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**MINISTRY OF INFRASTRUCTURE
(MININFRA)**

SECOND RWANDA URBAN DEVELOPMENT PROJECT (RUDP II) - P165017

ANTI - GENDER-BASED VIOLENCE (GBV) ACTION PLAN

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ABBREVIATIONS AND ACRONMYS

CERC: Contingent Emergency Response Component

CMO: City Management Office

CoC: Code of Conduct

CoK City of Kigali

ESHS: Environmental, Social, Health and Safety

ESCP: Environmental and Social Commitment Plan

ESF: Environmental and Social Framework

ESIA: Environmental and Social Impact Assessment

ESMF: Environmental and Social Management Framework

ESMP: Environmental and Social Management Plan

ESS: Environmental and Social Standard

GBV: Gender-Based Violence

GEF: Global Environmental Facility

GHG: Greenhouse Gas

GMO: Gender Monitoring Office

GoR: Government of Rwanda

GRM: Grievance Redress Mechanism

IA: Implementing Agency

ICD: Institutional Capacity Development

IDA: International Development Association

KUUT: Kigali Urban Upgrading Team

LiDAR: Lighting Detection and Ranging

LMP: Labour Management Procedures

LODA: Local Administrative Entities Development Agency

MIGEPROF: Ministry of Gender and Family Promotion

MINALOC: Ministry of Local Government

MININFRA: Ministry of Infrastructure

NBS: Nature-Based Solutions

NGO: Nongovernmental Organization

PDO: Project Development Objective

PPCR: Pilot Program for Climate Resilience

REMA: Rwanda Environmental Management Authority

RHA: Rwanda Housing Authority

RIB: Rwanda Investigation Bureau

RPF: Resettlement Policy Framework

RUDP: Rwanda Urban Development Project

SCIP: Sustainable Cities Impact Program

SEA: Sexual Exploitation and Abuse

SEP: Stakeholder Engagement Plan

SH: Sexual Harassment

SPIU: Single Project Implementation Unit

SWMMP: Solid Waste Management Master Plan

TA: Technical Assistance

TF: Task Force

TPM: Third Party Monitoring

US\$: United States Dollar

VAW: Violence against Women

WB: World Bank

I. INTRODUCTION

1.1 Background

This Document is part of a Manual for the Environmental and Social Framework of RUDP II Project. The present RUDP II anti-GBV Action plan has been prepared by the Ministry of Infrastructure (MININFRA) on the side of the Government of Rwanda (GoR) with hands on support from the Ministry of Gender and Family Promotion (MIGEPROF) through a dedicated Anti-Gender Based Violence (GBV) Expert and RUDP Team.

The GBV action plan will be mandatory procedures to be followed in the implementation of the RUDP II in different intervention areas.

The document is based mainly on two World Bank Environmental and Social Standards documents (ESS2: Labor Working Conditions & ESS10: Stakeholder Engagement and Information disclosure). Given that ESS2 recognizes the importance of employment creation and income generation in the pursuit of poverty reduction and inclusive economic growth, the GoR represented by the MININFRA is committed to promote sound worker-management relationships and enhance the development benefits of RUDP II Project by treating workers in the project fairly and providing safe and healthy working conditions. As for Stakeholder Engagement Plan (SEP), it is taken for part of the operational manual that will define the procedures for engaging with communities and relevant stakeholders, consultations and communication between the GoR and all relevant parties in RUDP II. Considering that the SEP is a useful tool for providing stakeholders with timely, relevant and accessible project information; and consult with them in a culturally appropriate manner, this will be an enabling factor for the implementation of RUDP II anti-GBV action plan.

1.2 General Context

Gender-Based Violence (GBV) refers to any harm perpetrated against a person's will because of gender. GBV, which is rooted in gender discrimination and inequality, occurs worldwide and disproportionately affects women and girls. Violence or harm can manifest physically, emotionally, psychologically, sexually, financially, and socially. The various forms of GBV affect a disproportionate number of women, but also men do fall victim and therefore interventions to address GBV should be extended to them. There is an interchangeability between two terms "Gender-Based Violence" and "Violence against Women" (VAW) as men inflict more violence against women and girls. However, it is evident to retain the "gender-based" aspect of the concept as this highlights the fact that VAW is an expression of power inequalities between women and men.

At work, acts of GBV constitute gross misconduct and are therefore grounds for sanctions, which may include penalties and/or termination of employment. All forms of GBV, including grooming

are unacceptable, regardless of whether they take place at the work site, the work site surroundings, at worker's camp or at worker's home. Apart from sanctions applied by the employing Company/Institution, legal prosecution of those who commit acts of GBV shall be pursued if appropriate.

1.3 Step forward by the GoR

The Government of Rwanda (GoR) has so far taken significant steps in addressing and eliminating GBV including the passage of laws and policies against GBV. Since 2008, GBV considering Sexual Exploitation and Abuse (SEA) was taken into consideration in Law n° 51/2018 of 13/08/2018 relating to the prevention, suppression and punishment of trafficking in persons and exploitation of others; as well as Sexual Harassment (SH) has been criminalized and is currently under Law No 68/2018 of 30/08/2018 determining offences and penalties in general, which defines four types of GBV: bodily, economic, sexual and psychological.

1.4 Purpose of Anti-GBV Action Plan for RUDP II

The potential of any country; community or economy should not be achieved; even the development challenges of twenty-first (21st) century should not be met without the full and equal participation of women and men, girls and boys. Therefore, in Project target areas GBV may prominently occur under various forms such as (i) public harassment, which may involve verbal insults and physical abuse of project workers by contractors; (ii) women seeking employment under RUDP II could likely exacerbate those risks as contractors tend to take advantage of women seeking opportunities.

