

**Process Framework
for restrictions on access to natural resources**

30-12-2022

CEPF Grant: CEPF-113580

NatureLife Cambodia

***Empowering local communities to co-manage and preserve Stung Sen
Ramsar Site in the Tonle Sap Biosphere Reserve***

Stung Sen Ramsar Site, Cambodia

Grant Summary

1. Grantee organization.
NatureLife Cambodia.
2. Project title.
Empowering local communities to co-manage and preserve Stung Sen Ramsar Site in the Tonle Sap Biosphere Reserve
3. Grant number.
CEPF-113580
4. Grant amount (US dollars).
\$80,000.00
5. Proposed dates of grant.
01/06/2023 – 31/05/2025
6. Countries where activities will be undertaken.
Cambodia.
7. **Summary of the project:** *[copy and paste Project Rationale and Project Approach from proposal].*

Project Rationale

Stung Sen Ramsar site is a unique seasonally flooded freshwater swamp forest on the south-eastern edge of Tonle Sap Lake, the largest lake and most concentrated source of freshwater fish in Southeast Asia. This wetland was designated as Cambodia's fifth Ramsar Site (site number: 2365) in November 2018 over an area of 9,293 hectares, located in Phat Sanday Commune, Kampong Svay District, Kampong Thom Province. Stung Sen Ramsar site is composed of gallery forests, low-stature shrubland, seasonally inundated and submerged trees, and extensive mats of herbaceous, aquatic vegetation. The ecosystem is strongly influenced by the water exchange between the Mekong River, the Stung Sen River, and the Tonle Sap Great Lake, providing vital spawning grounds and a migratory pathway for fishes, as well as feeding grounds and habitats for a globally significant assemblage of water-birds and mammals, including Mekong giant barb, striped catfish, golden carp, yellow-head temple turtle, hairy-noised otter, and Indochinese silvered langur. On top of this immense biodiversity value, this wetland provides essential natural resources and livelihoods for impoverished native communities that live there.

Despite the biological riches of this internationally important wetland, the stack of unprecedented pressures on biodiversity and natural resources is increasing rapidly, and the consequences are evident in a multitude of ways.

Limited options for livelihood improvement

The people living in floating villages are among the poorest in Southeast Asia (Varisa, 2006), with some estimates placing 40-60% of households living below the poverty line, rising to 80% in some areas (Serrat, 2005). More recently, a social economic survey conducted in 2020 by NatureLife Cambodia within Stung Sen Ramsar site showed that up to 83% of people still live below the poverty line. According to the most recent Socio-Economic Survey for 2019/20, the national poverty line in Cambodia has been redefined at a daily income of 10,951KHR per person (equivalent to \$2.70 USD). At present, few or no alternative livelihood options besides fishing are

available, so people have little choice other than to continue to overexploit their local resources. The continued rate of poverty in these local communities both limits people from societal development and can have devastating impacts on their local environments. The floating communities are landless; therefore, they entirely depend on the wetland's natural resources, such as fish, other aquatic animals, vegetables, and wood from the forests. Another emerging threat to the wetland's biodiversity and resources is the growing population, a result of people migrating from other parts of Cambodia to exploit fishing resources and commit illegal land encroachment for plantations. These actions, along with increasing overuse of wetland natural resources (overfishing), land encroachment, and unsustainable rates of hunting of animals for food, are having significant negative impacts on biodiversity. Therefore, there is an urgent need to implement livelihood schemes that can create more jobs and provide alternative income sources for local communities.

Lack of effective local participation and collective cooperation in Ramsar Sites management

To date, Toul Neang Sav Plov Loung (TPL) CPA is the only CPA established in Stung Sen Ramsar Site, after being set up by the villagers of Phat Sanday Commune. With technical and financial support from NatureLife Cambodia since 2019, TPL CPA has leveraged resources and funding for CPA management, and has recently obtained official documents from the Ministry of Environment, including a degree of recognition, a 5-year management plan, a 15-year agreement on community management, and other awards for active participation. The CPA has demonstrated active participation through their efforts in regular monthly law enforcement and biodiversity monitoring patrols inside their CPA area and in the surrounding Stung Sen Ramsar Site habitats. The CPA committees' efforts in monthly patrol alone, however, did not seem to combat illegal activities effectively due to the lack of participation from local communities. The technical capacity of CPA committees for rigorous data management and reporting via SMART Patrol remains limited. Open discussion and knowledge sharing between the local authorities and Stung Sen Ramsar Site communities is essential for good cooperation and management, but presently no regular communication or cooperation platforms are in place. This has led to some mistrust among various parties and is significantly limiting the opportunities for collective cooperation for better overall Stung Sen Ramsar Site management.

