

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	12/03/2024	Page 2 of 73



Stakeholder Engagement Plan (SEP)

(BMZ0001-100-02-331)

Central Eléctrica da Namaacha (CEN)

Version: 0, Draft 3

Date: 21/03/2024



Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	12/03/2024	Page 3 of 73

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	12/03/2024	Page 4 of 73

Project Details

Project Reference	Site/ Project Title
BMZ0001	120 MW Namaacha Wind Energy Facility and Associated Transmission Line

Version and Revision List

Version	Revision	Date of issue	Summary of changes	Updated by
0	Draft 1	12/09/2023	CEN Initial Draft SEP	Belvenita Vilanculos, Shana Westfall
0	Draft 2	12/02/2024	Revise Draft for Globeleq New Template Update	Belvenita Vilanculos, Shibani Bose
0	Draft 3	21/03/2024	Revise Draft Content for Lender Disclosure	Belvenita Vilanculos, Shibani Bose

Approval and Acceptance

Status	Name	Role	Signature	Date
Approved By		Director - ESG	TBD (v 1)	TBD (v 1)
Authorised By		Construction Director		TBD (v 1)

Implementation accountability¹

Responsible Persons	Name	E-mail Address	Telephone	Number of copies	Format
TBD (v 1)					

¹ This Stakeholder Engagement Plan must be circulated to all Client representatives and responsible contractors following every change.

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Drafft 3	21/03/2024	Page 3 of 73

CONTENTS

INTRODUCTION	9
SEP OBJECTIVES	10
TIMELINE	11
PROJECT DESCRIPTION	12
OVERVIEW	12
PROJECT LOCATION	12
DESCRIPTION OF COMPONENTS	12
RELATED AND ASSOCIATED FACILITIES (INCLUDING TRANSPORT ROUTES)	12
AREA OF INFLUENCE	13
KEY STANDARDS AND LEGISLATION	15
NATIONAL LEGISLATION	15
INTERNATIONAL FINANCE INSTITUTIONS	16
IFC Performance Standards	16
Equator Principles	17
ROLES AND RESPONSIBILITIES	18
PROJECT STAKEHOLDERS	19
STAKEHOLDER IDENTIFICATION	19
IMPACT MAPPING	22
STAKEHOLDER CATEGORIZATION AND ANALYSIS	22
STAKEHOLDER ANALYSIS	24
STAKEHOLDER ENGAGEMENT PROGRAMME	31
STAKEHOLDER ENGAGEMENT PROGRAM APRIL TO JULY 2024	31
PRINCIPLES FOR ENGAGEMENT	36
STAKEHOLDER ENGAGEMENT DURING THE ESIA/DEVELOPMENT PHASE	33
STAKEHOLDER ENGAGEMENT DURING CONSTRUCTION AND OPERATION PHASE	34
STAKEHOLDER ENGAGEMENT DURING THE OPERATION PHASE	35
RESPONSIBILITIES FOR STAKEHOLDER ENGAGEMENT	38
STAKEHOLDER ENGAGEMENT BUDGET	39
STAKEHOLDER ENGAGEMENT MONITORING	40
GRIEVANCES AND ISSUES REDRESS MECHANISM	41
INTRODUCTION	41
OVERVIEW	42
Step 1 - Submission of grievances and issues/logging grievances	43
Step 2 – Register grievances or issues	44
Step 3 – Screening and classification	44
Step 4 – Acknowledgment	48
Step 5 – Investigation and consultation	48
Step 6 – Communication of resolution and feedback	49
Step 7 – Recourse to external experts	50

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 4 of 73

Step 8 – Effectiveness review and final closeout of grievances and issues 50

Step 9 – Reporting..... 50

Step 10 – Evaluation of quality and process..... 50

APPENDIX A: FRAMEWORK STAKEHOLDER ENGAGEMENT PROGRAM PER PROJECT PHASE 52

APPENDIX B1: TEMPLATE FOR PROJECT ENGAGEMENT PROGRAMME 54

PROJECT ENGAGEMENT PROGRAMME..... 54

APPENDIX B2 TEMPLATE STAKEHOLDER ENGAGEMENT LOG (EXTRACTED FROM IFS CONSULTATION DATABASE)..... 55

APPENDIX B.3 SE T1 - STAKEHOLDER GRIEVANCE FORM..... 56

APPENDIX B.4 RECORD OF MEETING MINUTES 57

APPENDIX B.5 SEP T2 – ATTENDANCE REGISTER 61

APPENDIX B.6 SEP T3 – MEETING LOG..... 62

APPENDIX B.7 SEP T4 – STAKEHOLDER LIST 63

**APPENDIX B.8 SEP T5 – COMMUNITY GRIEVANCE AND GBVH GRIEVANCE LOG
64**

APPENDIX C: GRIEVANCE REDRESS PROCEDURE (DETAILED/SIMPLIFIED)..... 65

APPENDIX D SOCIAL MANAGER MONTHLY INTERNAL REPORTING OUTLINE..... 67

APPENDIX E: RECORD OF CONSULTATION ACTIVITIES..... 69

APPENDIX F: TERMS OF REFERENCE FOR PROJECT STAKEHOLDER COMMITTEE AND PSC ORANOGRAM..... 70

APPENDIX G: GQ BUSINESS INTEGRITY AND HOMAGE POLICY 72

Table 1-1: Stakeholder engagement timetable 11

Table 3-1: Summary of national regulatory requirements (including GBVH regulation) 15

Table 4-1: Project stakeholder engagement roles and responsibilities (including GBV roles and responsibilities) 18

Table 5-1: Stakeholder identification 19

Table 5-2: Stakeholder zoning **Error! Bookmark not defined.**

Table 5-3: Project stakeholders groups and their level of influence..... 23

Table 5-4: Stakeholder identification and analysis 27

Table 6-1: Stakeholder engagement program for the [insert phase development, ESIA, construction etc.] phase..... 31

Table 6-2: Indicative stakeholder engagement budget 39

Table 6-3: Stakeholder engagement KPI's 40

Figure 1: Stakeholder Analysis Matrix – Approaches to stakeholder consultation 25

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Drafft 3	21/03/2024	Page 5 of 73

Figure 2: Organogram depicting roles with responsibilities for supporting stakeholder engagement activities and the grievance redress process38

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 6 of 73

Table of Acronyms

Acronym	Definition
CBO	Community-Based Organization
CDP	Community Development Plan
CEO	Chief Executive Officer
CLO	Community Liaison Officer
CRC	Conflict Resolution Committee
EIA	Environmental Impact Assessment
EPC	Engineering, Procurement and Construction
ESDD	Environmental and Social Due Diligence
ESG	Environmental, Social, and Governance
ESIA	Environmental and Social Impact Assessment
GBVH	Gender-Based Violence and Harassment
GQ	Globeleq
GRM	Grievance and issues Redress Mechanism
HSESS	Health, safety, environment, security and social
HSESSMP	Health, Safety, Environment, Security and Social Management Plan
ICP	Informed Consultation and Participation
IFC	International Finance Corporation
IFI	International Finance Institutions
IFC PS	IFC Performance Standard
KPI	Key Performance Indicator
LRP	Livelihood Restoration Plan
NGO	Non-Governmental Organisation
NTS	Non-Technical Summary
OHL	Overhead line
O&M	Operations and Maintenance
PAP	Project Affected People
PAC	Project Affected Communities
PGC	Project Grievance Committee
PSC	Project Stakeholder Committee
RAP	Resettlement Action Plan
SEA	Sexual Exploitation and Abuse
SED	Socio-Economic Development
SEP	Stakeholder Engagement Plan
SPV	Insert SPV name

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 7 of 73

Key Definitions

- **Grievance:** a claim raised by an individual or group whose livelihood, health and safety, cultural norms and heritage are considered to have been adversely affected (harmed) by a project activity which, if not addressed effectively, may pose a risk to CTT operations (through stakeholder actions such as access road blockages) and the livelihood, well-being or quality of life of the claimant(s).
 - **GBVH Grievance** claim raised by an individual or legal representative under written consent related to any type of GBVH described as a Code of Conduct violation according to GBVH company policy (sexual abuse, sexual harassment, sexual assault, rape, physical assault, psychological / emotional abuse , child marriage , sexual exploitation , sexual trafficking , rape ,sexual favors, forced marriage , exposure of children to hazardous environments, use of children for profit, labor, sexual gratification, or personal advantage, online exploitation of children , grooming, other violence against children , modern slavery and denial of resources, opportunities, or services).
 - **GBVH Rumor (unfounded incident):** GBVH Complaint whose veracity cannot be corroborated and are often reported by third party and perpetrator or survivor are not identified to consent for administrative investigation or referral for services.
 - **Confidentiality:** Ethical principle which implies that GBVH service providers protect information gathered about clients and agree only to share information about a client's case with their explicit permission (IASC, 2015: 324).
 - **Consent:** Refers to approval or assent, particularly and especially after thoughtful consideration. Free and informed consent is given based upon a clear appreciation and understanding of the facts, implications and future consequences of an action. In order to give informed consent, the individual concerned must have all adequate relevant facts at the time consent is given and be able to evaluate and understand the consequences of an action. They also must be aware of and have the power to exercise their right to refuse to engage in an action and/or to not be coerced (i.e., persuaded by financial considerations, force or threats). (IASC, 2015: 324). In the case of GBVH grievances, obtaining consent means asking the permission of the survivor to share information about him/her with others, for instance, with referral services.
 - **Informed consent:** means that the GBVH survivor should fully understand what s/he is consenting to (IASC 2010; World Bank 2018a: 6).
 - **Alleged perpetrators:** Any individuals associated with the Project including construction workers, contractor consultants supervising the operation, or undertaking technical assistance activities or studies relating to the operation or the security personnel hired to protect the project site.
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Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 8 of 73

- **Sexual Exploitation and Abuse:** Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. Sexual abuse is further defined as “the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions” (UN, 2003).
 - **Survivor-centered approach:** The survivor-centered approach aims to create a supportive environment in which the survivor's rights are respected and prioritized, and in which the survivor is treated with dignity and respect.
 - **Survivor:** A survivor is a person who has experienced sexual or other forms of gender-based violence. The term ‘survivor’ is generally preferred to the term ‘victim’ in the psychological and social support sectors, because it implies resiliency (IASC, 2015: 326).
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Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Drafft 3	21/03/2024	Page 9 of 73

1 Introduction

This Stakeholder Engagement Plan (SEP) sets the framework for the Namaacha Project to manage interactions with its neighbouring communities and other stakeholders² interested in or affected by the Project.

