services to submit complaints or comments.

3. Goals of the Stakeholders Engagement Plan

The SEP is an instrument that aims to promote and guarantee the participation of Stakeholders, by disclosing information in a truthful, timely, and culturally appropriate manner, and promotes the adequate attention and response to petitions, complaints, grievances, requests, or allegations that involve the project's implementation. In this sense, the SEP's goals are:

- To promote inclusive participation of all Stakeholders in the development of the project.
- To provide the necessary means so that the most disadvantaged and vulnerable Stakeholders have the proper and culturally appropriate scenarios to participate and express themselves freely.
- To share information related to the project in each of its stages and to create scenarios for participation so that all Stakeholders are informed and are able to express their opinions on the issues they are interested in.
- To create a mechanism to handle complaints and grievances that all Stakeholders can have access to regardless of age, birthplace, ethnic group, sex, gender, or disability.
- To improve transparency and accountability processes in order to ensure participatory and inclusive decision-making.

⁶ For more information about ESS10 of the World Bank, click on the link: <http://pubdocs.worldbank.org/en/345101522946582343/Environmental-Social-Framework-Spanish.pdf#page=111&zoom=80> and the file ESS 10. Guidelines, available at <http://documents.worldbank.org/curated/en/213761548346035638/ESF-Guidance-Note-10-Stakeholder-Engagement-and-Information-Disclosure-Spanish.pdf>

- To prevent and handle conflicts between all Stakeholders, which may take place because of their different interests.

4. Identification and Analysis of Stakeholders

Stakeholders in the SEP, according to World Bank ESS 10, are defined as the individuals or groups who:

- (a) Are **affected or are likely to be affected** by the actions, components, and investments planned in the Project (*affected parties*). The affected parties' category includes **vulnerable groups**, which are people or groups that, due to their social, economic, and cultural conditions, may be exposed to greater risks, to the deepening of their needs because of the activities that will be carried out, or to issues to benefit from the Project.
- (b) The groups or people who may **have an interest in the Project** (*other Stakeholders*), who may benefit indirectly or even contribute to achieve the Project's results and objectives.

4.1 Affected Parties

4.1.1 Venezuelan Migrant Population

Within the Venezuelan Migrant Population and according to the Conpes 3059 of 2018, this category may include the following populations:

- Population in legal standing: Includes the people who entered the country through any of the authorized entry points using an official document and are within the time limits determined by current regulations. This category also includes people who have documents such as visas and immigration cards, as well as recipients of the PEP who are authorized to stay in Colombia for up to two years.
- Undocumented migrants: It includes the people who registered in the Administrative Register for Venezuelan Immigrants in Colombia (RAMV by its initials in Spanish) and that thanks to Decree 1288 of 2018 will be able to get the Special Permit to Stay (PEP) to legalize their situation.
- Irregular population: It includes the people who exceeded the time limit to stay and the people who entered the country through unauthorized entry points and are not registered in the RAMV.

Other related populations include: people with Colombian nationality, or with the means to demonstrate it, known as "returnees," who are going back to Colombia.

In order to identify the most vulnerable migrants in the country who are eligible for assistance, the WFP has created several adaptable tools for each context, which contain specific guidelines to direct the decision-making and prioritization. These tools use socioeconomic and sociodemographic vulnerability indicators to identify and prioritize the most vulnerable migrants. At the same time, the WFP conducts remote surveys to study the vulnerability profile of migrants in the country and participates in interagency efforts to complement the information gaps of COVID-19's impact on migrant populations.

Furthermore, the WFP identifies the most vulnerable geographical areas through a geographical prioritization at neighborhoods or specific sectors in the selected municipalities and with the collaboration of implementing partners and major's offices. Then, the WFP applies surveys to check the eligibility of the lists of vulnerable migrants provided by major's offices for the pre-selected places in the municipality.