RUDP II as a World Bank-funded Project involving major civil works¹ is likely to experience the risk of several forms of GBV in particular SEA and SH either in public or private spaces, by a range of perpetrators and in various ways (increase of demand for sex work, increase of women trafficking for the purposes of sex work) due to the large influx of workers for the Project. Women may be extremely vulnerable to GBV during resettlement for civil works. Regarding GBV and Labor influx, Projects like RUDP II involving major civil works often require a labor force and associated goods and services that cannot be fully met by local supply. Once this occurs, a labor force may be brought in from outside of the project area (either from other countries or from other regions in a Country) which may increase risks of GBV.

Hence; in order to effectively address GBV/SEA and SH under RUDP II through an integrated mitigation and response approach, a GBV Action Plan is required for the component related to Environmental and Social Management Plan (ESMP) of all ESIA's.

¹ **Major civil works** will include; in the RUDP II Project context; roads, footpaths and standalone drainages construction, informal settlements upgrading, hotspots and wetlands rehabilitation and related supervision oversight, as well as technical assistance activities related to such sub-projects.

1.5 Objective of the GBV Action Plan

Despite effort made by the Government of Rwanda to promote gender equality through establishment of policy, legal instruments and institutions which made the country worldwide famous and best performer in gender balance for women representation in leadership and politics; gender based violence remains a major concern in the country. Cases of serious Gender Based Violence at Domestic and workplace have always been reported to police and courts across the country; and were identified to have severe impacts on individual health and wellbeing, including their physical health and be a source of trauma, psychological stress, anxiety, or isolation. Physical and sexual violence mostly observed at workplace, neighborhoods or homes increase the risks of miscarriage and mortality, some form of GBV can lead to death. In addition, GBV is costly for society; it affects the human capital potential of survivors, reducing labor market participation and inflicts conflicts and hatred among communities or workers. Nevertheless, increased awareness and advocacy against GBV actions has proven effective in combating and eradicating all forms of violence at all levels, public education and participation in Anti-GBV action is a key to achieve zero tolerance.

Enhancing the understanding of GBV in all activities tied with RUDP II is consistent with World Bank Environmental and Social Framework (ESF) requirement and Rwanda Vision to combat all forms of violence and contribute to promoting gender equality and female empowerment as well as holistic socio-economic development. The Anti- GBV Action Plan will guide all project's activities related to combating GBV Actions at workplace and provide framework for awareness increasing activities, capacity building initiatives and reporting of any form of violence that may happen at workplace.

1.6 Project Description

The project is devised into four (4) interlinked main components which are (i) Support to the City of Kigali (US\$ 68.93 million, of which IDA US\$ 58.95 million, GEF-7 US\$ 7.7 million and PPCR US\$ 2.28 million), (ii) Support to Secondary Cities (IDA US\$ 80.85 million), (iii) Institutional Capacity Development and Project Management (US\$ 10.67 million, of which IDA US\$ 10.2 million, GEF-7 US\$ 0.37 million and PPCR US\$ 0.10 million) and iv) Contingency Emergency Response (US\$ 0). The fourth component, Contingency Emergency Response Component (CERC), has no fund allocated to it, it is expected to draw resources from other components when activated in order to finance goods, service and works for emergency response. The CERC funds will finance post-disaster emergency recovery eligible expenditures in supporting the Government of Rwanda's rapid emergency response efforts.

As regard project governance, the overall national coordination of the project is under MININFRA which host the Project Coordination Unit (PCU) composed of a team of National Coordinator and four Specialist in charge of Environmental and Social Risk Management, Monitoring and

Evaluation (M&E), Procurement and Financial Management. The project is implemented by four Implementing Agencies that include CoK (sub-component 1.a), REMA (sub-component 1.b) and LODA and Secondary Cities under (component 2) each with a Single Project Implementation Unit (SPIU) of specialist in environment, social, finance, procurement, M&E and civil engineering.

II. RUDP-II ANTI-GBV ACTION PLAN

Throughout RUDP II Project life, GBV/SEA and SH risks need to be assessed by monitoring the situation, assessing the effectiveness of risk mitigation measures, and adapting them accordingly. The development of GBV Action Plan; as well as identified prevention and mitigation measures to address SEA & SH risks are defined by the ESMP and activities outlined in the Action Plan will vary in accordance with the level of risk (-the higher the risk, the more the Action Plan will need to address-); A GBV Action Plan is recommended for moderate, substantial and high risk projects activities which will be related to RUDP II major civil works [roads and drainage system construction; upgrading of unplanned settlements in the City of Kigali (CoK) and Secondary Cities, as well as wetland rehabilitation in the CoK].

To address properly the Project's GBV risks, the plan mainly focuses on how:

- ✦ Necessary protocols and mechanisms to address the GBV/SEA/SH risks will be put in place by the Project;
- ✦ Any GBV/SEA/SH allegations that may arise should be addressed.
- ✦ Awareness raising strategy, which describes how workers and local communities will be sensitized to GBV/SEA/SH risks, and the worker's responsibilities under the Code of Conduct (CoC);
- ✦ The project will provide information to employees and the community on how to report cases of GBV/SEA/SH, in violation of the CoC, to the Grievance Mechanism;
- ✦ The Grievance Mechanism process for notifying the contractor of allegations.