The Project is expected to receive funding from international finance institutions (IFI's) that are signatories to the Equator Principles or who uphold the requirements of the International Finance Corporation (IFC) Environmental and Social Policy (IFC Performance Standards PSs) 2012 or similar frameworks (AfDB Integrated Safeguards). The SEP has been prepared with reference to IFC document **Stakeholder Engagement: A Good Practice Handbook for Companies doing Business in Emerging Markets (2007)**. According to the IFC's Stakeholder Engagement Good Practice Handbook, stakeholder engagement 'is emerging as a means of describing a broader, more inclusive, and continuous process between a company and those potentially impacted that encompasses a range of activities and approaches and spans the entire life of a project.

The Project Proponents' overarching aim is to implement a stakeholder engagement process guided by the concept of Informed Consultation and Participation (ICP). With this in mind, the Project is committed to:

- Early engagement that is free of manipulation, interference, coercion, and intimidation;
- The provision of relevant, understandable, and accessible information shared in a timely and culturally appropriate manner with stakeholders;
- Inclusion of all those interested in or affected by the Project;
- Incorporating the views of stakeholders in the decision-making process; and
- Achievement of a two-way dialogue.

This SEP describes the engagement process planned for those affected by the development or those interested in the Project's lifecycle.

The SEP also describes the **Project Community Grievance and Issues Redress Mechanism 'GRM'** to be used by all stakeholders to raise any project grievances or

² Stakeholders are persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project or the ability to influence its outcome, whether positively or negatively. Stakeholders may include locally affected communities or individuals and their formal and informal representatives, national or local government, politicians, religious leaders, civil society organisations and groups with special interests, the academic community or other businesses (IFC Good Practice Handbook 2007).

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 10 of 73

issues³ throughout the project lifecycle. The GRM also links to the gender-based violence and harassment (GBVH) grievances management process described in full in the GBVH Management plan (333).

The term “grievance” implies that there may be a problem. In practice, however, the nature of feedback that communities may want to bring to a company’s attention will vary, and PAP often find it appropriate to use the same channels to communicate not only grievances but also questions, requests for information, and suggestions (collectively referred to as ‘issues’).

The Project is committed to early and ongoing consultation and engagement throughout the Project’s lifetime (pre-construction, construction, operation, and decommissioning).

The Project is committed to early and ongoing consultation and engagement throughout the Project’s lifetime (pre-construction, construction, operation, and decommissioning).

Contact details are as follows:

Contact information	
NAME:	REDACTED
ROLE:	Community Liaison Officer
ADDRESS:	REDACTED
PHONE:	REDACTED
E-MAIL:	REDACTED

2 SEP Objectives

The Project recognizes its responsibility to engage with stakeholders, particularly those living on or close to the Project Site, and is committed to engaging stakeholders in a meaningful, effective, socially, culturally appropriate, and transparent manner. This SEP is set out to provide all stakeholders, including the Project Affected People (PAP) and Project Affected Communities (PACs), and other stakeholders and interested parties, a transparent view of the Project Proponents’ intentions for consultation, engagement and disclosure activities planned in line with both national and the best international practice for the construction and operation phase. The specific

³ The term “grievance” implies that there may be a problem. In practice, however, the nature of feedback that communities may want to bring to a company’s attention will vary, often find it appropriate to use the same channels to communicate not only grievances but also questions, requests for information, and suggestions (collectively referred to as ‘issues’)

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 11 of 73

objectives of the Project stakeholder engagement process and grievance (including link to GBVH grievance processes) are:

- Align with the legal and other requirements for consultation (including consultation on GBVH) in Mozambique and good international practice;
- Identify communities⁴ and stakeholders to engage with throughout the project lifecycle to mitigate project risks, including GBVH risks related to the Project;
- Provide clear and understandable information to all stakeholders, Project activities and their potential impacts, including GBVH impacts;
- Improve and facilitate Project-related decision-making and create opportunities for the active involvement of all stakeholders promptly;
- Establish an effective program and mechanisms for providing project information and engaging with communities and stakeholders going forward; and
- Document the feedback and GRM process through which stakeholders can raise concerns and issues and receive feedback.

This SEP is a living document and will be updated throughout the life of the Project at key project milestones and not less than annually.

Timeline

The approximate dates for the main stakeholder engagement focus during Project development, construction and operation are provided in Table 1-1 below. This table is updated with each revision of the SEP.

Table 1-1: Stakeholder engagement timetable

Phase	Planned Dates	Current Status
Scoping/ESIA TOR Consultation	2022-2023	Completed
ESIA consultation	2023	Completed
Pre-construction mobilisation	June - July 2024	Planned
Construction phase	August 2024	Planned
Pre-operation and operations phase	August 2026	To be planned

⁴ Engagement with project communities involves those persons or groups who can influence the project's outcome; however, they are not directly involved in decision making. Identification of these groups, especially communities in the project's area of influence and those communities who are poor, marginalised, or disadvantaged, is essential to identify ways to prevent or minimise adverse impacts and, where adverse impacts are unavoidable, to managing them according to project area conditions and the needs of project-affected people

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 12 of 73

3 Project Description

Overview

Central Eléctrica da Namaacha ("CEN") intend to construct and operate a 120 MW wind energy facility and associated Transmission Line (T-line) 33.5 km in length, from Namaacha to Boane substation, in Mozambique. CEN shareholders comprise: Globeleq Mozambique Renewables Holdings Pty. Ltd., Electricidade de Moçambique E.P. and Source Energia. The Project is designed to be operational for 25 years.

Project Location

The Namaacha Wind Energy Farm (WEF) is located in southern Mozambique, close to the South Africa and Swaziland borders, in the Libombos mountains, Namaacha district, 50 km west of Maputo province, in Mozambique. The site covers an area of approximately 855 ha. The site contains natural vegetation as well as homesteads associated with the four rural hamlets of Livevene, Mugudo, Ndonguene and Macuacua. The site area also includes agricultural and pasture plots used mainly by residents of these hamlets. There is also common grazing land.

The T-line will carry the power generated by the wind farm from from the site in Namaacha to the existing Boane substation.

Description of components

The WEF will involve installation of around 20 wind turbines, which will be distributed over the site area, with a total power generation capacity of 120 MW. The wind turbines will be approximately 120m high from the base to the hub, with a rotor diameter of approximately 150 m and concrete foundations of 65m x 60m at each turbine.

The T-line will include two 66 kV overhead lines approximately 33.5 km long, running parallel to one another, connecting the Project to Boane substation. Some electrical upgrades will also be made to the existing Boane substation.

Related and Associated Facilities (Including Transport Routes)

The Project will also include:

- A substation on the site consisting of a panel with 275 kV equipment and a transformer within a fenced-off area;
- An internal power cable network in the form of underground 30 kV cables connecting each wind turbine to the substation;
- A Control building with office, warehouse, and toilets and kitchen area;

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draff 3	21/03/2024	Page 13 of 73

- And internal access roads.

Most of the Project components and equipment will be imported and will be transported from the Port of Maputo by road along the xxx road. Certain specific equipment and supplies may be sourced from Maputo. Wherever possible, local suppliers of food and other non-technical supplies will be prioritised, and quality and other regulatory requirements will be made clear to potential suppliers prior to procurement rounds.

The estimated labour force for the project is 400 during construction, for both skilled and unskilled jobs, which will be hired by a number of different Contractors (civil construction, electromechanics, transport, assembly). Local employment will be encouraged as far as possible under the strict quality and regulatory standards required of the project. These skill requirements will be made clear to community members prior to procurement rounds. During operations, the employment for the WEF is expected to be approximately 20 people.

The Project will encourage employment of women; however, it is recognised that attaining enough qualified women in these positions may be a challenge given the labour market in Mozambique. For this reason, a target of 20% female employment will be used.

Area of Influence

The Project's direct Area of Influence includes the site itself, where the turbines and associated infrastucture will be built, as well as a larger area outside the site (noise buffer zone), where some noise impacts may be experienced, but no other disturbance or change will be caused by the project.

Homesteads, machambas and pasture plots within the site will be relocated to three host areas selected in collaboration with the affected communities to the north and west of the site.

Due to the potential for noise impacts, permanent residential homesteads within the noise buffer zone will be relocated by the project as well and additonal compensation will be provided in accordance with Mozambican Law and International Standards. Machambas, pasture plots and any other commercial uses that are not linked to homesteads, outside the site but within the noise buffer zone, will not be relocated nor impacted in any way by the Project.

In terms of the T-Line, the direct Area of Influence includes a servitude (locally known as Partial Protection Zone) of 70 meters width running from from Namaacha Windfarm until the EN2 roundabout (roughly 29km); 50 meters width corridor along the old EDM servitude until the Bairro 6 road (roughly 4km); 2 meter width for the 310 meters for the buried cable section in Bairro 6 until the Boane substation. With the exception of some areas under Military control, machambas, shops and other businesses in the servitude

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draff 3	21/03/2024	Page 14 of 73

will be compensated in accordance with Mozambican Law and International Standards for temporary loss of crops and business interruption.

The Project's Indirect Area of Influence includes the village of Namaacha and the town of Boane, where increased demands for goods and services as well as increased traffic and other typical construction period disturbances are expected, as well as potential indirect economic benefits during the Project's years of operations.

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 15 of 73

4 Key Standards and Legislation

This section summarises applicable policies, legislation, and guidelines relating to the stakeholder engagement process.

National Legislation

The Project will meet stakeholder engagement and public consultation requirements in the national Laws summarised in Table 3-1.