Lack of gender balance in CPA management

Gender equality in floating communities still falls behind many parts of Cambodia, and this leads to women's participation in community management remaining restricted for multiple reasons. In TPL CPA, only one woman holds a formal role in representing women in the management committees, and women's involvement in decision-making is not common. Khmer culture traditionally ascribes passive roles to women, so their opportunities for self-development or participation in community governance activities are limited. Women are particularly vulnerable to disenfranchisement as they have much more limited access than men to property rights, paid employment, education, and health services. According to Asian Development Bank, twice as many women as men over the age of 15 have never attended school (Serrat, 2005). Lack of education limits their ability to recognize and take opportunities, leading to high demand for technical and vocational education and training amongst women in the area. Low literacy levels, lack of access to environmental education materials, and a dearth of basic information (such as copies of laws, sub-decrees, proclamations, and directives or circulars) have resulted in greatly reduced participation by women in any involvement in decision-making for natural resources management, which in turn leads to worse overall outcomes.

Citations:

Serrat, O. 2005. The Tonle Sap Basin Strategy. Report by the Asian Development Bank (ADB). https://www.researchgate.net/publication/276411401_The_Tonle_Sap_Basin_Strategy

Varisa, O., Kummua, M., Keskinena, M., Sarkkulab, J., Koponenc, J., Heinonen U. & Makkonen K. 2006. Case Study for 2006 HDR - Tonle Sap Lake, Cambodia: Nature's affluence meets human poverty.

<https://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.422.4962&rep=rep1&type=pdf>

Project Approach

To address the above threats and challenges, this proposed project was developed with the aim to enhance the co-management functional capacities, gender-equality balance, and ecosystem resilience of the Community Protected Area in Stung Sen Ramsar site with three main objectives: 1) optimizing the effectiveness and cooperation of CPAs to co-manage Stung Sen Ramsar site; 2) developing the resilience and sustainability of the CPAs by promoting biodiversity-friendly livelihood options; and, 3) incorporating gender mainstreaming in the CPA management structure.

1) Optimizing the effectiveness and cooperation of CPAs to co-manage Stung Sen Ramsar site.

To build connections and leverage resources for TPL CPA, NatureLife will facilitate engagement meetings between the CPA committees and other NGOs on the ground to explore potential opportunities for incorporation into the management plans. Through cooperation with the Fisheries Action Coalition Team (FACT), NatureLife will give assistance to TPL CPA to have dialogues and consultation meetings with the Technical Working Group in Stung Sen Ramsar site to exchange knowledge and experience in community management and successful stories of livelihood improvement. On top of that, NatureLife will provide technical support to the CPA to join forces with the Technical Working Group in advocating for community investment funds with the government for the long-term financial sustainability of the CPA. Alongside that, NatureLife will coordinate to set up bi-annual gatherings at the national level. NatureLife will work with the Ministry of Environment to establish and host Stakeholder Forums at Stung Sen Ramsar site at least twice a year to bring together multiple stakeholders on a round table to share experience and resources and improve local connections and network. This forum will create pathways and opportunities to open discussion and transparent communication to address key challenges, threats as well as solutions for Ramsar site management and community development. Themes and topics of discussion will be circulated and prioritized based on realistic issues happening around Cambodia's wetlands and/or Stung Sen Ramsar site and/or TPL CPA.

Through improved communication among stakeholders, NatureLife will arrange a series of training on SMART Patrol to CPA committees to build capacity in data collection and to improve report quality in biodiversity monitoring and law enforcement. TPL CPA will be granted monthly financial support to conduct regular patrols in the CPA and Stung Sen Ramsar site along with government rangers. The report and data from the monthly patrol will be shared openly and regularly during the stakeholder forums. Moreover, to assess impacts against the baseline data in the evaluation report developed by FishBio in 2022, NatureLife will undertake a fish survey and social assessment on community perspectives following the methodologies and tools using FishBio's toolkits and materials.

2) The resilience and sustainability of the CPA are developed by promoting biodiversity-friendly livelihood options.