The criteria studied to determine the eligibility of the cash transfers' beneficiaries include the following four (4) categories.

| Category Criterion | Eligibility Criteria | Eligibility Variables |
|--------------------------------------|---|--|
| 1. Amount of time living in Colombia | It considers the people who have been in the country for over a year. | Families who have been in the country for less than a year. |
| 2. Socio-demographic | Dependency ratio. | Homes with a higher dependency ratio. |
| | Single-mother households. | Single-parent households headed by a person identified as female or transgender. |
| | Pregnant or breast-feeding women. | Homes with pregnant or breast-feeding women. |
| | People who have a disability. | Homes with family members who have a disability. |
| | People who have chronic illnesses. | Homes with family members who have a chronic illness. |
| | Children in school age. | Homes with children in school age. For example, between 6 and 17 years old. |
| | Indigenous population – Ethnic communities. | Homes composed by members of ethnic communities. |
| 3. Access to utilities | Overcrowding | Homes where more than three residents share a room. |
| | Access to clean water | Homes that have no access to clean water. |
| | Access to restrooms | Homes that do not have proper sanitation services/bathrooms. |
| | Access to a kitchen | Homes that do not have a kitchen inside the house. |
| | Type of fuel | Households that use fuels to cook different from natural gas or electricity. |

| Category Criterion | Eligibility Criteria | Eligibility Variables |
|--------------------|--|---|
| 4. Financial | Families at risk of living on the street or that already live on the street. | Families that do not have a house or apartment of their own. (Thus, they have to rely on lease, shared accommodation, makeshift shelter, or hostel for more than 5 days, or homeless people). |
| | Type of Income | Households with unstable sources of income (unstable, non-existent). |

Source: Created in-house by the Vulnerability Analysis, Mapping, and Geospatial Analysis Unit (VAM), WFP 2020.

The WFP will attempt to reach the Venezuelan migrant population vulnerable households that meet the eligibility criteria. The prior considering that at this point of the crisis, most of the vulnerable groups of the Colombian population and of the population migrants in a regular condition have received support in some way from the government or humanitarian organizations. For this purpose, sources of information that can be used to develop accurate targeting methods with municipalities and partners include:

- Primary information about the socioeconomic profile and urgent needs of migrant households based on remote assessments carried out during the crisis.
- Analysis of the situation regarding the migrant communities in the selected municipalities based on the presence of partners and local authorities in the field.
- Local governments' official records.

4.1.2 Vulnerable families from host communities

In order to avoid social conflicts in the host communities, the Project plans to benefit vulnerable Colombian families who are not currently receiving any type of cash transfer and are not part of any social protection programs created by the Colombian government due to the health emergency caused by COVID-19.

The criteria and variables established to target these families are the same as those contemplated for the eligibility of the Venezuelan migrant population and will be carried out together with local authorities, using the following targeting methodology:

- The WFP will receive lists from the local governments and check them using the targeting tools.
- The lists of beneficiaries will be compared with the Social Prosperity and DNP records to ensure that the aid reaches the most vulnerable Colombian households, potentially those that have not previously received any type of aid, and at the same time ensuring that when receiving it, there is no harm or risk to their safety.
- The demographic and socioeconomic details of the list of beneficiaries will be defined after a thorough review of the selection criteria methodology.

4.1.3 Most disadvantaged and vulnerable population

WFP guarantees that in this project, the criteria, and procedures implemented aim to prioritize the **most disadvantaged or vulnerable population**⁷, which refers to the people or groups who due to their age, sex, education level, ethnic group, religion, disability, health conditions, marital status, sexual orientation, gender identity, financial disadvantages, or indigenous status, and/or dependency of unique natural resources, may be negatively affected by the project or have limitations to access the project's benefits. Furthermore, it is possible that a person or group is excluded or restricted from fully participating in ongoing consultation processes and as such may require help to access them.