Table 3-1: Summary of national regulatory requirements

Law/Regulation	Summary of requirements
Decree 54/2015, Article 15	<ol style="list-style-type: none"> 1) Public participation includes public consultation and hearing, for the purposes of: <ol style="list-style-type: none"> a) Provision of information and consultation with all interested parties directly or indirectly affected by an activity b) Clarification requests c) Suggestions and recommendations form 2) The notice for the public consultation process must be made public up to fifteen days before the date of its realization, using the means that are appropriate for its publication. 3) All parties interested or directly or indirectly affected by the proposed activity have the right to take part in the public participation process or to be represented. 4) The public participation process should result in a final report. 5) The public hearing may also take place, at the request of citizens, legally constituted environmental organizations, or public or private entities, directly or indirectly due to the activity under analysis, whenever the nature of the activity, its characteristics and foreseeable events justify it and must be made by a minimum of 50 citizens. 6) The public participation process must be carried out in the presence of the Environmental Impact Assessment Authority and the sector responsible for the activity.
Decree 31/2012, Directive 156/2014, Diploma 155/2014 - on resettlement resulting from	<ol style="list-style-type: none"> 7) These requirements place heavy emphasis on participation and engagement during the projects early permitting phase. 8) I&APs have the right to information on the resettlement process as well as all its associated studies. 9) Requirement of a resettlement commission (RC) to be established, in the affected district/municipality in order to monitor the RAP implementation

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draff 3	21/03/2024	Page 16 of 73

Law/Regulation	Summary of requirements
economic activities	process and provide support to the RAP Monitoring Supervision Technical Committee (MSTC).
Diploma 158/2011 - on land use rights	10) The framework also defines the conditions through which consultation should take place and the principles under which these should be managed, based on accessibility, inclusion, representation, functionality, negotiation and accountability.
General	11) Mozambique's decentralization policies, in conjunction with the public consultation regulations and directives in EIA and the land law, highlight the importance of involvement and consultation with local government (at district level and/or at lower level) and local communities, reflecting a commitment to improving transparency and participatory planning.

International Finance Institutions

The SEP has been produced in line with:

- International Finance Corporation (IFC) Performance Standard 1: Assessment and Management of Environmental and Social Risks and Impacts and supporting Guidance Note GN1 (www.ifc.org); and
- Equator Principles.

IFC Performance Standards

The IFC PSs on social and environmental sustainability consist of eight Performance Standards (PSs). Their requirements as they relate to stakeholder engagement are summarised below.

PS1 considers stakeholder engagement an ongoing process that involves:

- The Client's public disclosure of appropriate information to enable meaningful consultation with stakeholders;
- Meaningful consultation with potentially affected parties; and
- A procedure or policy by which people can make comments or complaints.

As per the requirements of PS1, this SEP includes the following elements:

- Stakeholder identification⁵ and analysis;

⁵ Consultation should include directly and indirectly affected communities, positively and negatively affected communities, those with local knowledge, influence, elected representatives, non-elected

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Drafft 3	21/03/2024	Page 17 of 73

- A programme for disclosure of project information and updates on mitigation and monitoring measures;
- Description of information to be shared (e.g. project information, disclosure of documentation, updates for affected communities);
- Framework for how the Project will perform stakeholder engagement;
- Grievances and issues management procedure; and
- Plans for monitoring and reporting.

Stakeholder engagement will be conducted in Portuguese and Changana. Informational materials will be available in Portuguese, with Changana interpretation available as needed.

Equator Principles

The Equator Principles are a set of principles adopted by international finance institutions, known as the Equator Principles Financial Institutions (EPFIs). Principle 5 and Principle 6 are directly related to stakeholder consultation.

Principle 5 : Stakeholder Engagement

- *The client will demonstrate effective Stakeholder Engagement, as an ongoing process in a structured and culturally appropriate manner, with Affected Communities, Workers and, where relevant, other Stakeholders including where necessary Informed Consultation and Participation that is free from external manipulation, interference, coercion, and intimidation.*

Principle 6: Grievance Mechanism

- *The client will establish effective grievance mechanisms which are designed for use by Affected Communities and Workers scaled to the risks and impacts of the Project, resolve concerns promptly, using an understandable and transparent consultative process that is culturally appropriate, readily accessible, at no cost, and without retribution to the party that originated the issue or concern*

community officials and leaders, informal/traditional community institutions, e.g. elders and indigenous peoples (where relevant).

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 18 of 73

5 Roles and Responsibilities

The following table elaborates on the Project roles and responsibilities for the construction phase.

Table 4-1: Project stakeholder engagement roles and responsibilities

Stakeholder	Responsibilities
HSESS Team (including CEN Social Manager, CEN CLO, EPC HSE Manager and (if needed, to be confirmed after EPC selection) EPC Social Manager)	Oversee implementation of all E&S requirements in construction and operational management plans, including this SEP.
CEN Social Manager	Implement the requirements of this SEP. Coordinate the delivery and content of stakeholder meetings. Implement the Community GRM. Define stakeholder engagement activities. Manage the overall GRM and collaborate with the EPC contractor in the management of grievances. Participate in social programming and support activities that require ad hoc or intensive stakeholder engagement.
CEN CLO	Inform Project on key project milestones for communication with local communities. Support to close out project grievances, GBVH grievances and rumours and issues. Oversee implementation of the Workers Grievance Mechanism Support community engagement activities. Undertake GBVH induction with all workers.
Owners' engineers	Facilitate collaboration between CEN and EPC. Provide institutional capacity and support to the HSESS team for Stakeholder Engagement and GBVH program activities.
EPC Contractor – Management team	Collaborate with the HSESS team to implement the requirements of the SEP (including the GM) and specific GBVH requirements.
Ministry of Health (MISAU)	Collaborate and consent to implementing activities related to the care of GBVH victims at the central level.
Ministry of Gender, Child and Social Action	Collaborate and consent to implementing activities related to case management and psychosocial support to survivors of GBVH at the central level.
Mozambique Republic Police	Their services will be requested to be used by the affected local communities to report Gender Based Violence Incidents.
GBVH Service Providers	Offer survivor-centred services. Provide supplies for the prevention of HIV and other STIs in cases of sexual violence. Participate in investigative processes to support administrative decision-making concerning GBVH perpetrators. Support the dissemination of mitigation measures that are transversal to the health sector.
Project Stakeholder Committee (PSC)	During the pre-construction stage, the Social Manager will establish a Project Stakeholder Committee (PSC) as a platform for regular engagement with local stakeholders, a supplementary means for feedback, and direct feedback to complainants, as set out in section 6, keeping them informed about the project activities and progress. The PSC Terms of Reference (360), including the PSC organogram, is provided in Appendix F. PSC members will be identified by the Social Manager as part of the pre-construction engagement phase work. The Social Manager will work closely with local leaders and other personnel to populate the PSC.

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Drafft 3	21/03/2024	Page 19 of 73

6 Project Stakeholders

Stakeholder Identification

Stakeholder groups have been identified by undertaking stakeholder mapping exercises, consultation meetings, and internet research, this includes GBVH stakeholders identified during the ESIA phase. The outcome is summarised in Table 5-1.

Table 5-1: Stakeholder identification

Stakeholder Category	Stakeholder
National Government	National Directorate of Environment (DINAB) Ministry of Mineral Resources and Energy Electricidade de Moçambique (EDM)
Regional (Maputo) / Local Government authorities	Government of Maputo Province Maputo State Secretariat Provincial Service of Environment (SPA) Provincial Directorate of Environment Provincial Service of Infrastructures (SPI)
District Level Government	For Namaacha and Boane Districts: Government office Administrative office District Services of Planning and Infrastructures District Environmental Technician District Services of Economic Activities District Services of Education Youth and Technology PRM District Comand Tax Authority EDM District Representative CFM Delegation Namaacha Village Municipal Council Boane Municipal Council Administrative Post of Namaacha Sede National Migration Service – Namaacha Delegation

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 20 of 73

Stakeholder Category	Stakeholder
	<p>Open Distance Education Center – UP</p> <p>Regulo (traditional chief of land)</p>
Local Leaders	<p>Leaders of the following Communities:</p> <p>Livevene</p> <p>Macuacua</p> <p>Mogudo</p> <p>Ndonguene</p> <p>Baca Baca</p> <p>Gumbe</p> <p>Barrio 1</p> <p>Barrio 6</p> <p>Mabanja</p>
Project Communities	<p>Affected <u>Wind Farm (WEF)</u></p> <p>40 households resident in the above named communities who will be physically or economically displaced as a result of the wind farm and transmission line.</p> <p>This includes 4 landowners who maintain temporarily occupied worker accommodation in their lands that lie near the wind farm site, the use of which structures may be impacted by noise levels above 35dB during operations.</p> <p><u>T line</u></p> <p>115 households resident in the above named communities who will be physically or economically displaced as a result of the wind farm and transmission line.</p> <p>Resettlement host areas are not inhabited, so there are no host communities are such.</p>
Community-Based Organizations / Interest Groups (including GBVH)	<p>Regulo Community Policing and Forestry Group (Namaacha area)</p> <p>Right to play, Ocsida, Ayuda an action, Asseduco.</p>
Established institutions where the local community members receive social services	<p>PRM District Command</p> <p>Health Multipurpose Agent</p> <p>Namaacha Health Center</p> <p>Women and Social Action</p> <p>Institute of Sponsorship and Legal Assistance (IPAJ)</p>

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 21 of 73

Stakeholder Category	Stakeholder
GBVH service providers	<p>Service providers operating locally:</p> <ul style="list-style-type: none"> • Right to play • Ocsida • Ayuda an action • Asseduco • Women and social action • Institute of Sponsorship and Legal Assistance (IPAJ) • Health Polyvalent Agent <p>National:</p> <ul style="list-style-type: none"> • Sanitary Units • District Court • Psychosocial support services • Practitioner of Traditional Medicine • Shelter • AMetramo • Health • School Board • IPAJ (Institute of Sponsorship and Legal Assistance) • Sanitary Units • Community Police • APE (Elemental Polyvalent Agent) • Practitioner of Traditional Medicine • Community Courts • Traditional midwife • Practitioner of Traditional Medicine • Community Police • Community Courts

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draff 3	21/03/2024	Page 22 of 73

Stakeholder Category	Stakeholder
	<ul style="list-style-type: none"> • First Responder • Practitioner of Traditional Medicine • Health Units - Reference • Fleet • Associations/NGOs working on empowerment and microfinance
Non-Governmental Organizations (NGOs)	Widows association (in process of legalizing) National Youth Council
Business organizations	Quinta Arca (guest house) Complexo Mponduine Namaacha Acácia Espaço Cultural Educacional e Recreativo
Media	Radio Cascatas De Namaacha

The ESIA Consultant or Social Manager will store information confidentially in a stakeholder database. This will cover contact details, location, meetings attended, documents received and participation in any other ESIA activities. The stakeholder database will also distinguish between primary and secondary affected and interested people. As the ESIA and subsequent phases proceed and any newly affected stakeholders are identified, these stakeholders will be added to the stakeholder database for future engagement.