To address alternative livelihood options in TPL CPA, NatureLife Cambodia will hire a consultant to review the socio-economic assessment report and conduct a feasibility study to identify the production and marketing of the best three livelihood options (IUCN, 2021). The study will be carried out in the TPL CPA to identify livelihood schemes that promote viable local products while

also contributing to biodiversity conservation efforts. Recommendations will then be provided to select the most attractive and effective product options for piloting. Following this, NatureLife Cambodia will develop a draft protocol to pilot and ensure the compliance of this scheme. The draft protocol will eventually be consulted with relevant stakeholders to gather inputs and integrate feedback and will then be coordinated to have official endorsement from respective stakeholders and the Ministry of Environment. Based on the protocol produced, NatureLife Cambodia will support TPL CPA in piloting the selected biodiversity-friendly livelihood option with technical and financial support. A business plan and model will be produced based on the result of the pilot scheme at the local market with recommendations for scaling up and/or replicating for different stakeholders and/or products. It is expected that the economic prospects among CPA members will be elevated, leading to more local communities' engagement in protecting natural resources, and a reduction in overly exploitative practices. The success of achieving these targets will be monitored and evaluated.

3) Gender mainstreaming is incorporated into the CPA management structure.

To close the gaps in gender equality and balance in CPA management structures, NatureLife Cambodia will hire a gender expert to provide a series of training courses to CPA committees and CPA members to increase their understanding of gender-related issues. Local volunteers will be recruited through a consultation meeting with local communities, and they will then be trained through a series of courses, before then going on to teach other CPA members at smaller focus group meetings. The training will be regularly facilitated and monitored by NatureLife staff.

To empower women to take greater leading roles in their communities, and promote gender-mainstreaming, NatureLife Cambodia will hold consultation meetings with key stakeholders and women representatives in TPL CPA to address opportunities and roles that women are able to involve in the CPA management. Following the outcomes of the meetings, NatureLife will produce formation documents to establish a range of women-led initiatives, including a Women's Savings Group, and a Women's Biodiversity Monitoring Patrol Group at the CPA. A series of systematic training events will be provided to build the skills and knowledge of women to undertake activities fully. The Women's Biodiversity Monitoring Patrol Group will be trained on health and safety issues, data collection, report writing, and awareness-raising activities. Materials and financial assistance will be provided to allow them to join monthly patrols with other CPA committees and conduct awareness-raising activities around their CPA, to share patrol results and engage more women and youth in CPA management. The Women's Savings group, on the other hand, will receive training on concepts of saving and lending where they will learn how to maximize profit from biodiversity-friendly products, take advantage of interest-compounding from monthly contributions, and negotiate and secure responsible loans with lower interest rates. An endowment fund will be given by NatureLife Cambodia as an initial investment capital for Women's Savings Group.

Citation:

The International Union for Conservation of Nature and Natural Resource (IUCN). 2021. Final Report of rapid assessment of zonation and management plans and socio-economic analysis in Boeung Tonle Chhmar and Stung Sen core areas in kampong Thom province. FINAL ASSESSMENT REPORT_TSBR_IUCN_Jan22.pdf

8. **Restrictions on access to natural resources:** *This section will describe how the project will introduce new or more stringent restrictions on access to natural resources. It should also describe the process by which affected persons participated in the project design.*

The project will result in the strengthened management of the Toul Neang Sav Plov Loung CPA and, resulting from that, also the wider Stung Sen Ramsar site that contains it. The project will work with the CPA to implement the CPA management plan, which will result in wider and stronger application of CPA management practices, as well by improving networking with other CPA, governmental bodies, and stakeholders, also increasing the overall effectiveness of the CPA. Through the creation and implementation of the CPA this provides the local residents of the CPA, through management by the CPA committee, the right to reserve access for natural resources for the inhabitants of the CPA, in the case of Toul Neang Sav Plov Loung CPA, the most important natural resource is fish. The access to fish or other natural resources is granted to the inhabitants of the CPA by Cambodian Law, so this project does not restrict legal access to these resources, so increased restrictions will apply only to illegal activities such as illegal land encroachment, illegal hunting of wild protected animals, and illegal fishing practices. Another aspect of this project that could result in reduced or restricted access to the resources will be the people who join the piloting of biodiversity friendly production scheme, who will sign agreement to abide by the protected area law.