This Action Plan emphasizes on key primary actions as follows:

- **Develop appropriate methodology and tool to assess the risk of GBV/SEA & SH:** A robust methodology for social risk assessment and analysis can help identify critical markers to address project-related risk. The Action plan highlights the need for definition and understanding of SEA & SH risks and development of associated methodology, while also noting the need to develop a roster of technical specialists who can support risk assessment work.
- **Review and assess the Project/Implementing Agency staff capacity to prevent and respond to GBV/SEA & SH:** The enabling factor will ultimately rely on building the technical skills, knowledge and understanding of Project staff to work with

stakeholders to identify key risks and address them in project design, implementation and monitoring. Building staff capacity and knowledge to undertake and implement these requirements through training and guidance materials is therefore a key priority. This also requires the development of guidance and training materials in order to build staff/client capacity to address GBV (SEA/SH) risks.

- **Use the Government GBV/SEA & SH risk assessment tool:** This will provide guidance on maintaining safety and ethical considerations related to GBV data collection. It will also enable continuous capturing and reporting of incidents, frequency and severity of GBV risk.
- **Develop an internal reporting and response protocol:** This will serve as guiding tool to Project staff and involved stakeholders in case of incidence. Under the support of Gender/Anti-GBV specialists from the Ministry of Gender and Family Promotion (MIGEPROF), specific procedures for SEA & SH; including confidential reporting with safe and ethical documenting of SEA/SH cases will be followed.

Although the emphasis will be to advance measures that promote prevention of incidence of SEA and SH; in the case the SEA/SH occurs, clear guidelines (as to when; how and to whom to report) on the reporting chain of escalation and on how to respond in a confidential and ethically sensitive way will be defined.

Through this action plan the Project will develop an internal reporting and response protocol to be applied in a timely manner, referring occurred complaints to an established mechanism to review and address SEA/SH complaints.

- **Address GBV/SEA & SH by strengthening operational processes:** A range of operational actions will be implemented by the Project to address the risk GBV/SEA/SH. This will include having legal agreements to enhance accountability and mandatory Codes of Conduct (CoC) for civil work contractors with prohibition against GBV/SEA/SH.
- **Enhance and foster outreach campaigns:** This is very indispensable as long as the project will greatly play a role of change agent necessitating building an enabling environment to shift internal culture, perception and behavior of the need to address GBV/SEA & SH in Project intervention areas. The Action Plan highlights key actions to foster and maintain institutional rigor and engagement on the issue. Those key actions are also related to efforts to create pathways for change beyond RUDP II Project coverage, working with client partners to assure their leadership and accountability in addressing risks of GBV/SEA & SH in order to focus on these issues.
- **Build an appropriate SEA/SH Prevention and Response systematic approach:** A continuously learning way is opted to improve the capacity to address GBV/SEA and SH. The learning opportunity will expand the understanding and applicability of effective approaches to prevent or respond to SEA and SH.

- **Enhancement of M&E with inclusion of the third party:** The M&E will be reinforced and regularly conducted by RUDP II in order to track progress (data) on GBV/SEA & SH risks, prevention and response activities. The system should be supported by an external oversight, which will be carried out by an independent third party.

Table 1-2: Stakeholders roles and responsibilities

SN	Institution	Roles and responsibilities	Responsible Department
1	MIGEPROF	<ul style="list-style-type: none"> • Ensure strategic coordination of the implementation of national policies, strategies and programs regarding the promotion of the family, gender and children's rights' protection in the project implementation 	All directorates
2	MINIJUST	<ul style="list-style-type: none"> • Develop, disseminate and coordinate the implementation of policies, strategies and programs that protect women and children • Organize and coordinate national legislation through putting in place measures aimed at guaranteeing the quality of the justice system regarding women protection, fight against GBV/SEA & SH and abuse and promotion of woman rights; • Promote of cooperation between central and local/districts level in law enforcement and work closely with members of the community policing • Monitor and evaluate the implementation of policies, strategies and programs related to women protection 	All departments
3	LAW REFORM COMMISSION	<ul style="list-style-type: none"> • Review laws and legislations with a view to ensuring they consider women and children right and consistently updated. 	The Management of the commission
4	POLICE	<ul style="list-style-type: none"> • Safeguard the rule of law and provide safe and crime free environment for all project sites in Kigali and SCDs. 	Isange One Stop center

		<ul style="list-style-type: none"> • Received those offended and conduct required scientific assessment and laboratory tests to have clear evidences that serve as basis for legal pursuit of those alleged of GBV/SEA & SH • Report to the relevant authorities all investigations conducted related or associated with the project 	
5	RWANDA INVESTIGATION BUREAU	<ul style="list-style-type: none"> • Prevent, detect, investigate and respond to GBV/SEA & SH crime threats through the use of modern technology and building partnership in order to uphold the rule of law • Report to the relevant authorities all investigations conducted as requested • Report to the relevant authorities all investigations conducted related or associated with the project 	<ul style="list-style-type: none"> • Isange One Stop Center • Crime investigation department
6	MININFRA and Implementing Agencies (REMA, LODA, CoK, SCD)	<ul style="list-style-type: none"> • Coordinate all activities pertaining with the implementation of Gender-Based Violence (GBV) Action Plan; those include: <ul style="list-style-type: none"> - Building capacity of project staff and third party (supervisor, contractor and community) on how properly implement this GBV Action Plan and other regulations preventing GBV/SEA & SH - Engage other stakeholders including Ministry in charge of gender promotion, Police and District where deemed necessary for smooth implementation of the plan - Report on regular basis the implementation of GBV Action Plan and recommend appropriate actions to ensure mitigation measures are fully implemented 	<ul style="list-style-type: none"> • RUDP II Project Coordination Unit/Urbanization Directorate • Project Implementation Units (PIUs)/SPIUs

III. SYSTEMATIC APPROACH TO IMPLEMENT RUDP-II ANTI-GBV ACTION PLAN

In order to effectively implement RUDP II Anti-GBV action plan, main steps to cover necessary actions required during the RUDP II preparation and implementation will be followed and strengthened. A structured approach will also be set up.