Impact Mapping

The relationship of the stakeholders to the project activities and geographical location are summarised in Table 4. Understanding this enables these key stakeholders to be better understood to prioritize and focus engagement and ensure resources are optimally utilized.

Stakeholder Categorization and Analysis

Stakeholder groups have been categorized within the project area of influence based on whether they are i) affected by the Project operations or ii) are likely to influence Project operations either formally, i.e. those to whom the Project has legal responsibilities (such as issuing of permits), or informally such as delaying the implementation of the Project by refusing to move, community protests; or may be able to influence the outcome of the Project because of their knowledge about the affected communities or political influence over them.

Groups or persons affected by the Project may be involved in one or more of the following ways:

- positively or negatively;

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Drafft 3	21/03/2024	Page 23 of 73

- directly or indirectly, particularly those directly and adversely affected by project activities; or
- disproportionately where persons are disadvantaged or vulnerable.

The outcome of this stakeholder categorization process is summarised in Table 5-3.

Table 5-2: Project stakeholders groups and their level of influence

Stakeholder category	Stakeholders affected by Project operations	Stakeholders likely to influence operational performance (interest group)	Stakeholders to whom the Project will have a legal responsibility to the Project (Decision-makers / regulators)
National government		X	X
Regional (Maputo) / Local Government authorities		X	X
District Government Level	X	X	X
Local Leaders	X	X	
Project Affected Communities	X		
Affected individuals	X		
Vulnerable groups	X		
Land Owners / Users	X	X	
Community-Based Organizations / Interest Groups	X	X	
Groups with a direct interest in the land or activity	X		
Established institutions where the local community members receive social services	X		

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 24 of 73

Stakeholder category	Stakeholders affected by Project operations	Stakeholders likely to influence operational performance (interest group)	Stakeholders to whom the Project will have a legal responsibility to the Project (Decision-makers / regulators)
Non-Governmental Organizations (NGOs)		X	
Business organizations			X
Employees	X		
Shareholders			
Contractors	X		X
Suppliers	X	X	X
Media		X	
CDP beneficiaries	X		

Stakeholder Analysis

In this section, the groups identified in Table 5-3 are evaluated based on their influence, which refers to the power that a stakeholder has over the Project's outcomes and the level of importance and authority the stakeholder possesses, as depicted in Figure 1. This can include formal influence, e.g. issuing of permits, or informal influence, e.g. delaying the Project by refusing to move, community protests, etc. This influence may control the decision-making process and potentially affect Project implementation, including Project or Facility reputation. The level of impact or interest each stakeholder group has, and the type of influence defines the level of engagement to be employed during the pre-construction, construction and operation phases. The outcome of this evaluation is presented in Table 5-4.

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 25 of 73

Figure 1: Stakeholder Analysis Matrix – Approaches to stakeholder consultation

		Level of Influence		
		Neutral	Influencer	Proponent and Decision maker
Level of Impact	High	In-depth engagement	In-depth engagement	In-depth engagement
	Medium	Focused engagement	Focused engagement	In-depth engagement
	Low	Information disclosure	Opportunity to comment	Informed engagement

The matrix outlines five levels of engagement, as explained below.

- *In-depth engagement*: to understand concerns and develop solutions, e.g. through regular, one-on-one meetings, task groups, committees, and updates (via letter, telephone calls or e-mails).
- *Focused engagement*: ensure all commitments are upheld to ensure stakeholders remain satisfied and manage engagement in a balanced way, e.g. regulatory reporting, disclosing minutes of minutes, periodic focus groups, letters, telephone calls and e-mails, where practicable and proportionate to the level of impact/interest.
- *Informed engagement*: to keep stakeholders involved and informed (e.g. concerning project progress) but ensure a balance between the requirements of high influence stakeholders and those impacted, e.g. through occasional public meetings, project information through letters, flyers, internet and advertisements in local media.
- *Opportunity to comment*: opportunities to lodge comments with the Community Liaison Officer (CLO) directly or via Feedback Forms (during construction) or to provide comment via other means (to be determined at the appropriate time) during operation. In each case, feedback forms will be available as well as opportunities to provide verbal feedback.
- *Information disclosure*: provide access to general channels of information and feedback, e.g. information disclosure events, flyers, and advertisements in conventional media, e.g. radio and newspapers. The use of social media is not foreseen.

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Drafft 3	21/03/2024	Page 26 of 73

In Table 5-4, and where appropriate, specific groups or sub-groups have been further sub-divided for evaluation based on their vulnerability, anticipated impact, or location as per the stakeholder zoning exercise. This enables messaging or engagement to be further refined and focussed. The engagement method will be tailored to specific audiences. Table 6 defines the current preferred communication methods relevant to each identified stakeholder group; this will be refined continuously. The stakeholder identification and analysis also considers the stakeholders' interest level based on the extent to which the interests of a stakeholder are affected by the Project, considering the nature of the Project, relative importance in supporting the stakeholders' plan, activities, geographical location and the nature of the impacts that will result from the Project. This is so that consultation can be prioritized based on interest level.

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 27 of 73

Table 5-3: Stakeholder identification and analysis

Update Date: Updated By:							
Stakeholder Category	Connection to the Project (directly or indirectly)	Stakeholders	Stakeholder Influence (D, I, N)	Stakeholder Impact (H, M, L)	Stakeholder Approach	Preferred means of communication and language (where known)	Responsibility for engaging
Government							
National Regulatory Bodies Government Agencies	Establish policy, grant permits or other approvals, and monitor and enforce compliance throughout all project life stages.	See table 5-2.	D	H	Focused Engagement	Formal meetings, face-to-face meetings, letters, and formal reporting concerning the Project's specific requirements). e.g. Permit approvals and statutory reporting.	Social Manager and Construction Director
Provincial / Local Government authorities							
	Responsible for implementing legislation and development plans and policies at the regional level.	See table 5-2.	D	M	Informed Engagement	Formal meetings, face to face meetings, letter, formal reporting, statutory reporting).	Social Manager
District Level Government	The District Government may also have a role in issuing permits and processing applications.	See table 5-2.	D	I	In-depth and focussed engagement Representatives on the PSC	Formal meetings, face to face meetings, letter, formal reporting, PSC (via representatives) _	Social Manager
Locally Affected People:							
Administrative and Customary authorities/leaders	Local community leaders acting as representatives of	See table 5-2.	I	H	In-depth engagement	Two-way communication. Regular communication via PSC	Social Manager

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 28 of 73

Update Date: Updated By:							
Stakeholder Category	Connection to the Project (directly or indirectly)	Stakeholders	Stakeholder Influence (D, I, N)	Stakeholder Impact (H, M, L)	Stakeholder Approach	Preferred means of communication and language (where known)	Responsibility for engaging
	their local community and entry points for interacting with communities.				Representatives on the PSC	Community meetings (pre-agreed with leaders) Focus Group Discussions	
Project Affected Communities / Persons							
Project Affected Communities (PACs)	Households and communities that may be directly or indirectly affected by the Project and its activities. This includes people living on the Project site who will be displaced and other people who visit or use land or resources or may otherwise be affected by social and environmental impacts.	See table 5-2.	I	H	In-depth engagement	Two-way regular communication Community meetings Notices in the community Radio announcements (Changana and Portuguese) Focus Groups Grievance Redress Mechanism Feedback via the PSC and PSC Sub-committees Direct feedback arising from grievances	Social Manager with CLO support
Affected vulnerable individuals	Vulnerable groups may be affected by their physical disability, social or economic standing, limited education, and lack of employment or land access.	See table 5-2.	I	H	Focussed engagement (on top of in-depth engagement generally outlined for all PACs) PSC representatives	Specific focus groups (GBVH, employment, grievance redress), Letters / notifications, telephone calls PSC (via representatives)	Social Manager with CLO support

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 29 of 73

Update Date: Updated By:							
Stakeholder Category	Connection to the Project (directly or indirectly)	Stakeholders	Stakeholder Influence (D, I, N)	Stakeholder Impact (H, M, L)	Stakeholder Approach	Preferred means of communication and language (where known)	Responsibility for engaging
Land Owners / Users							
4 Landowners group	Directly affected	See table 5-2.	D	H	In-depth engagement	Land related meetings as defined in RAP	Social Manager
Community Organizations / Interest Groups							
Public, private companies, agencies (national & provincial level)	Organizations with a direct interest in the Project and its social and environmental aspects can influence the Project directly or through public opinion. Such organizations may also have useful data and insight and may become partners to the Project in areas of common interest.	See table 5-2.	I	M	Focused engagement PSC representatives	Annual reporting Disclosure of information on the Globeleq website Specific communication on topics of interest (letters, reports) Invitation to public meetings	Social Manager and Construction Director
Environmental Interest Groups		See table 5-2.	I	L	Focused engagement	Annual reporting Specific communication on topics of interest (letters, reports) Invitation to public meetings	Social Manager
GBVH service providers	Potential project partners	See table 5-2.	D	H	In-depth engagement	Notices in the community One to one meetings on specific topics (CSR/ SEA/GBV referral pathways)	Social Manager
Social Service Institutions							
Established institutions where the local community members receive social services	Institutions serving the common needs of the local community members that may be directly or indirectly affected.	See table 5-2.	I	M	Focussed engagement / Opportunity to comment	Notices in the community One to one meetings on specific topics (CSR/ SEA/GBV referral pathways)	Social Manager