Under previous projects which involved the developing of the CPA agreements that this project strengthens, NatureLife Cambodia engaged and consulted in depth and at length with all the relevant stakeholder groups. A summary of these consultation activities includes:

- Consultation with Local Authorities (including incorporating suggestions and feedback from local chiefs at the Commune and Village level)
- Monthly meetings with Government Rangers and Office of the Stung Sen Core Area (to address the experience and challenges from the enforcement-side perspective)
- Consultations with the committees of Toul Neang Sav Plov Loung Community Protected Area (to discuss the needs of the local communities and to receive advice on project design)
- Site Advisory Meeting with Kampong Thom Provincial Department of Environment (this meeting enabled NLC to engage at the provincial level to seek for their recommendations and possible solutions)
- Consultations with other NGO stakeholders (NLC engaged with other NGOs such as Fisheries Action Coalition Team-FACT to identify and explore the potential for the CPA to collaborate and integrate with regional networks)

Especially during the establishment of the CPA, community members were informed and encouraged to join the CPA committee or to engage with the CPA committee to raise issues relevant to them. The methods for achieving this were a series of awareness-raising events conducted at commune-level, and also information disseminated via public service announcements made from loudspeakers attached to boats which visited floating village areas. Part of the announcements included information that all community members were invited and welcome to become a member of the CPA, or to raise issues with the CPA committee.

Issues concerning restrictions and the potential persons affected, were addressed during the consultations sessions, to review and update the CPA management plan. With all feedback integrated the finalised management plan was endorsed under a 15-year agreement. With greater further scope of enforcement of PA laws, NatureLife Cambodia will continue to work

closely with CPA stakeholders at all levels to monitor if negative impacts of the CPA management plan arise. This will be done by supporting the CPA members in conducting CPA patrols, including analysis of SMART patrol data, facilitating open Stakeholder Forums to collect and monitor grievances, putting a formal grievance mechanism in place, and by ensuring collective decisions can be made by taking different perspectives into account. This project will conduct a number of initiatives focused on the women of the CPA, so care will be taken to ensure there is a gender balance where women are well represented and can actively participate.

9. **Participatory implementation:** *This section will establish a process of meaningful consultation whereby affected persons will be involved in identifying adverse impacts and assessing of the significance of any impacts. It will also establish the criteria for eligibility for identifying persons eligible for any mitigation or compensation measures necessary.*

This project involves supporting the activities and management of a CPA, the CPA management plan of which is already endorsed and in place. The consultation process and actions for identifying any adverse impacts, and assessing of the significance of any impacts, is described above in Section 8.

To identify adverse impacts and assess the significance of any impacts that arise during the project, the project team will maintain a number of routes to monitor potentially adversely affected people, such as review of patrol data, maintenance of grievance mechanism system, and regular consultations with all stakeholder groups

To a major extent, the people who may be affected negatively by the project activities will be those who are engaging in illegal activities such as illegal fishing, logging, and poaching. Under more effective management, enforcement of these illegal activities may prevent them from conducting them, potentially affecting their sources of livelihood.

Typically, the majority of people who enter the CPA area and conduct illegal activities are from outside of the CPA area and usually outside of the containing Phat Sanday Commune. In these cases, they are not eligible for assistance from this project as by illegally harvesting resources they are both doing so illegally, and unsustainably degrading and damaging the ecosystem health and availability of natural resources for local communities.

Criteria for Persons Eligible for Mitigation or Compensation:

- i. Person must be able to provide a reasonable level of proof that they are a permanent resident of Toul Neang Sav Plov Loung (TPL) CPA, or surrounding Phat Sanday Commune, and were as of the project start date.
- ii. Person must not be engaging in practices that cause significant ecological damage, for example; poisoning wildlife or fish, fishing with explosives, hunting wild animals using illegal methods such as snares, any activity which creates significant amounts of pollution

- iii. All land under the CPA has been surveyed and zoned under the CPA management plan, so any claims relating to land encroachment will not be eligible for consideration.

10. Measures to assist affected persons: *This section will describe the mitigation measures to minimize and, where possible, avoid adverse impacts on income and livelihoods. Where needed, measures will be identified to assist affected persons in their efforts to improve their livelihoods or restore them, in real terms, to pre-project levels. This section will also describe methods and procedures by which communities will identify and choose potential mitigation or compensation measures to be provided to persons adversely affected, and the procedures by which adversely affected community members will decide among the options available to them.*

In the case that the people conducting resources harvesting practices which are restricted by the increased effectiveness of PA enforcement, NatureLife Cambodia will have the following process to identify where/when adverse impacts are affecting eligible persons, and to mitigate the impacts on said persons. By doing so, individuals may be able to improve on livelihoods without doing illegal activities.