3.1 Main steps and respective actions during the RUDP II preparation and implementation

Key steps that cover actions to be undertaken during the RUDP II preparation and implementation are detailed in the table below:

Table 2-3: Key steps and respective actions during the RUDP II preparation and implementation

RUDP II scheduled time	Main Steps	Respective actions	Comments
<i>RUDP II preparation</i>	Identification and assessment of GBV risk and response capacity	Assess the social risk of community-level risks.	<i>RUDP II GBV risks' identification and assessment including social and capacity assessments; as well as mitigation measures should ideally be done during the project preparation, with the understanding that GBV risk assessment is a continuous process and should take place throughout the project life cycle as GBV can occur at any moment.</i>
		Assess the capacity and the availability of quality, safe and ethical services for victims.	
		Review ability of the project to respond to GBV risks.	
		Rate the project for overall risk using several WB tools including the GBV risk assessment tool.	
		Establish procedures to review and update risk assessments during project implementation.	
		Identify and include appropriate mitigation measures in project design.	
<i>RUDP II implementation</i>	Establishment of mitigation, reporting and monitoring measures	Based on risks identified, continually identify the corresponding mitigation measures and implement actions as suggested to mitigate	<i>Appropriate GBV risk mitigation and monitoring measures will be applied and implemented in order to</i>

RUDP II scheduled time	Main Steps	Respective actions	Comments
		project related risk of GBV in the RUDP II project areas.	<i>address related risks on an ongoing basis during the project implementation</i>
		Monitor the effectiveness of the mitigation measures and adapt as appropriate.	
	Project response actions for GBV cases	Provide essential services for GBV victims.	<i>Any GBV incident identified whether related to the project or not will be responded to by ensuring that effective M&E mechanisms, which meet the World Bank's internal safeguard and GBV reporting requirements, are in place to report on such incident and to monitor follow up</i>
		Report case through the GRM as appropriate keeping victim information confidential and anonymous.	
		Document and close cases brought through the GRM.	

3.2 Structured approach for RUDP II Anti-GBV Action Plan implementation

A structured approach to be set up will be based on the following pillars:

3.2.1 Coordination

The RUDP II Anti-GBV action plan implementation will be actively coordinated through a Special Anti-GBV Task Force (TF).

Establishment and composition of Special Anti-GBV Task Force

In each RUDP II site under major civil works, the Project will establish a special Anti-GBV TF that will be in charge of receiving and assessing all cases of GBV/SEA and SH.

The task force will be composed of concerned staff members from Project Implementing Agencies & Secondary City Districts (SCDs); Contractors and Supervising firms; and others as follows:

- Contractors: Human resource officer and social safeguards specialist,
- Supervising firms: Social Safeguard Specialists
- Project Implementing Agencies (LODA/SPIU, REMA/SPIU, CoK-KUUT): Social Safeguard Specialists,

- SCDs: Gender Monitoring Officers and Environmental and Social Safeguard Specialists, Women representative from the Grievance Redress Committee (GRC) at cell level;
- GBV service provider in the area of GBV prevention and handled referral pathways for the GBV victims.

Necessity of Anti-GBV Expert

The Ministry of Infrastructure through Environmental and Social Risk Management Coordinator and project management team will seek support from Ministry of Gender and Family Promotion (MIGEPROF) to appoint a focal person skilled in Anti – GBV from the Ministry (MIGEPROF) to assist and guide RUDP team on the establishment of Anti – GBV Taskforces across project intervention areas.

Regular meetings with key stakeholders

For further guidance on difficulties met, it is imperative to hold regular meetings with key stakeholders in the field of GBV prevention.

In compliance with ESS10, stakeholders in the Project adjoining communities need to understand project risks and benefits. Henceforth, the Project developed a Stakeholder Engagement Plan (SEP) to be implemented over the life of the project to keep the local communities and other stakeholders informed about the project, and to enable continuous engagement with feedback from affected communities. In fact, for substantial and high-risk projects; the SEP is recommended to include GBV specific considerations for how to appropriately conduct consultations. Given that the SEP has been elaborated, this document serves as the complement.

Stakeholder guidance shall be sought to identify existing and potential local GBV risks, and they shall be consulted on potential interventions and risk mitigation measures. Consultations with those working with adolescent girls and boys and other at-risk groups, and women leaders shall be prioritized to enable understanding of GBV risks and trends in the community. At this stage, TF Teams shall carefully monitor that effective and inclusive community consultations are undertaken. RUDP with the support of the supervision consultant’s safeguard specialists will organize these consultations, and the project may seek external support when necessary for more effective consultation. These consultations will need to be continuous through the project life cycle, not just during the preparatory stage.

Stakeholder consultations should never directly ask about individual experiences of GBV. They should rather focus on gaining an understanding of the experiences of women and girls in affected communities, including wellbeing, health and safety concerns. If any consultations are to take place with children, they must be carried out by a person trained in child consultations, with an understanding of local culture and customs. Before commencing with consultation, teams should be prepared with information related to those providing services to victims in a community so anyone who discloses violence can be immediately referred. Taking into account,

these safety and ethical principles can prevent inadvertently causing harm when consulting with community members. Key considerations for the consultation process are detailed below:

- ✓ Identification of the project adjoining communities and plan stakeholder consultations on this basis;
- ✓ Ensuring consultation activities provide opportunities to share information with stakeholders on project related risks and the proposed reporting and response measures.