Asset Code	Workstream	Type	Document title
BMZ0001	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	0, Draft 3	21/03/2024	Page 30 of 73

Update Date: Updated By:							
Stakeholder Category	Connection to the Project (directly or indirectly)	Stakeholders	Stakeholder Influence (D, I, N)	Stakeholder Impact (H, M, L)	Stakeholder Approach	Preferred means of communication and language (where known)	Responsibility for engaging
Non-Governmental Organizations (NGOs) / special interest groups							
NGOs active at the local level.	NGOs at the national, county or local level.	See table 5-2.	I	L	Focused Engagement / Opportunity to comment	Public meetings, Notices in the community Radio announcements One to one meetings on specific topics of relevance	Social Manager
Business organizations	Individuals or organizations with a direct economic interest in the Project. This may be through gaining contracts or due to economic impacts caused by the Project.	See table 5-2.	I	M	Information disclosure, opportunity to comment	Public meetings, Notices in the community Radio announcements Flyers to a local business on relevant topics	Social Manager

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 31 of 73

7 Stakeholder Engagement Program

Stakeholder Engagement Program April to July 2024

The stakeholder engagement program related to the project's current phase is provided in Table 6-1 below.

Table 6-1: Stakeholder engagement program for the pre-construction and construction phases

Stakeholders	Specific topics to engage on	Type of engagement
Residents of Affected communities WEF	<ul style="list-style-type: none"> General project updates Providing RAP status update Seeking input into resettlement host areas layout Providing resettlement host area design information Updates on timing of RAP implementation, phasing and project construction Introducing CEN Social Manager (once appointed) Updates on grievance mechanism usage and any troubleshooting Introducing PSC concept and discreetly seeking members 	<ul style="list-style-type: none"> Face to face meetings with specific stakeholder categories e.g. physical resettlement PAPs (about once a month per category) Village visits by CLO at least twice a month per village
4 large landowners – WEF Buffer Zone	<ul style="list-style-type: none"> General project updates Providing RAP status update Addressing their requests for ongoing support Managing expectations around use of community development budget and governance thereof 	<ul style="list-style-type: none"> Face to face meetings
Residents of Affected communities – T-line	<ul style="list-style-type: none"> General project updates Providing RAP status update 	<ul style="list-style-type: none"> Face to face meetings with specific stakeholder categories e.g. physical resettlement PAPs (about once a month per category)

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 32 of 73

Stakeholders	Specific topics to engage on	Type of engagement
	<p>Updates on timing of RAP implementation, phasing and project construction</p> <p>Introducing CEN Social Manager (once appointed)</p> <p>Updates on grievance mechanism usage and any troubleshooting</p> <p>Introducing PSC concept and discreetly seeking members</p>	<p>Village visits by CLO at least twice a month per village</p>
<p>Local leaders of WEF and T line affected communities</p>	<p>General project updates</p> <p>Providing RAP status update</p> <p>Seeking input into resettlement host areas layout</p> <p>Providing resettlement host area design information</p> <p>Updates on timing of RAP implementation, phasing and project construction</p> <p>Introducing CEN Social Manager (once appointed)</p> <p>Updates on grievance mechanism usage and any troubleshooting</p> <p>Introducing PSC concept and discreetly seeking members</p>	<p>Face to face meeting at least once a month</p> <p>Regular phone or text message conversations at least once a week</p>
<p>Government departments</p>	<p>General project updates</p> <p>Providing RAP status update</p> <p>Seeking input into resettlement host areas layout</p> <p>Introducing CEN Social Manager (once appointed)</p> <p>Introducing PSC concept and seeking members</p>	<p>Email</p> <p>Phone calls and text messages</p> <p>Face to face meeting if needed</p>

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 33 of 73

Stakeholders	Specific topics to engage on	Type of engagement
Municipal / Country (Regional \ authorities)	General project updates Providing RAP status update Seeking input into resettlement host areas layout Introducing CEN Social Manager (once appointed) Introducing PSC concept and seeking members	Email Phone calls and text messages Face to face meeting if needed
Local NGO's and CBO's	General project updates Providing RAP status update Updating stakeholder mapping Discreetly seeking partners for Livelihood Restoration plan implementation and Community Development Budget grantees	Email Phone calls and text messages Face to face meeting if needed
All the above	Formal round of RAP consultation - 3 Formal round of RAP consultation - 4	Town Hall type meeting with focus groups and break out areas

Stakeholder Engagement during the ESIA Development Phase

The objectives of the stakeholder engagement program during the ESAI/development phase are as follows:

- To provide sufficient and accessible information to enable stakeholders to understand the context of this ESIA in terms of the national standards;
- Become informed and educated about the proposed Project and its potential impacts;
- Through consultation to identify issues of concern, suggestions for enhanced benefits and commenting on alternatives; and contribute local knowledge and experience;
- To verify that their issues and suggestions have been evaluated and addressed with feedback;

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 34 of 73

- To comment on the findings of the ESIA and proposed measures to mitigate or manage impacts;
- To identify further issues of concern from the results of the ESIA; and
- Provide stakeholders with the outcome of the authorities' record of decision.

The ESIA Consultant will manage stakeholder engagement in collaboration with the Employer.

Stakeholder Engagement during Construction Phase

During the construction phase, the Social Manager will be responsible for stakeholder engagement and implementation of the GRM.

Key topics arising from the ESIA process will be discussed during meetings with PAPs and PACs, local leaders and other business and community-based organizations. Key topics for discussion and disclosure of related information include:

- Community GRM highlighting that stakeholders can raise grievances against workers, security guards, drivers;
 - Project expectations and behaviours on workers;
 - Local hiring policy and contact mechanism for local hiring;
 - Malaria prevention and protection with the workforce and community;
 - Health awareness (prevention of communicable disease) (including COVID-19 precautions);
 - Management mechanism and responsibilities of the Project for minimizing impacts on i) water quality and water availability, ii) impacts from road traffic movements and possible alternate routes, iii) minimizing traffic accidents and injuries and vigilance against accidents;
 - Realistic benefits of the Project in terms of employment and local economic development;
 - Influx management and considerations for the local community;
 - Information to impacted businesses about the duration, nature and schedule for key activities and opportunities;
 - GBVH Code of Conduct, GBVH grievance mechanism and referral pathways (disclosed via confidential meetings with relevant vulnerable groups) (refer to sub-plan 333);
 - Feedback on measures to protect ecosystem services and cultural heritage sensitivities; and
-

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 35 of 73

- Emergency contact information.

During the pre-construction stage, the Social Manager will establish a Project Stakeholder Committee (PSC) as a platform for regular engagement with local stakeholders, a supplementary means for feedback, and direct feedback to complainants, as set out in section 6, keeping them informed about the project activities and progress.

The PSC Terms of Reference (360), including the PSC organogram, is provided in Appendix F. PSC members will be identified by the Social Manager as part of the pre-construction engagement phase work. The Social Manager will work closely with local leaders and other personnel to populate the PSC.

Regular reporting from the Project site team to the ESG Director will be undertaken following the parameters outlined in Appendix D and Forms 377 A (weekly), B (monthly) (part of the Project Construction HSESS IMS). The Social Manager will update this SEP at least annually or when there is a major change in activity.

Stakeholder Engagement during the Operation Phase

The key activities recommended to manage the operation phase include:

- Manage the transition from construction to operations (e.g. concerning employment and other expectations);
 - Periodically review and update stakeholder information;
 - Consider ways to assess stakeholder perceptions;
 - Continue to disclose, consult, and report to stakeholders as needed;
 - Ensure the integration of ongoing stakeholder commitments into operations management systems;
 - Communicate emergency preparedness and response plans regularly;
 - Keep Project GRM operational; and
 - Consider establishing a participatory or third-party monitoring programme.
-

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 36 of 73

Principles for Engagement

Stakeholders will be engaged (either through disclosure of information or consultation) based on their impact and influence as assessed during the stakeholder identification and analysis described above.

In general, stakeholder engagement will combine written and oral engagement in the local language and use readily understandable formats (written or verbal). Specifically, stakeholder engagement may take the following forms and be initiated weekly, monthly, or yearly as needed.

- Formal meeting
- Phone call
- E-mail
- Information meeting/conversation
- Public disclosure/hearing
- Consultation
- Focus group or key informant interviews
- Letter

The approach to stakeholder engagement with PAPs and PACs is informed by community values, social and cultural norms, gender and vulnerability. Specifically, the following approaches will be employed:

- Will arrange all community meetings in advance with the chiefs and other stakeholders; will take place in their local language;
 - All community meetings will include visual materials and handouts;
 - Scheduling of meetings will take into consideration possible taboo and festival days in the communities;
 - Meetings will be held at venues easily accessible to stakeholders, and transportation will always be provided when necessary;
 - The ESIA Consultant team, the Social Manager or his delegate will facilitate all meetings; and
-

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 37 of 73

- All community meetings will be held in Portuguese, with the possibility of switching to Changana as needed.

Where community meetings are identified, these will be held at locations within the local area and be gender inclusive. Where appropriate, separate meetings will be held with women or other vulnerable groups to discuss confidential notification mechanisms (e.g. specific female representatives within the community for issues relating to GBVH, and the Project's expectations for workers and security guard behaviour as set out in the Project Code of Conduct). These meetings will also reinforce messages relating to the confidential nature of the GRM and reinforce that there will be no retribution for submitting grievances to this process.

Will arrange all community meetings in advance with the chiefs/local leaders. They will be conducted in the appropriate local language and accompanied by visual materials and handouts as necessary. All outputs will be documented (photos/video, completion of attendance registers and note-taking) for circulation.