During the targeting process - which will end before the project's implementation- variables associated to gender, ethnicity, and risks to the physical, sexual, and emotional integrity of the population, especially women, boys, girls, and teenagers will be included. This will allow the WFP to identify possible beneficiaries who require differential attention, thus guaranteeing that the assistance does not imply a risk to their safety. During the six months allocated for cash transfers, the WFP protection officers, together with the implementing partner, will carry out remote monitoring of these beneficiaries and follow-up visits following all the biosafety protocols when necessary.

- **Ethnic considerations:**

In the compilation and comparison of the available databases, ethnic variables will be considered to identify migrant individuals or families that belong to Venezuelan indigenous communities. Furthermore, during the beneficiaries' initial evaluation and targeting processes, the implementing partners will be in charge of tracking down possible households or communities where migrant indigenous population is found, using their knowledge of the territory and the local population.

Once these cases are identified, the WFP will share the project, using the adequate language for the population (in case they do not understand Spanish). The point is that they understand important information such as: eligibility criteria, duration of aid, and the channels they can use to express their level of satisfaction with the aid received. Moreover, the protection officers are expected to make random calls or visits following biosafety protocols, to know if the benefits received have been adequate according to the cultural background. In the event that the conversations with the population reveal activities that need to be adjusted, changes will be done in the care protocols and procedures, in

⁷ Concept taken from "Addressing Risks and Impacts on Disadvantaged or Vulnerable Individuals or Groups" of the World Bank (2016).

collaboration with the implementing partners. Moreover, the means to verify the effectiveness of said changes will be agreed upon with them as well.

- **Gender considerations**

Another fundamental aspect in the development of activities is gender equality, as it allows women and men to make their voices heard, decide on their resources, access their rights, and satisfy their specific needs, interests, and priorities. At the same time, effective and equal access to the Project's benefits contributes to strengthening the disadvantaged populations, the multilayer empowerment of women and girls, and the closing of gender gaps, all of which are key elements of sustainable development.

The Project's design and implementation include the WFP's Gender Policy (2015-2020) and Standard 6 - Gender Equality of its Environmental and Social Sustainability Framework, so that the assistance provided contributes to:

- Benefiting women, men, and children, and making sure they are not in a disadvantaged position with regards to food assistance programs, projects, and activities created in accordance with their different needs, interests, capacities, and vulnerabilities.
- Allowing women and men (and children, when applicable) to express themselves equally regarding the implementation, monitoring, and evaluation of the Project, to offer recommendations on gender-sensitive actions. It is important that not only the men or heads of household talk or give an account of the aid received during follow-up phone calls.
- Ensuring that food aid does not harm the safety, dignity, and integrity of the women, men, and children who receive it. Moreover, it must be provided in a way that respects their rights and does not reinforce gender stereotypes.

These premises, which are also followed by the implementing partners, allow the incorporation of a differentiated perspective in the proposed activities and procedures.

WFP's staff, implementing partners, and financial service providers must maintain the highest standards of ethical conduct and a "zero tolerance" policy for possible situations of Sexual Exploitation or Abuse. Moreover, effective measures must be taken to prevent the beneficiary population from being the victim of sexual exploitation or abuse by the staff, suppliers, or other participants of the Project. The WFP protection officers will conduct training on the prevention of Sexual Exploitation or Abuse and constant monitoring will be done with the implementing parties.

Messages aimed at raising awareness will be shared with the beneficiaries, through SMS, phone calls, and/or WhatsApp, to create awareness about the prevention and reporting of any suspicion of situations of Sexual Exploitation or Abuse. All complaints will be treated

under strict confidentiality and anonymity through the helpline 322 2806842/321 2723833 that the Project has established to handle complaints and grievances or via E-mail: colombia.helpline@wfp.org. Once the case is known, WFP or the implementing partner will proceed to provide guidance so that the beneficiaries can access, if they wish, the psychological, medical, and legal care available in the municipality.