It is so important that the stakeholders be aware, at a minimum, of:

- Purpose, nature and scale of the project;
- Duration of the proposed project activities;
- Potential risks and impacts on local communities, and related to GBV:
 - Labor influx implications;
 - ESHS and GBV/SEA/SH risks that may be associated with the project;
 - CoC standards to be used in the RUDP II major civil works;
 - Who the local GBV Services Providers are, how to contact them and the support services offered.
- Proposed stakeholder engagement process and how stakeholders can provide feedback on the project; and
- Channels available to lodge complaints through the Grievance Redress Mechanism (GRM) and how they will be addressed

It is also recommended that the safeguard staff on the project consult with Isange One Stop Centers, MAJ, Friends of Families, local organizations, women's groups, NGOs and relevant multilaterals to:

- Understand the types of GBV that are present in the community and that may be exacerbated by the project; including identification of what groups of individuals are most vulnerable to harm; where women and girls feel most unsafe; how the community currently deals with GBV incidences; and why GBV may be exacerbated by the project;
- Map services and safe spaces available to victims of GBV and spaces where GBV is currently reported;
- Identify measures to mitigate project risks; and
- Identify the way; during GBV risk assessment activities, that there should be no attempt to contact victims of GBV and question them about their GBV incident.

Monitoring and reporting system

RUDP II Project will manage monitor GBV/ SEA & SH prevention and response activities by developing and implementing a monitoring system to collect all information related to GBV. It is obvious that M&E plays a key role in assessing the effectiveness of prevention and mitigation

measures; so that the following indicators related to the GBV/SEA & SH prevention activities on the project; and Grievance Redress Mechanism (GRM) will highly be considered:

- Successful implementation of agreed GBV/SEA & SH Prevention and Response Action Plan (Y/N);
- Number of training courses related to GBV/SEA & SH delivered;
- Percentage of workers that have signed a CoC; and/or
- Percentage of workers that have attended CoC trainings.

RUDP II sub-projects related to major civil works and respective safeguard staff will have a significant role to play in supporting safe spaces for women and children to report their experiences of violence. It should be noted that an increase in the number of reported cases does not necessarily mean that GBV/SEA & SH incidents have increased; it can also reflect improved mechanisms for safe and confidential reporting and increased interest in accessing GBV support services. The table 3.7 proposes the reporting mechanisms for GBV/SEA & SH prevention monitoring. It should be emphasized that no reporting should have identifiable information on individual cases. It will be essential that the confidentiality and safety of victims be protected.

Table 3-3: Proposed reporting of GBV/SEA & SH during RUDP II implementation

Who	To Whom	What	When	Objective
GRM Operator	RUDP II (and RUDP II to furnish to Bank)	Reporting of SEA/SH allegations with four key data: <ul style="list-style-type: none"> • Nature of the case; • Project-related (Y/N); • Age and/or sex (if available). 	As soon as becomes known	For RUDP II to monitor response. For Bank to report to management in accordance with Environment and Social Incident Response Toolkit (ESIRT).
GBV Service Provider (contracted to project)	RUDP II and supervising engineer	Aggregate data on case load: <ul style="list-style-type: none"> • Number of GBV/SEA & SH cases received/referred by the GRM, disaggregated by age and by sex; • Number of cases open, and the average time they have been open; and • Number of cases closed, and the average time they were open. 	Monthly	To ensure accountability of GBV service provider particularly if financial support is being provided for victim support.

Who	To Whom	What	When	Objective
Site Supervising Engineer	RUDP II	<ul style="list-style-type: none"> • Status on the implementation of project’s GBV/SEA & SH Prevention and Response Action Plan; • The agreed project GBV/SEA & SH indicators, such as: <ul style="list-style-type: none"> - Successful implementation of agreed GBV/SEA & SH Prevention and Response Action Plan (Y/N); - Number of training courses related to GBV/SEA & SH delivered; - Percentage of workers that have signed a CoC; and/or - Percentage of workers that have attended CoC trainings; • The GRM is functioning correctly for receiving and resolving complaints; • The GRM indicators; and • An appropriate mechanism to resolve SEA/SH complaints is established and functional. 	Monthly	Part of overall supervising Engineer’s duty to monitor day-today activities and implementation of project’s CoC.
RUDP II	WB	<ul style="list-style-type: none"> • Project GBV/SEA & SH indicators; and • GRM indicators (as supplied by the supervising Engineer). 	In accordance with project legal agreements	In accordance with the standard Project reporting.

Who	To Whom	What	When	Objective
TPM (if applicable)	RUDP II to furnish to the WB)	<ul style="list-style-type: none"> • The implementation of the GBV/SEA & SH Prevention and Response Action Plan; • The functioning of an appropriate mechanism to address and resolve GBV/SEA & SH complaints; • The functioning of the GBV service provider; • The functioning of the GRM and the status of GRM indicators related to GBV/SEA & SH. 	Quarterly	Part of overall duty of TPM to monitor implementation of the CoC.

Resolving and Closing a Case

Two elements related to resolving and closing a GBV-SEA/SH case should occur as follows:

- The internal project system, in which the case is referred to the GBV service provider for victim support, and appropriate actions are taken against perpetrators through the established GBV-SEA/SH resolution mechanism; and
- The support that the victim receives from the GBV service provider.