For all community meetings planned with local leaders and local communities, the local /district government administration will be notified in advance to ensure they are informed of such meetings and agree with the proposed consultation or engagement method.

Wider communication with directly affected and interested stakeholders will be via direct meetings, disclosure of project documentation via website or project noticeboards at the Project site or within the PACs (construction and operation).

All relevant project documentation will be available in Portuguese; key disclosure documentation will be available in Portuguese. Changana interpretation will be available as needed.

The outcome of all Project meetings, consultation events, and engagement efforts focus groups will be summarised in the Proponent's integrated electronic system, including a centralized stakeholder engagement log. All stakeholder information will be captured in a stakeholder database. This will cover contact details, location, meetings attended, documents received and participation in any other engagement activities. As the project development and implementation phase proceed, newly affected stakeholders will be identified. These stakeholders will be added to the stakeholder database and incorporated into subsequent revisions of this document. In all cases, each new stakeholder will be evaluated regarding its relevance to the Project before being incorporated into the stakeholder engagement program.

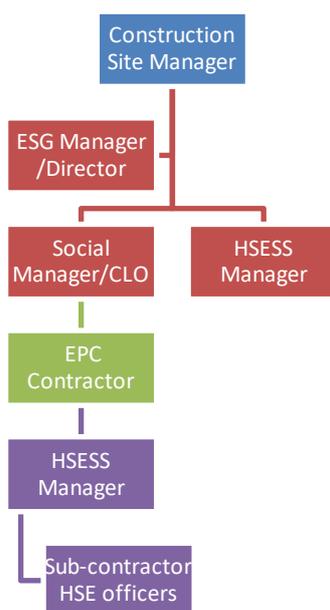
All supporting documentation will be appended to this SEP in Appendix E, with the originals maintained following the Project document control procedure. Where appropriate, the Grievance Manager will provide feedback to stakeholders (verbally or written), and a copy of the minutes of meetings will be provided where necessary.

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 38 of 73

Responsibilities for Stakeholder Engagement

Figure 2 illustrates the organizational structure and roles with key responsibilities for implementing and supporting stakeholder engagement activities during the pre-construction and construction phase. These roles will also form the basis of the grievance redress committee for complex issues.

Figure 2: Organogram depicting roles with responsibilities for supporting stakeholder engagement activities and the grievance redress process



During operation, the General Manager and, if required, by delegation, the HSE Manager and Social Manager, must implement procedures and instructions relating to stakeholder engagement. The Project will use several mechanisms to communicate effectively with all interested parties. These mechanisms include regulatory filings (such as permit applications and periodic reports) and formal discussions with regulators and community representatives. To solicit the views of interested parties, the asset may use additional techniques, including (but not limited to) newsletters or formal meetings with representatives of external groups and the operational PSC.

Enquiries and other communications (received by mail, telephone, or in-person) from external parties may be received by several of the organization's representatives, including the Plant Manager, Environmental Coordinator, Managers and other Plant/Office Employees. All such communications are to be reviewed by the Plant Manager / General Manager or their designee to determine the appropriate response.

Communication with representatives of regulatory agencies is directed to the Plant Manager / General Manager or their designates, who shall maintain records of all

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 39 of 73

such communications (both incoming and outgoing). Without the Plant Manager / General Manager, their designee will contact them.

The designated internal/external communication person maintains copies of all other written communications. All records of external communications are held following the Facility data control procedure.

Stakeholder Engagement Budget

Table 6-2 summarises the budget allocated to implement the stakeholder engagement program for the development and pre-construction phase. The Social Manager and the assigned corporate ESG Manager will review this budget regularly to ensure sufficient resources to implement the requirements of the SEP. budget for the construction and operation phase are included in the Employer construction and operation HSESS budgets.

Table 6-2: Indicative stakeholder engagement budget

Item	Description	Costs (insert currency)
0	ESIA phase	part of the ESIA scope of works
1	Media Outreach	TBC
2	Materials	TBC
3	Meeting Venues and Refreshments: <ul style="list-style-type: none"> - Community meetings - Venue hire - Refreshments 	TBC
4	Program Development, Management and Grievances	TBC
5	Community Consultation and Engagement (construction phase)	TBC
Total		

The indicative stakeholder engagement budget forms part of the broader ESG budget for the Project has been approved by the project owners. The ESG Director approves the detailed stakeholder engagement budget during the pre-construction phase and by the Construction and Operations Director during subsequent phases.

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 40 of 73

Stakeholder Engagement Monitoring

Monthly KPI reporting includes the following specific KPIs related to stakeholder engagement and monitoring of stakeholder grievances and grievance closeout.

Table 6-3: Stakeholder engagement KPI's

KPI Reference	Source Reference	KPI / Monitoring Information	Target	Data Collection Frequency	Monitoring Measure	Responsibility
KPI-57	100-331	Stakeholder engagements	Record all stakeholder engagement events	Monthly	# of stakeholder engagement activities conducted	Contractor
KPI-58	100-331	Stakeholder grievances & issues	Record all stakeholder grievances & issues (e.g. social suggestions)	Monthly	# of stakeholder grievances & issues	Contractor

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 41 of 73

8 Grievances and Issues Redress Mechanism

Introduction

The Grievance and Issues Redress Mechanism (GRM) allows stakeholders to submit complaints and comments at no cost, confidentially and without retribution. This GRM will be implemented parallel with the Project GBVH Action Plan and GBVH grievance and referral mechanisms for any received grievances concerning this topic (333). The GRM will be communicated to all persons, and the Social Manager will emphasize that the GRM will be implemented with due regard to confidentiality requirements.

The GRM is a single GRM for all stakeholders; however, separate procedures may be developed and communicated to vulnerable persons (women, youth, people with chronic diseases, and disabled) and women concerning channels for logging GBVH grievances.

Figure 3: Fundamental principles and overview of a competent GRM

- **Culturally / Socially appropriate:** Tailored to the local language (Portuguese) and tailored to cultural customs and protocols. Unwritten rules of behaviour that are considered acceptable in a group or society.



- **Accessible:** Accessible to all settlements and stakeholder groups within the project area and address language, ensure the information is communicated in a non-technical manner to address how people learn new information (visual, verbal and kinaesthetic, e.g. physical examples like small-scale models of key infrastructure etc.)



- **Inclusive of vulnerable groups:** Available to those less likely to have the means to voice their concerns or opinions within the country context (e.g., women, elderly, children, etc.)



- **Reliable:** The Developer will respond to grievances within an agreed timeframe to manage expectations (refer to section 10).



Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 42 of 73

- **Publicized:** The Developer will publicize the GM through engagement activities and advertisements to ensure that stakeholders understand the process. Publications to be augmented by methods to share information verbally or in ways appropriate to those who cannot read/write (e.g. via the PSC or during public meetings)



- **Logged:** Grievances and issues will be registered and tracked and outcomes fed back to the community/complainant/stakeholder.



- **Confidential:** Grievances and issues will remain confidential and anonymous.

Overview

At the outset, the Project will disclose/communicate the Project community GRM (developed following local customs and protocols) to the local communities. The disclosure will be in Portuguese via the following methods determined through consultation with the communities during the ESIA consultation and engagement process:

- Pre-construction community meeting (verbal);
- Pre-construction stakeholder meeting (verbal);
- PSC (verbal);
- Project noticeboard;
- Pre-construction printed leaflets/notices/ community radio communication; and
- The noticeboard at the municipality, district government, post administrative or locality offices.

The GRM will include the steps listed below and elaborated in subsequent sections (also refer to Community Grievance Mechanism Flow Chart (331a) Part I and Part II provided in Appendix C for illustrative description):

- Submission of grievance and issues/Grievance and issues logging (Step 1)



Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 43 of 73

- Registering grievances (Step 2)
- Screening and classification (Step 3)
- Acknowledgement (Step 4)
- Investigation and consultation(Step 5)
- Communication of resolution and feedback (Step 6)
- Recourse to external experts (Step 7)
- Effectiveness review and final closure of grievances and issues (Step 8)
- Reporting (Step 9)
- Evaluation of quality and process (Step 10)

The Social Manager (as the nominated Grievance Manager) will lead this process and coordinate the implementation of the GRM. The Social Manager will also set up a Project Grievance Committee (PGC) consisting of representatives from the Employer and Contractor staff to implement the grievance process. The PGC will comprise representatives from different disciplines across the site. The Social Manager will also liaise with the PSC to implement grievance redress as necessary.

The GBVH Grievance mechanism is outlined in GBV Management Plan (333)

Step 1 - Submission of grievances and issues/logging grievances

The following options will be available to stakeholders for submitting grievances to the Project:

- Face-to-face with Social Manager (Social Manager will hold regular engagement and consultation meetings);
 - Verbally to Social Manager via phone or text;
 - Verbally to Site Manager or Contractor staff in the field;
 - Verbally to PSC representative or other stakeholder representatives who will forward the grievance to the Social Manager;
 - Simplified grievance form posted at the Facility entrance (dedicated and locked post box to be available for this purpose);
-

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 44 of 73

- Hand-deliver via sealed mailbox at the municipality, district government, post administrative or locality offices⁶;
- Hand-deliver via sealed mailbox at project office (site) (during construction and operation)⁷; and
- Grievance form (Appendix B.3).

The Grievance Form and these methods offer complainants a means for raising anonymous grievances.

Once a grievance has been identified, all grievances, whether received directly by the Social Manager or via another means (e.g. the Contractor, administrative authorities, or local leaders), will be collated and, if not already, recorded on the Grievance Form. Once recorded, grievances will be handled centrally by the Grievance Manager, actioned and closed out as defined in the subsequent steps.

Step 2 – Register grievances or issues.

The Grievance Manager will formally register all grievances and issues (received verbally or in written format) whether raised directly to the Social Manager or another person and regardless of the component of the Project being referred to in the Project Community Grievance Log based on the information in the Project Grievance Form. The Grievance Manager will ensure that contact details are provided with the preferred method and communication language. A clear description is required to be provided of the incident or grievance and issues. Besides grievances and issues, requests and suggestions⁸ and social near-misses⁹ Can also be registered, and these will also be logged for follow up.