4.1.4 Implementing Partners:

Implementing partners are non-profit organizations such as national and international Non-Governmental Organizations, the Red Cross, religious organizations, or other civil society organizations that carry out activities on behalf of WFP. Before signing any agreement or getting involved with a potential implementing partner, WFP carries out at least the following steps:

- A process of evaluation of Capacity and Partner's Profile. Its purpose is to determine their technical expertise and ability to implement programs similar to the ones that would be carried out with WFP. Aside from reviewing legal and microfinance documentation, their commitment to policies aimed at protecting the population is also reviewed.
- The signing of the Field Level Agreement (FLA), which is a legal agreement that includes WFP's actions, objectives, operational policies, and the use and management of resources that will be executed at a local level. Moreover, commitments are also established to comply with WFP's protection and gender policy, as well as the code of conduct, which allows proper care and avoids harm to the beneficiaries.
- A constant monitoring process by WFP as well as a performance evaluation and a final report of the implementation every six (6) months or at the end of an intervention, which illustrates the lessons learned and allows the staff to figure out what can be improved in future projects.

The relationship with the implementing partner aims to strengthen their capacities by guiding and supporting them, especially when it comes to protection and gender equality policies.

4.2 Other Stakeholders

4.2.1 Local governments

In the first stage of the Project, the WFP involves the representative entities of the local governments identified as Other Stakeholders in the process of targeting, which includes the local authorities, the District Mayor's Office of Bogota, and the Municipal Mayors of

Soacha, Bucaramanga, and Santiago de Cali. Moreover, some of the specific entities involved with the project are:

- Secretariats or offices involved with health, education, and security issues, and with the care of the vulnerable population.
- Secretariats or offices involved with the care of Venezuelan migrants, which require technical assistance for the design, implementation, and optimization of the care and integration strategies for the Venezuelan migrant population.

4.2.2 Financial service provider

The financial service provider with whom the WFP has a global agreement is Western Union (WU). Their role in the Project is to deliver the cash transfers to the beneficiary population. Furthermore, WU will carry out the operation through local agencies that have flexible rules, so that they consider the particularities of the situation of the beneficiary population especially when it comes to photo IDs, as they are mainly undocumented migrants.

5. Participation Mechanisms

ESS 10 of the World Bank Environmental and Social Framework endorses the creation of this Plan to promote the target population's participation and accountability during the project. Hence, accurate, timely, clear, and accessible information will be provided, so that the beneficiary population, regardless of their age, sex, or other characteristics, knows what the aid consists of, what they can do with it, for how long it will be available, and why they were chosen. The people will be able to present their petitions, claims, and recommendations through monitoring activities, focus groups, and complaints and grievances mechanisms. Moreover, their comments will be considered as much as possible to improve the project.

An approach based on permanent dialogue, participation, and accountability, ensures the dignity, safety, and integrity of the affected people, given that it considers their needs, allows them to make informed decisions, and allows the detection of risks that may affect them during the implementation of the Project.

5.1. Project's preparation stage

In order to prepare this project, there have been virtual meetings with the Border Management, a national government entity, which is a branch of the Presidency of the Republic, and with the authorities of the selected municipalities. The purpose of these meetings was to agree on the process to target the beneficiary migrant population and on the best ways to aid the vulnerable population they work with.

The potential beneficiaries (Venezuelan migrant population and vulnerable households in Colombia) have been contacted mainly by phone, given the sanitary restrictions due to

Covid-19. However, it is important to highlight that, at the end of 2019, there were several focus groups, which included the migrant population, in order to comprehend their expectations and needs regarding the assistance that the WFP can provide. In this way, it was possible to obtain information related to places to aid, variables for targeting the population, location conditions, and security of the population.

During this phase of the Project, no individuals or families identified themselves as indigenous. Therefore, discussions regarding the relevance and cultural appropriateness of the aid should be carried out as soon as said groups are identified through the activities planned for this purpose.

5.2. Project's implementation stage

It is the duty of all the public institutions and private organizations that are involved with the Project to ensure the communities' participation. This includes the WFP and the national and local authorities who must guarantee its implementation and the implementing partners and suppliers of financial services chosen, who must guarantee the Project's efficient operation.