However;

- If the victim does not wish to place an official complaint with the employer, the complaint is closed unless there is a contradictory note from the first person who received the victim². When the victim proceeds with the complaint, the case is reviewed through the established GBV-SEA/SH resolution mechanism and a course of action is agreed upon; the appropriate party who employs the perpetrator (i.e., the contractor, consultant, or RUDP II) takes the agreed disciplinary action in accordance with local legislation, the employment contract and the CoC. Within

² Before taking any decision that the victim does not wish to place an official complaint with the employer, the first person who received the victim should ensure that the victim has/had got all information about legal support and why it is in his/her advantage to denounce the perpetrator in justice.

the established GBV-SEA/SH resolution mechanism, it is confirmed that the action is appropriate, and the GRM is then informed that the case is closed.

All SEA/SH victims who come forward before the project's closing date should be referred immediately to the GBV service provider for health, psychosocial and legal support. If a project is likely to close with SEA/SH cases still open, prior to closing the project appropriate arrangements should be made with the GBV service provider to ensure that there are resources to support the victim for an appropriate time after the project has closed, and at a minimum for two years from the time such support was initiated.

3.2.2 Preventive measures

Trainings on anti-GBV

Anti GBV related preventive measures and responses will be established, adopted and strengthened through the trainings organized to RUDP II Staff and concerned stakeholders.

In order to properly address GBV/SEA & SH, the trainings and sensitization campaigns of workers are essential. These workers include civil works contractors (including sub-contractors and suppliers and their workers), supervising Engineers, consultants who may have a presence in the communities adjoining the project — as well as Staff in RUDP II. The Project will embed training modules that incorporate GBV/SEA & SH into the regular Occupational Health and Safety “toolbox” meetings with workers, official training and/or standalone training efforts. Collaborating with health and education sector professionals may be beneficial in developing the curriculum. Trainings on GBV/SEA & SH should be thorough and proportional to the GBV/SEA & SH risks. The modality, frequency and content of the training should be detailed in the GBV/SEA & SH Prevention and Response Action Plan. At a minimum, trainings should include:

- What GBV/SEA & SH is and how RUDP II Project can exacerbate GBV/SEA & SH risks;
- Roles and responsibilities of actors involved in the Project (the standards of conduct for project staff captured in CoCs);
- GBV/SEA & SH allegation reporting mechanism, accountability structures, and referral procedures within agencies and for community members to report cases related to project staff;
- Services available for victims of GBV; and
- Follow-up activities to reinforce training content.

RUDP II Staff will be trained to help them to better understand the potential for GBV/SEA & SH that a Project may induce.

Established internal anti GBV structure with standard operating procedures manual for GBV prevention and responses

In each RUDP II Project site with major civil works, an internal anti GBV structure will be established by taking into account developed standard operating procedures manual for GBV prevention and responses. This is because GBV-SEA/SH allegations may arise on any project and it is necessary to have the appropriate response mechanisms in place. Mapping of GBV prevention and response actors in a given community may already exist, particularly in humanitarian settings. Where no or insufficient local knowledge on prevention and response service providers is available, ideally the Project Management should undertake a mapping exercise through a portfolio approach that identifies qualified GBV service providers, NGOs and community-based organizations in communities adjoining the Project.

According to GBV Service Providers Financing, in high or substantial risk projects in remote areas, where existing arrangements are not already in place to cover the costs of GBV service providers, it may be prudent to have the RUDP II contract with one or more GBV service providers to provide specific services. This will make it easier to ensure that any victims receive the necessary support. If financed through the RUDP II Project, the GBV service provider should document the level of support given to a victim, including referral to other service providers.

N.B:

Any GBV victim should not be given directly monetary compensation. All support services and accompanying transportation, housing and support requirements (money for official documentation or collection of forensic evidence) are paid through the service provider.

In the exceptional situation where service providers need to share any more details with an outside party, this must be with the permission of the victim. The victim must give consent to data sharing and know what data will be shared, with whom and for what purposes. It is important that the GBV service providers understand their legal obligations, the legal limits of confidentiality, as well as their professional codes of practice, particularly when it comes to reporting GBV-SEA/SH cases to the police or other judicial instance.

Awareness raising strategy and campaign.

Raising awareness campaign on GBV prevention will be carried out for the local leaders and selected communities in RUDP II intervention areas (Six Secondary City Districts and targeted areas of the CoK).

Comprehensively, trainings and awareness raising are a strong step towards behavior change. As long as RUDP II sub-projects will be implemented, training on GBV-SEA/SH will be made available to the communities adjoining the project so that they can learn about the roles and responsibilities of actors involved in the project, processes for reporting allegations of GBV-SEA/SH, and the corresponding accountability structures. Trainings of both the communities adjoining the project and project implementers will allow all stakeholders to understand the risks

of GBV-SEA/SH, as well as appropriate mitigation and response measures, putting everyone on the same page.

3.2.3 Responsive measures

Provision of comprehensive support services to GBV victims

Considering that, the RUDP II ESMP will lay the first building block to address GBV and particularly SEA and SH risks and should provide the appropriate umbrella framework for any proposed GBV mitigation measures. It will be essential that project-level measures to address GBV risks consider other ongoing efforts to prevent and respond to GBV, and how the project will complement/use them. Project GBV interventions shall therefore be linked wherever possible with existing activities in the Health Sector, and other GBV Service Providers such as Local Administration; Justice/Security, Psychosocial support and Economic empowerment programming.

Ensuring RUDP II Project GBV perpetrators' punishment

Any GBV perpetrator from any RUDP II Project Implementing Agency or Contractor will be adequately punished or taken to judicial organs.