Step 3 – Screening and classification

Once recorded, the Grievance Manager will review each grievance and issue, and undertake a preliminary assessment of classifying the grievance into one of the following four categories. The classification will be recorded on the Grievance Form and in the Grievance Log. Where appropriate, the Grievance Manager may seek input from the GRC and PSC to help categorize each incident.

⁶At each location, a note will be provided indicating that grievances will be collected every week and the contact number for the Social Manager

⁷ A note will be provided at each location indicating that grievances will be collected every week and the contact number for the Social Manager.

⁸ Request or suggestion – any other request or suggestion received from the community different from grievances and issues or concerns, or suggestions or idea to improve (example, request of support/donation).

⁹ Social near-miss – is an event that had the potential, under different conditions and environment, to have escalated or caused a major social or medium social incident.

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 45 of 73

The following bullets provide a guide for the classification of incidents and grievances.

- **Major Social Incident or Critical Priority Grievance– Level 4:** Opposition or complaint from a stakeholder with significant impact on business operations (financial, legal, compliance, reputational, including a single severe occurrence or a repeated GBVH event involving an employee, contractor/subcontractor, primary supplier or community member impacted by investee operations). The grievance that requires immediate remediation in relation to the incident; and/or Indication that the risk to people is ongoing or may be repeated.
 - **High Social incident/Complaint/issue - Level 3:** potential for significant breach of the applicable legislation, company policies including GBVH one, a single serious occurrence or a repeated GBVH incident and/or negative media attention (including cases related to a safeguarding incident), safety and security of the Facility property, employees, contractor/subcontractor, primary supplier, community member and any other Stakeholders impacted by the project operations (e.g. abuse by security force).
 - **Medium Social Incident or Medium Priority Grievance– Level 2:** widespread and ongoing grievance; this can be an environmental issue, a GBVH issue. It's prevalent, probably affecting more than one person, group or village. It has the potential that, if not addressed, it may escalate into a high social incident. (e.g. noise, vibration and dust during construction, negligible injuries or impact on well-being of employee, contractor/subcontractor, primary supplier or community member and/or easily remediable).
 - **Minor Social Incident or Minimum Priority Grievance– Level 1:** a local, isolated and one-off grievance, GBVH incident which was deemed to have had limited impact, negligible injuries or impact on well-being of employee, contractor/subcontractor, primary supplier or community member and/or which could be addressed with limited effort. They are small in nature and do not threaten the prevailing situation the grievance is registered for. Usually, they are generated and motivated by individual interests.
 - The Grievance Manager will then assign a type to each grievance as per the following categories:

 - RAP related grievance (including eligibility, compensation, implementation, etc)
 - Environmental concern;
 - Injury to employees and stakeholders;
 - Property damage;
-

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 46 of 73

- Security forces abuse;
- Employee/subcontractor bad behaviour;
- Non-fulfilment of commitments;
- Non-project related GBVH or Rumour
- Project related GBVH; and
- Cultural heritage concerns.

If applicable, and in cases where the Grievance Manager deems it relevant, further sub-categories can be defined for every gross category. This is not a formally defined list but can be added in the Grievance Form's comments box.

Grievance sub-categories include:

- Crops destruction
 - Assets not recorded
 - Assets not compensated
 - Protest against compensation amount/methodology
 - Sacred sites compensation
 - Refusal of the relocation area
 - A request for grave protection/relocation
 - Rejection of social investment implementation venue
 - Default on social investment
 - Mistake over ownership
 - Noise and vibration nuisance;
 - Presence, and potential disruption, of the construction labour force and the effects on communities, local services and infrastructure;
 - Community health and safety concerning the impacts of increased traffic on nearby residents,
 - Visual intrusion;
 - Blocking or restrictions on vicinal accesses;
-

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 47 of 73

- Congestion of roads and access to local ports;
- Damage to the surrounding natural environment;
- Disappointment related to expectations about employment; and
- Opposition to payment

Incident Category	Assessment Criteria	Reporting requirement (Management/external shareholders)
Major Social Incident or Critical Priority Grievance– Level 4	Single serious occurrence or a repeated event involving an employee, contractor/subcontractor, primary supplier or community member impacted by investee operations. and/or single or multiple loss of life or serious physical injury related to a social incident.	Reported outside normal reporting channels and to be notified immediately to GQ management.
High Social Incident or Critical Priority Grievance– Level 3: potential for significant breach of the applicable legislation, company policies, negative media attention, safety and security of the Facility property, employees and Stakeholders (e.g. abuse by security force).	The social incident has a life-threatening or life-changing impact and is not in the direct control of the Project. The incident presents a high level of reputational risk for the investor (e.g. where a parallel legal case is ongoing).	Reported outside normal reporting channels and to be notified immediately to GQ management.
Medium Social Incident or Medium Priority Grievance– Level 2: widespread and ongoing grievance; this can be an environmental issue. It's prevalent, probably affecting more than one person, group or village. It has the potential that, if not addressed, it may escalate into a major social incident. (e.g. noise, vibration and dust during construction).	It does not have life-threatening or life-changing consequences and is in the direct control of the Company or its suppliers/contractors (e.g., through dismissal or other sanctions and does not require mandatory reporting under national law. It has Negligible injuries or impact on well-being of employee, contractor/subcontractor, primary supplier or community member and/or easily remediable	Reported through routine monitoring reports
Minor Social Incident or Minimum Priority Grievance– Level 1: a local, isolated and one-off grievance that could be addressed with little effort. They are small in nature and do not threaten the prevailing situation the grievance is registered against. Usually, they are generated and motivated with individual interests.	Incident is a one-off grievance that does not have life-threatening or life-changing consequences and is in the direct control of the Company or its suppliers/contractors (e.g., through dismissal or other sanctions and does not require mandatory reporting under national law.	Reported through routine monitoring reports

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 48 of 73

Step 4 – Acknowledgment

Upon receipt of the grievance at the originating point, the receiving party has a maximum of 7 days to forward the grievance or issue to the Grievance Manager. Within 48 hours of receiving the grievance/issue from the entry point, the Grievance Manager will acknowledge to the complainant that the grievance has been received and registered as a legitimate complaint.¹⁰ The acknowledgement will be performed in the most culturally/socially appropriate manner and based on the local context. Where a grievance/issue is not considered legitimate, the Grievance Manager will still report back to the complainant to ensure the complainant doesn't assume the grievance/issue has been ignored. Acknowledgement will likely be through a phone call, in-person visit, or written format as determined most appropriate based on the local context. The preferred method of communication will be recorded on the Grievance Form. A verbal acknowledgement will be preferred where there is a need to restore a relationship or where the complainant cannot read. Where possible, the information will be provided to the complainant on the next course of action and an indicative timeframe for resolution. The Grievance Manager will track the grievance investigation and resolution progress and respond in writing as appropriate to the complainant.

For grievances that have been immediately closed out, this will be communicated to the complainant as part of the acknowledgement call. In this case, the acknowledgement call will also be used to verify the complainant's satisfaction regarding the sufficiency of the immediate action. Where the complainant is not satisfied with the immediate action, the grievance will continue to the next steps for further investigation. Where applicable and depending on the context, both parties should sign off and date the Grievance Form. Thumbprint will be allowed if the claimant cannot write.

Step 5 – Investigation and consultation

The Grievance Manager, in consultation with the Grievance Committee (consisting of the engineer/construction contractor and other relevant persons), will:

- Identify necessary action for resolving the grievance/issue and the responsible person/party. If unable to deal with the grievance/issue directly, they will assign it to the appropriate company/Project employee or team or Head of Department/ contractor for resolution. The identified individual or team will assist with the grievance/issue redress process.

¹⁰ Non-legitimate complaints could include complaints that are not related to the project, criminal activity not related to the project, labour-related grievances (refer to workers' grievance mechanism), contractual disputes (use redress methods in contracts), issues related to government policy or procedures (the complainant should be directed to the relevant routes).

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 49 of 73

- If required, support the Construction Director in identifying an appropriate investigation team with the right skills (with regards to the concerned area) to review the issue raised and to decide whether it is Project related or whether it is more appropriately addressed by a third party (e.g. relevant authority, other company). Construction Director will appoint the investigation team.
- Support the investigation, including (where appropriate) performing a field visit, holding a consultation, and archive checking with the concerned person and company representatives. Field visit requirements and identification of relevant personnel (Project and non-project-related) will be determined on a case-by-case basis between the CLO and the Construction Director as part of the grievance review process and documented on Form SEP T1 (see Appendix B). All consultation meetings and field investigation outcomes should be recorded in the meeting minutes and appended to the SEP T1).
- Investigate whether the incident leading to the grievance/issue is a singular occurrence or likely to reoccur.
- Identify activities, procedures, equipment and training to address and prevent reoccurrence and record on SEP T1 and, where necessary, update the activity risk assessment and control measures for future implementation.
- Ensure that any request to a head of a unit, which could help resolve the issue, is correctly delegated to them.
- Remain responsible for tracking grievances and issues and ensuring they are adequately addressed.

Step 6 – Communication of resolution and feedback

The Grievance Manager will communicate the investigation's outcome to the complainant and request feedback (if possible) on the resolution. They will ensure all grievances and issues are addressed within 14 days of being acknowledged. All grievances and issues of a Level 3 – critical priority will be responded to within 72 hours. Responses shall be in writing though a verbal response will also be provided where appropriate. The actions to resolve the grievance must be recorded on the Grievance Form (Appendix B.3) and include the response, the responsible person for implementation, the target date for completion and a record of completion.

If the complainant disagrees, the complainant can initiate an appeal process. An appeal can be initiated by the complainant rejecting the solution proposed and re-submitting a grievance via the Social Manager or local area administrative authority. This must be recorded on the Grievance Form (Appendix B.3)). Doing this will initiate an appeal review meeting that includes the original members AND any additional stakeholders for resolution.