To comply with ESS 10, during the implementation stage, the WFP and the Implementing Partner will increase their **communication and information disclosure strategies** to inform the beneficiaries of the details of the process to access the Project's benefits. Furthermore, the WFP and the Implementing Partner will strengthen their **mechanisms to deal with Complaints and Grievances** in order to guarantee affordable and culturally appropriate channels for the beneficiary population and will reinforce their engagement strategies in issues that are of interest to them.

Conversations with affected parties and other Stakeholders will continue during the six months of Project's implementation in accordance with the guidelines of the World Bank's technical note "Public conversations and participation of Stakeholders in situations supported by the World Bank when there are restrictions to hold public meetings" on March 20, 2020, which implies continuing to use virtual mechanisms such as phone calls, WhatsApp chats, and only using face-to-face activities with small groups (no more than 5 people), following the proper biosafety protocols, whenever possible.

The experience of the WFP and its implementing partners guarantees adequate engagement with affected parties, not only based on their identification as beneficiaries, but also to guarantee access to the Project's benefits.

Furthermore, the WFP bases its operations on the four essential guidelines aligned with the main principles of the World Bank Environmental and Social Framework. These are:

- Meaningful inclusion – elimination and/or reduction of exclusion and access barriers.

- Due diligence – Accountability to Stakeholders.
- Gender Approach – putting the needs of women and of populations with diverse sexual orientations or gender identities at the forefront due to their high risk of vulnerability.
- Protection of vulnerable population – providing guarantees for access to the Project's benefits and respect for the principle of Action without Harm.

Stakeholders' engagement is crucial for the systematic monitoring and evaluation Project's action's success. However, monitoring the beneficiaries' use to the resources received and their relevance, contributes significantly to the continuous improvement and to establish the Project's impacts.

To guarantee the effective participation of each of the Stakeholders in the WFP's processes, as the first entity responsible for the implementation of the SEP, it will allocate the necessary and sufficient human, institutional, and financial resources to ensure the success of the Project. This includes:

- Assigning one (1) social scientist to the implementation of the SEP and the follow-up.
- Find the necessary scenarios and equipment for each of the proposed activities.
- Allocate a budget to carry out each of the activities detailed in the SEP.

The WFP and the Implementing Partner are committed to implement the SEP and structure it so that it is an active process. With this in mind, the following activities are considered to comply with each of the mechanisms included in the SEP:

- Meaningful conversations that guarantee inclusive participation.
- Disclosure of information.
- Grievances Redress Mechanism.
- Monitoring and evaluation of the SEP implementation.

The WFP will report on the budget allocated for the implementing of the Stakeholder Engagement Plan at the time of its performance and will include this information in the Project management reports. Moreover, detailed information will be provided regarding the staff in charge of the management and execution of the SEP, the necessary actions to achieve the expected results. It will also establish measurement and compliance tools. Furthermore, the WFP will specify the implementation times and create strategies that expand the Project's benefits and reduce any negative impacts that occur during its implementation or when necessary.

Regardless of the scope of application of the SEP, the WFP must establish and improve the guidelines for its implementation, endorse the implementation proposals, and carry out the corresponding monitoring.

6. Mechanisms used to disclose information:

Information disclosure allows the Stakeholders to comprehend the environmental and social risks and impacts and the potential benefits that the Project offers them. According to ESS 10, disclosure happens when enough information is shared so that individuals and groups can create informed opinions and express them regarding:

- The purpose, scale, and nature of the project.
- The duration of the activities.
- The risks and potential impacts and the strategies to prevent them and reduce them when necessary.
- The schedule of the meetings to have meaningful conversations with the public.
- The processes of reception, management, and response of complaints and grievances about the Project.

The information disclosure activities in this Project will be carried out from the beginning and throughout its implementation, emphasizing the eligibility criteria of the population, the available aid, and the appropriate response to the needs and characteristics of the beneficiary population.