- Monitoring of potentially adversely affected people: This will be achieved through working alongside the CPA in a number of actions. By assisting in patrolling this will provide real, or near real-time, data in monitoring the eligibility of people restricted from harvesting resources within the project area. Furthermore, components to identify adversely affected eligible people will be included in Stakeholder Forum and CPA meetings. Lastly, the grievance mechanism will provide people to directly provide information on adverse impacts.
- Identifying eligible persons and impact assessment: In the case that eligible people are suffering adverse impacts from project implementation, impacted persons will be invited to submit a grievance through the grievance mechanism, which can then be brought before the CPA committee. Assessment of the impacts and potential mitigation can then be conducted case-by-case.
- Mitigation of adverse impacts: A number of options will available to mitigate persons adversely impacted by increased restrictions to resources linked to the project implementation. Advice, awareness-raising and education will be provided, to allow them to learn how to conduct their harvesting activities in a legal manner and following CPA law. The livelihood scheme implemented under this project will be explained and they will be given the option to join. They will be provided with links and opportunities so that they seek support from the CPA committee and other network activities, such as eco-tourism initiatives or other ventures.

11. Timeline and resources: *This section will present an implementation timeline for each measure listed in Section 11, together with an estimate of resource needs.*

Monitoring of potentially adversely affected people

- Though CPA patrol reports – This will be completed on a monthly basis

- Through Stakeholder Forums – These will be conducted bi-annually (January 2024, July 2024, January 2025, May 2025).
- Feedback sessions for the livelihood pilot scheme – These will be conducted in October 2024.

Identifying eligible persons, and mitigation measures for adverse impacts

Measures to address these as or when eligible cases are identified from the monitoring process. NatureLife Cambodia will start the process of assessing the impact and identifying/implementing appropriate mitigation/compensation measures immediately as each case arises.

Responding to cases raised through the grievance mechanism

Firstly, information about the existence and process of the grievance mechanism will be announced at all public and stakeholder meetings at the onset of the project, likely to begin in or close to June 2023. Secondly the timeframe for reviewing grievances as or when they are submitted will be one week for internal NatureLife project staff, and within two weeks with CPA committee providing the grievances relate to the projects activities.

12. **Monitoring and evaluation**: *This section will outline arrangements for participatory monitoring of project activities as they relate to (positive and adverse) impacts on persons at the project site(s), and for monitoring the effectiveness of the measures listed in Section 11.*

a) Joint collection of CPA patrol data

The possible positive and negative impacts will be collected partially through the patrol data itself. Incidences where illegal or destructive cases of poaching, land encroachment, illegal fishing practices, or polluting activities will be recorded via the monthly patrol reports. In cases where these activities are prevented from happening, or are encountered and mitigated, will count as outcomes with a positive environmental impact. In terms of negative impacts, negative socio-economic impacts will be monitored via the grievance mechanism, including direct feedback through public meetings.

b) The biodiversity impact of CPA natural resources conservation measures

The overall impact of conservation measures will be directly measured through the component activity for a biodiversity study to monitor species and fish stocks against a previous FishBio baseline study. This will also include a social assessment on community perspectives and understanding of conservation activities, which can evaluate whether project activities have been perceived as positive or negative by communities.

c) Impacts on local livelihoods

Part of the component for improving livelihoods will a supply chain report detailing the results of the pilot scheme of one biodiversity-friendly product taken to market, which can be used to evaluate the impact of the project.

- d) Impacts of gender-mainstreaming activities
Impacts of the gender-mainstreaming activities will be monitored through participation in the scheme and feedback received through consultation meetings as part of the process for completing the activities.
- e) Monitoring of measures to assist affected persons (Section 11)
The impacts of the success of measures to assist affected persons will be monitored and evaluated necessarily on a case-by-case basis. The evaluation will hinge on whether people, after receiving the mitigation/compensation measures feel the measures adequately resolved their case.

13. **Disclosure:** *CEPF requires that process frameworks are disclosed to affected local communities and other stakeholders. Please describe your efforts to disclose this plan.*

Through the various planned consultations at the onset of each of the three component parts of this project, the elements of the process framework that are relevant to local communities and other stakeholders will be presented by project staff. In particular the grievance mechanism for the restrictions to natural resources will be included in the agenda for meetings under component one, and the expectations and limitations for the livelihood scheme will be clearly laid out for potential participants in a dedicated consultation meetings for component two.