It is through the internal best practices requiring confidentiality and consent that GBV grievances will be handled out professionally. The complainant should receive an acknowledgement of the receipt of the complaint within a prescribed and reasonable timeframe, preferably in writing. Lodging a grievance should not incur any cost to the complainant. Generally, the contractor should allow for flexibility and make sure that grievances are not dismissed on grounds of an administrative formality and/or procedure. In any case, the mechanism should not impede access to other judicial or administrative remedies that might be available under law or through existing arbitration procedures, the concerned Project Implementing Agency will provide grievance log templates to contractors to be used for grievance recording and follow up.

With consideration of what is part of the table 3.7, the implementation of the following detailed action plan will contribute to addressing GBV/SEA & SH risks.

Table 4-3: Table 4.7: Detailed RUDP II Anti- GBV Action Plan

No	Planned Activity	RUDPII Scheduled Time/Step	Responsible
1	Involvement of an anti GBV - expert to guide the establishment of Taskforce in their main assignments/tasks.	Preparation	MININFRA/PCU

No	Planned Activity	RUDPII Scheduled Time/Step	Responsible
2	Sensitize RUDP II staffs and key stakeholders on the importance to address GBV/SEA and SH in the project intervention areas; and mechanisms to be adopted and implemented	Preparation; Implementation	MINALOC/Local Governments; MIGEPROF/GMO; Project Management; REMA, CoK, SCDs
3	Develop SEA/SH risk assessment tool guiding and keep to safety and ethical considerations related to GBV data collection.	Preparation; Implementation	Project Social Specialists , GBV & GBV MIS Specialists from MIGEPROF/GMO and RIB.
4	Review C-ESMP to verify that appropriate mitigation actions are included.	Implementation	Project Staff
5	Carry out assessment of the underlying SEA/SH risks and social situation at the aid of developed SEA/SH risk assessment tool.	Implementation (Before civil works commence)	RUDP II (for social assessment) and ESMP; Contractors (for C-ESMP)
6	Establish and make available an effective Grievance Mechanism (GM) for initiating a complaint; with specific procedures for GBV/SEA & SH, including confidential reporting with safe and ethical documenting of SEA/SH cases.	Prior to the contractor mobilizing	Project Staff guided by the WB Team
7	Mapping out GBV/SEA & SH prevention and response actors within Project beneficiary communities	Preparation; Implementation	Project Beneficiary Entities (REMA, CoK; SCDs); Project Staff
8	Review each Safeguard Staff's capacity to prevent and respond to GBV/SEA & SH as part of safeguard preparation	Preparation	WB; RUDP II Social Safeguard Specialists
9	Train overall Project workers and local communities on GBV/SEA & SH; and on how to prevent and respond to them.	Implementation	Project Staff; Contractors; Consultants
10	Consult Project stakeholders and those affected by the Project activities and	Throughout Project cycle	Project Staff

No	Planned Activity	RUDPII Scheduled Time/Step	Responsible
	GBV/SEA & SH risks (if any) to get their feedback on project design and safeguard issues.		
11	Keep the local communities and other stakeholders informed about the project's activities with aim of addressing GBV/SEA & SH related issues in the Stakeholder Engagement Plan (SEP) of the project.	Throughout Project cycle	Local Government in Project areas; Project Staff
12	Ensure that the protocols are being followed in a timely manner through GM's reception and processing of complaints, as well as referring complaints to an established mechanism to review and address GBV/SEA & SH complaints.	Implementation	Project Staff supported by the WB Team
13	<p>Ensure each RUDP II has:</p> <ul style="list-style-type: none"> ▪ GBV/Social safeguard specialist to support project implementation; ▪ Social/Environmental Specialist in the supervising Engineer's team with GBV specific skills to supervise issues related to SEA/SH (supervise signing of Codes of Conduct, verify working GM for SEA/SH is in place, refer cases where needed) 	<ul style="list-style-type: none"> ▪ Preparation ▪ Procurement evaluation process 	Project Staff; Project Management
14	<ul style="list-style-type: none"> ▪ Translate Code of Conduct into the appropriate local language (Kinyarwanda) of use in the work site; ▪ Follow up Codes of Conduct understanding and signing 	Prior to contractor mobilization and continued during implementation	Project Staff; Contractors; Consultants
15	Enhance the implementation of appropriate project-level activities to reduce SEA/SH risks prior to civil works commencing.	Prior to works commencement	Contractors; supervising Engineers; Project Staff

No	Planned Activity	RUDPII Scheduled Time/Step	Responsible
16	Carry out a regular M&E of progress on GBV/SEA & SH prevention and response activities, including reassessment of risks as appropriate.	Implementation	Project Staff
17	Involve the external oversight through an independent Third Party Monitoring (TPM) {civil society organization, international or local NGO, academic partner, private sector firm} with experienced GBV staff to monitor implementation of the SEA/SH Prevention and Response Action Plan and ensure all parties are meeting their responsibilities.	Preparation; Implementation	MININFRA/PCU

Note

Any data gathered on GBV/SEA & SH will be part of the Gender-Based Violence Management Information System (GBV MIS) established and functional within Rwanda Investigation Bureau (RIB) which aims at collecting data from all actors and analyze trends.

IV. PROJECT AND CONTRACTORS’ OBLIGATIONS THROUGH GBV GRIEVANCE CHANNEL

Considered as part of the obligations arising from the signature of a contract for the execution of infrastructure development works under the RUDP II, the Project will establish a special GBV task force that will be in charge of receiving and assessing all cases of GBV, SEA and SH. On the other hand, contractors are obliged by the law to create and maintain an environment, which prevents GBV/SEA and SH. It is for this purpose that managers at all levels have particular responsibilities to support and develop systems, which maintain this environment.