The WFP will give the implementing partners a protocol that describes the messages that will be shared with the beneficiaries regarding the project:

- The people included (the beneficiaries understand the eligibility criteria to receive the WFP's assistance).
- What the beneficiaries will receive (the beneficiaries know their rights and can determine whether or not they receive adequate aid).
- Duration of aid (the beneficiaries know the length of the program. Therefore, they know when the program will end and thus when the food assistance will end.)

This information is key to preventing issues that may arise and/or worsen by the provision of aid to some people and not to others. Moreover, it is crucial to provide complete information regarding the Informed Consent, which refers to the free and informed consent granted by the interested party for the WFP to collect and process their personal data. However, before agreeing, the people must understand: the purpose of this collection and processing of data, with whom this data can be shared, and any risk to their privacy that may arise from the collection and processing of their personal information.

Phone calls, SMS, or WhatsApp messages will be used to disclose information and there will be no brochures or other printed pieces, as they are considered a possible source of Covid-19 contagion. Furthermore, all messages must include information regarding the availability

of complaints and feedback mechanisms, which will allow all parties to express themselves about the Project and ensure that the aid provided is appropriate.

The WFP will ensure that its implementing partners provide target populations with accurate, timely, and accessible information about their aid. Moreover, the information provided must be comprehended by everyone, regardless of age, sex, ethnicity and other cultural or social characteristics. For this purpose, face-to-face or virtual meetings will be scheduled for the people to ask questions and submit requests about the Project.

7. Grievances Redress Mechanism

For more than two years, the WFP has had a formal mechanism called Helpline, to receive complaints and feedback from the affected population, regarding its operations, in a safe and proper manner. This mechanism includes procedures to refer, act, and provide feedback to the petitioner. Furthermore, this information is considered in order to improve future projects.

Two exclusive channels have been set up to submit requests, complaints, and grievances related to the Project:

- Phone numbers and WhatsApp: 322 2806842 - 321 2723833.
- The following email which anyone in Colombia has access to: colombia.helpline@wfp.org.

The aforementioned channels will be shared regularly with the beneficiary families and their communities.

These phone lines and email account are managed directly by the WFP, by two full-time operators and a coordinator, aside from an employee in charge of protection and an employee in charge of implementing the SEP. Furthermore, WFP trains these operators on the objectives and how the programs are implemented in the field, offering details such as location, assistance provided, duration, etc., and they also prepare a structured set of frequently asked questions. Based on this and on the inquiries, that are usually submitted to corporate information systems, the operators can provide a wide range of responses online.

Based on their training, the Helpline's staff can figure out if they are able to provide an immediate response to the submitted request or if the request requires joint actions with the implementing partner. In this case, the Helpline coordinator will contact the person responsible for the Project in the organization and jointly figure out a response and procedure to follow. If the complaint or request is related to the financial provider, the Helpline Coordinator will contact the offices designated by Western Union for the Project and the procedure implemented and the actions established to respond to the complaints received will be reviewed.

A maximum of five (5) business days have been established to solve complaints and claims. In the event that the requests submitted are related to article 23 of the Political Constitution of Colombia⁸, they will be handled in accordance with the Contentious Administrative Code. Additionally, all the complaints and grievances received, and the answers given will be recorded by the Helpline team and shared with the other collaborators of the Project. Moreover, an analysis of the complaints, claims, responses, and implemented improvement actions will be presented in the Project management reports submitted to the World Bank.

At the same time, the Stakeholders can refer to the Bank's Corporate Complaints Service through the link <http://www.worldbank.org/GRS> or to the email grievances@worldbank.org, in case they do not want to file their complaint or claim through the mechanism provided by the WFP. Moreover, the response will be obtained by the same means in which the request was filed and the actions to be followed or the legal procedures for the specific case will be agreed upon between the World Bank and the WFP.

8. Organizational capacity and commitment

WFP is a program of the United Nations (UN) and is the leading humanitarian organization in the fight against hunger in the world. It provides food aid in emergencies and works with communities to improve nutrition and build resilience.