Elements of the health and safety planning that may affect local communities and other stakeholders focus mainly on the possible ramifications of the increased effectiveness of CPA patrols. The major elements of the plan that need to be disclosed are: the patrol protocols; the opportunities for communities to provide feedback through meetings at the CPA and commune levels; and, the grievance mechanism. The patrol protocols will be formalised into a document that will be kept publicly available at the CPA Committee office, and (after completion of the protocol) the public will be notified of its existence at all meetings supported by NatureLife under this project. The steps and process for mitigating risks will also be mentioned at all at all meetings open to the public supported by NatureLife under this project, including the livelihood and gender-mainstreaming components, as will the grievance mechanism process.

14. **Grievance redress mechanism:** *For all CEPF-funded projects, the grantee must provide local communities and other relevant stakeholders with a means to raise a grievance, and whereby this grievance may be considered and satisfactorily resolved.*

This mechanism must include, at a minimum, the following elements:

- *Email and telephone contact information for the grantee organization.*
- *Email and telephone contact information for the CEPF Regional Implementation Team.*
- *The contact information for the CI Ethics Hotline (telephone: +1-866-294-8674 / web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>).*

- *A statement describing how you will inform stakeholders of the objectives of the project and the existence of the grievance mechanism (e.g., posters, signboards, public notices, public announcements, use of local languages).*
- *A statement that you will share all grievances – and a proposed response – with the Regional Implementation Team and the CEPF Grant Director within 15 days. If the claimant is not satisfied following the response, they may submit the grievance via the CI Ethics Hotline (toll-free telephone line: +1-866-294-8674 / secure web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>).*

Following the guidance above, describe the grievance redress mechanism that you will use.

For this project, NatureLife Cambodia will use the following methods to provide community members and other stakeholders with a means to report grievances related to the project activities: installation of locked boxes in which to submit written grievances, and public notices/posters with summarised information on the grievance mechanism process, purpose and contact details will be displayed in alongside the boxes.

NatureLife Cambodia will install boxes within the project area for community members and other stakeholders to submit written grievances. The boxes will be similar in size and design to small post boxes, and will be placed at the following locations: Village Halls, Public transport hubs, and the Phat Sanday Commune Hall. Each box will be locked to prevent any tampering of the contained letters, and will be clearly marked and contain the project name and telephone contact details. The grievance boxes will be checked at every opportunity for collection of submitted grievances, but each box will be checked no longer than every 2 weeks. Alongside each box will be a printed informational poster/notice. This notice will give a summary explanation of the purpose of the grievance mechanism and process for handling grievances, alongside the relevant contact information.

Another method for submitting grievances will be my telephone or email. The contact details will be posted on the grievance boxes and accompanying notice, and also provided to all participants of all meetings, workshops, trainings, and other project gatherings. Traditionally village communities often handle complaints/conflicts/grievances through village chiefs/elders, so the grievance contact details will be shared directly to all relevant community position holders, with requests to pass on any grievance to the project contact person, and NatureLife will check periodically with chiefs to see if any grievances have been received.

In order to ensure transparency and make sure the grievance mechanism is understood clearly and the community is well-informed about its existence, a short summary explanation of the grievance mechanism will be included and covered as a component in the agenda of every meeting, workshop, training, and other project gathering. One important element will be to explain clearly that the scope of the grievance mechanism will be solely and exclusively limited to grievances related to any and all project activities, and will not take any further action regarding any grievance not related to project activities. If grievances received that are not related to the project, will be contacted to let them know this is outside of the scope of grievance mechanism. It will be necessary to do this as the existence of a reporting channel for grievances that bypasses local authorities may cause

concern and friction, as it could provide an opportunity for people to air unauthorised opinions that may harm public or state well-being.

All written or spoken information will be provided in the Khmer language.

Contact information for submitting grievances to our organisation:

NatureLife Cambodia, SSRS Project Manager.

Phone: +855 (0) 7873 2240

Email: admin@naturelifecambodia.org

Contact information for the CEPF Regional Implementation Team:

IUCN (International Union for Conservation of Nature), Asia Regional Office.

Phone: +66 2 662 4029

Email: CEPF-Indoburma@iucn.org

We will share all grievances — and a proposed response — with the Regional Implementation Team and the CEPF Grant Director within 15 days. If the claimant is not satisfied following the response, they may submit the grievance via the CI Ethics Hotline (toll-free telephone line: +1-866-294-8674 / secure web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>).