Regarding both contracting parties, GBV/SEA & SH constitutes acts of gross misconduct, providing grounds for sanctions, penalties and/or termination of employment. Given the sensitivity and the low level of understanding of GBV related matters in the community at large and the stigma attached to it; also taking into consideration the social and psychological damages that are usually associated with it, all GBV cases will be handled through the GBV task force.

Regarding GBV service providers, RUDP II depending on the project location will identify it. Each Project Implementing Agency will approach relevant service provider in the field of GBV prevention and agree with one of them to provide an expert insight in relation to all GBV matters including prevention through awareness and capacity building as well as GBV response.

As required by the law, the task force will have to work hand in hand with competent authorities; RIB, the police and judicial organ in particular to ensure prompt response. Subsequently there will be zero tolerance for any GBV acts on the work sites and its surroundings. In order to ensure compliance with the law and make possibility of the enactment of sanctions in case of non-compliance by any worker, all contractors should enforce their workers to be sensitized on the acts of GBV and to respect the legally binding Code of Conduct.

ANNEXES

Annex 1: GBV/SEA/SH Reporting Format

Table 5-4: The reporting format to be used in reporting GBV/SEA/SH

SN	INCIDENT DETAILS		Guiding notes
1	Type of Violation		SEA/SH (by UNOPS, IP or contractor staff) GBV (by third party)
2	Nature of the incident reported (What happened and by whom)		Basic facts of the incident: What, Who. Is the incident related to the project? No in-depth details should be asked for.
3	Source of information		Community Focal Point, GRM Operator, email, other (specify)
4	Where did the incident occur		Project site City
5	When did the incident occur		Date
6	Additional information (if available)		Sex, Age
<p>The identity and safety of a survivor must be protected at all times. No personal data or identifying information about a survivor or their experience can be shared through this document. Personal/identifying information includes the survivor’s name, perpetrator(s)’ name, date of birth, home address, the exact time and place the incident took place, visible disability, residence status.</p>			

Annex 2: GBV/SEA training Plan

SN	Target group	Topics to be covered	Frequency ³	Modality	Indicators	Budget
1	<ul style="list-style-type: none"> • MININFRA PCU E&S Risk Management Specialist, • PIU Staff in charge of E&S Risk Management at central and local level including District Engineers • District Gender Monitoring Officer • Special Anti-GBV Task Force • Grievance Redress Committees (GRCs) 	Understanding of GBV/SEA & SH and how RUDP II Project can exacerbate GBV/SEA & SH risks, Psychosocial support for survivors of GBV/SEA & SH	Annual	Official workshop organized and delivered by MINNFRA	Report on the training with participants and content delivered	Covered in the project cost
		Roles and responsibilities of actors involved in the Project (the standards of conduct for project staff captured in Coded of Conduct)	Annual	Official workshop organized and delivered by MINNFRA	Report on the training with participants and content delivered	Covered in the project cost
		GBV/SEA & SH allegation reporting mechanism, accountability structures, and referral procedures within agencies and for community members to report cases related to project staff;	Annual	Official workshop organized and delivered by MINNFRA	Report on the training with participants and content delivered	Covered in the project cost
		Services available for victims of GBV; and follow-up activities to reinforce training content.	Annual	Official workshop organized and delivered by MINNFRA	Report on the training with participants and content delivered	Covered in the project cost
2	<ul style="list-style-type: none"> • Supervising Engineers Staff in charge of 	Understanding of GBV/SEA & SH and how RUDP II Project can exacerbate GBV/SEA & SH risks, Psychosocial	Semi annual	Seminars organized and delivered by	Number of seminars with participants	Covered in the project cost

³ **Note:** The frequency provided in column three correspond to the project period, some topics will be delivered on yearly basis during project period while others will be delivered on quarterly every year, monthly basis every quarter or weekly basis every month for the entire project lifetime.

	E&S Risk Management and engineers <ul style="list-style-type: none"> • Civil works contractors' skilled Staff in charge of E&S Risk Management and engineers 	support for survivors of GBV/SEA & SH Roles and responsibilities of actors involved in the Project (the standards of conduct for project staff captured in Coded of Conduct) GBV/SEA & SH allegation reporting mechanism, accountability structures, and referral procedures within agencies and for community members to report cases related to project staff; Services available for victims of GBV; and follow-up activities to reinforce training content.	Semi annual Quarterly Quarterly	implementing agencies Seminars organized and delivered by implementing agencies Seminars organized and delivered by implementing agencies Seminars organized and delivered by implementing agencies	and content delivered Number of seminars with participants and content delivered Number of seminars with participants and content delivered Number of seminars with participants and content delivered	Covered in the project cost Covered in the project cost Covered in the project cost
3	<ul style="list-style-type: none"> • Civil works contractors' unskilled or casual labors • Sub-contractors, • Suppliers and their workers, 	Understanding of GBV/SEA & SH and how RUDP II Project can exacerbate GBV/SEA & SH risks, Psychosocial support for survivors of GBV/SEA & SH, Roles and responsibilities of actors involved in the Project, GBV/SEA & SH cases/allegation reporting mechanism	Weekly	Toolbox" meetings with workers to be delivered by E&S Staffs (contractor and supervisor under close supervision by district	Number of toolbox meetings, participants and content delivered	Covered in the project cost
4	Communities adjoining the project site	Understanding of GBV/SEA & SH and how RUDP II Project can exacerbate GBV/SEA & SH risks, Psychosocial support for survivors of GBV/SEA & SH, Roles and responsibilities of actors involved in the Project, GBV/SEA & SH cases/allegation reporting mechanism	Weekly	During existing regular Community meetings at cell level/Inteko z' Abaturage, delivered by Project's E&S Staff at district	Number of sensitization meetings conducted, participants and content delivered	Covered in the project cost