To carry out its humanitarian action WFP has implementing partners of which WFP assesses their profile, institutional capacity, and collaborative work. For each agreement that the WFP wants to establish with a implementing partner, there is a process to identify and analyze possible risks that may create delays in the intended projects' goals plus a mitigation plan in place to tackle any issues.

The WFP has procedures and tools, which were created for each of the stages in this Project and have been applied and proved efficient in Colombia in recent years. For the correct management of each of its procedures and tools, the following will be considered:

- The information about the contexts and specific data of the population likely to benefit from the Project must be constantly updated.
- Geographical targeting.
- Targeting of the beneficiary population.
- Agreements and protocols set for the humanitarian action with cooperating partnerships and implementing partners.
- Agreements and protocols set for the hiring process of financial services providers to deliver the cash aid to the beneficiaries.

⁸ Article 23. Every person has the right to submit respectful petitions to the authorities for reasons of general or particular interest and to obtain a prompt resolution. Legislators may regulate the exercise of this right before private organizations to guarantee fundamental rights. Political Constitution of Colombia, 1991.

The WFP has participation mechanisms established for the Stakeholders during a Project. Including:

- Before starting any project, it includes the local governments in the decision-making progress.
- It works in collaboration with the local governments of the selected cities, before and during the execution of any project, in order to guarantee that the aid reaches the most vulnerable populations.
- It involves implementing partners and service providers, before and during the project's implementation, to ensure that they meet quality standards, uphold the principles of: inclusion, gender, protection, transparency, due diligence, and accountability.
- It involves the direct beneficiaries, before and during the project's implementation, to guarantee that aid is given in the appropriate conditions and to check its use.

The WFP structures its communication and information disclosure tools according to the projects' characteristics and to the contexts where they are implemented. Furthermore, it considers the characteristics of the population that will benefit from each project.

Moreover, the WFP has mechanisms in place to handle complaints and claims made by the beneficiary population, any other interested party, and the general population. Likewise, the WFP trains third parties (implementing partners, financial providers, etc.) in the implementation of these mechanisms and their social and environmental management tools.

In addition, the WFP's management philosophy aims to provide a humanitarian service of high quality, suitable, timely, focused on the most vulnerable population, and adapted to the context and culture of the population it benefits, in accordance with its Environmental and Social Management Framework and the guidelines of ESS 10 of the World Bank Environmental and Social Framework.

It is based on the principle that the WFP, the implementing partner, and all public institutions and private organizations that participate in the development of the Project, have the duty to improve their organizational capacity and to commit to the proper and efficient execution of the SEP.

9. Monitoring and Evaluation

Monitoring activities will be carried out on a monthly basis. Considering the restrictions due to Covid-19, the WFP has adapted its existing monitoring tools to implement them remotely within the framework of the Project, through a Computer Assisted Telephone Interview, through which it will inquire about the following aspects of interest to the SEP:

- Enough and relevant information regarding the Project and its beneficiaries.
- Mechanisms used by the beneficiaries to communicate, express their opinions, complaints, and grievances regarding the Project.
- Recommendations to improve the aid provided.

The WFP will train the implementing partners in the management of the remote monitoring and evaluation mechanisms, and together will define a representative sample of the beneficiary population, which is enough to create a report on the implementation of the SEP.

The role of the **WFP Protection Officer** will be crucial in the monitoring of the transversal action in regard to gender, ethnicity, and age. They will monitor risks in order to design, together with the implementing partners, the mitigation actions that will be implemented in real time.

The mid-term reports and the final project management report submitted to the World Bank should contain a record of how the Project's Stakeholders were consulted, the activities carried out to promote their participation, and how their opinions, complaints, and grievances were considered during the implementation of the Project. Moreover, the reports will be disclosed and discussed with the offices on-site, the WFP units, and the implementing partners, in order to guarantee the quality's advancement for future projects.