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 50 of 73

Step 7 – Recourse to external experts

When a resolution cannot be achieved, the Grievance Manager and Grievance Committee shall work with the local PAC representative (via the PSC) to see if an amicable resolution can be found. The PSC and the Grievance Manager will consider setting up a specific Conflict Resolution Committee (CRC) when a resolution cannot be achieved. The Grievance Manager and PSC will identify the CRC's composition noting national legislation, local context, and best practices. The CRC could be made up of company representatives, local and village council representatives or any other relevant party identified by the Grievance Manager. The CRC will allow the Project and the complainant to both be “problem solvers” and enhance the long-term relationship.

The CRC shall use pre-arbitration dispute resolution methods to settle disputes and manage complex grievance issues. If still unresolved, the aggrieved party shall contact and send the dispute to the relevant national body according to the Project context, e.g. the municipality/district. The exact route for external recourse is reflected in the Grievance Redress Flow Chart (331), Appendix C.

Step 8 – Effectiveness review and final closeout of grievances and issues

The Grievance Manager and the responsible person/party identified for resolution shall ensure that the corrective actions recommended are effectively implemented efficiently and timely. This must be recorded on the Grievance Form and tracked in the Grievance Log. The Social Manager shall inform stakeholders of the progress of implemented corrective actions. When no further attention is required, the Social Manager (and for all Level 3 and 4 grievances and issues and the Site Manager or an assigned senior employee) will close the grievance and record close out date in the Company integrated electronic grievances and issues database. The Project will aim to do this within 30 days of receiving the grievance. A summary of all grievances will be regularly reported. The Project will guarantee anonymity in all external reporting.

Step 9 – Reporting

The Grievance Manager will ensure that internal reporting rules define reporting frequency on performance, monitoring indicators, methods and responsibilities. External reporting shall be undertaken as per contractual requirements. All reports shall be prepared using pre-defined templates. Appendix D contains the table of contents for the Weekly Stakeholder reporting by the Grievance Manager.

Step 10 – Evaluation of quality and process

The Grievance Manager will ensure clear rules for evaluating the quality of the grievances and issues-redress mechanism and compliance with the process set. As a minimum, these mechanisms will include:

- Weekly incident reporting (as per F377A) including:

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	3.0	21.03.2024	Page 51 of 73

- Major social incident (grievance) (MSI)
 - High social incident (grievance) (HSI)
 - Medium social incident (grievance) (MeSI)
 - Minor social incident (grievance) (MiSI)
 - Community stakeholder engagements/meetings
 - Community Grievances closed
 - Community Grievances open (beyond the defined closure date)
-

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 52 of 73

Appendix A: FRAMEWORK Stakeholder Engagement Program per Project phase

Table A-1 A stakeholder engagement framework for the Project Lifecycle (to be elaborated at each project phase to be specific to the requirements of each Project)

Phase	Overall Objective	Framework Approach ^{*11}	Typical messages / Types of information	Participants	Indicative Timings
ESIA / Development	Undertake multi-faceted and flexible engagement throughout the ESIA process to inform, consult and involve stakeholders, including the local community	<ul style="list-style-type: none"> Bulletins, letters Reports, presentations public Focus groups, surveys, one to one meetings Online feedback Multi-stakeholder forums, Participatory decision-making processes 	<p>Identify issues of concern, suggestions for enhancing benefits, commenting on alternatives, and collecting local knowledge and experience.</p> <p>Verify that issues raised by the community and wider stakeholders have been evaluated and addressed with feedback</p> <p>Communicate the findings of the ESIA and proposed measures to mitigate and manage impacts, including a formal announcement of the decision</p> <p>Communicate the availability of scoping reports / ESIA Terms of Reference / ESIA for public review</p>	<ul style="list-style-type: none"> All Stakeholders 	<ul style="list-style-type: none"> Scoping and ESIA phase
Project Disclosure and Approval	Communicate information about the outcome of the E&S assessment process, updated timelines, and project Grievance Mechanism (GM)	<ul style="list-style-type: none"> Community meetings Stakeholders meetings Public meetings Disclose documentation via the Lender website 	<p>Communicate key findings from the ESIA process. Disclose key documents as listed below:</p> <ul style="list-style-type: none"> Non-technical summary EIA / ESIA and ESMP framework Stakeholder engagement plan and GM Lender ESAP 	<ul style="list-style-type: none"> All Stakeholders 	<ul style="list-style-type: none"> Finalization of ESIA up to Project and financial approval
Pre-construction	<p>Inform and update stakeholders about:</p> <ul style="list-style-type: none"> construction activities schedule potential impacts and management measures Employment opportunities Disruptions to the road network or some temporary locations 	<ul style="list-style-type: none"> Pre-construction meeting (including recruitment meeting) with the local community Project web page Project leaflets, brochures 	<p>Notify the local community and wider stakeholders as to:</p> <ul style="list-style-type: none"> Employment opportunities and opportunities for contractors and suppliers, as well as how recruitment and contractor/supply needs will be published Project GM and contact details Project schedule Key timings for major traffic movements 	<ul style="list-style-type: none"> Project Social Manager/ community liaison officer¹² Project Stakeholder Committee (PSC)¹³, Local community Project Affected people 	<ul style="list-style-type: none"> From Contractor notice to proceed to start of mobilization

¹¹The approach will differ based on the scale of the risk and the local context.

¹²Employer's nominated representative for leading consultation with stakeholders. The Social Manager will be supported by the site manager during construction and the country manager during the operation, in cooperation with the in-house experts

¹³The Project Stakeholder Committee (PSC) is a platform that will be established for all Projects for regular engagement between the project and the project affected community and representatives of affected groups. This will be established in the pre-construction phase once the project is scheduled to proceed and be tailored to reflect the needs of the community and the complexity of the project.

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 53 of 73

Phase	Overall Objective	Framework Approach *11	Typical messages / Types of information	Participants	Indicative Timings
	<ul style="list-style-type: none"> the GM. Introduce Contractor Outline available avenues for local community members to gain employment Establish the Project Stakeholder Committee (PSC) 	<ul style="list-style-type: none"> Project Stakeholder Committee (PSC) (refer to Appendix F) 	<ul style="list-style-type: none"> Identify persons most likely to be affected by construction activities Report on the progress of management and mitigation measures Feedback information on grievances Post key information on the Project noticeboard for wider stakeholder information 		
Construction	<p>Maintain the communication link between the Employer and the Project stakeholders. Provide timely information to project-affected people (PAP) on key construction activities with the potential to result in an impact and remind the PAP of the mechanisms for contacting the Project in the event of a grievance</p> <p>Discuss new and emerging issues or changes in the Project stages.</p>	<ul style="list-style-type: none"> Project site noticeboard Project web page Targeted campaigns (safety, health etc.) as identified by the ESIA process Project Stakeholder Committee (refer to Appendix F) 	<ul style="list-style-type: none"> Construction monitoring results Feedback on grievances 	<ul style="list-style-type: none"> Project Social Manager and PSC supported by Lead Construction Contractor 	<ul style="list-style-type: none"> Ongoing from site mobilization to hand-over to the Employer.
Operation	<p>Define the operational phase PSC and provide regular updates on the project operation and feedback on Project monitoring, grievances and community development projects and manage the transition from construction to operation</p>	<ul style="list-style-type: none"> Consultation meetings Project site noticeboard Community information boards Operational phase Project Stakeholder Committee (refer to Appendix F)¹⁴ 	<ul style="list-style-type: none"> Operational phase grievance mechanism Operational reports Provide updates on development initiatives through Community Development implementation reports Communicate emergency preparedness and response plans Report on integration of ongoing stakeholder commitments into operations management systems 	<ul style="list-style-type: none"> Project Social Manager and PSC supported by Operations Director 	<ul style="list-style-type: none"> First report one year from commercial operation date and annually after that.

¹⁴ The PSC committee composition as defined in this SEP will be reviewed and, where necessary, refined for the start of the operational phase tailored to the operation phase impacts and the needs of the project and the PACs

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 - Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 54 of 73

Appendix B1: Template for Project Engagement Programme

PROJECT ENGAGEMENT PROGRAMME

Stakeholders ¹⁵ [update with correct terminology. Focus on priority groups relevant to the stage]	Purpose of engagement	Requirements	Technique / method for communication / notification	Responsibility
Residents of Affected communities [insert each community here]				
Local leaders				
Government departments				
Municipal / Country (Regional \ authorities)				
Local NGO's and CBO's				
Lenders				
Other				

¹⁵ Where Indigenous Peoples (IPs) are or are potentially identified as relevant to the project, a dedicated program of consultation will be defined in addition to the main engagement program defined in this SEP.

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 - Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 55 of 73

Appendix B2 Template Stakeholder Engagement Log (extracted from IFS consultation database)

Meeting details						Project staff in attendance	Stakeholder details	Meeting Details		Follow-up actions				Comments
Ref.	Record type ¹⁶	Date	Time	Location	Purpose			Meeting mood	Meeting Summary/ Key issues raised	Actions	Responsible person	Date	Stage	Comments

¹⁶ Consultation type: formal meeting, Phone call, E-mail, Informal meeting/conversation, Public disclosure/hearing, Consultation, Letter, Hearsay, Field observation

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 56 of 73

Appendix B.3 SE T1 - Stakeholder Grievance Form

Insert logo

SEP T1 Grievance Form (2 page)

100 02- 0000342
Version X.X

[Insert project name] Grievance Record			
Grievance Number:		Date Submitted:	Target Date for Resolution:
Name of Complainant/ Anonymous:			
Address and Contact Details of Complainant (where not anonymous)			
Confidential		Yes No	
Grievance Resolved By:			
Team Member Responsible for Handling the Grievance:			
The plaintiff is filing an individual complaint (Yes / No) or on behalf of a group or community (insert name, nature and location of community)			
Description of Grievance:			
Grievance Subcategory:		Choose one or: human rights, cultural heritage, safety, health, injury, GBVH, non-fulfillment of commitment, livelihood, property, environmental, compensation, COVID-19)	
Preferred language for communication:			
Assessment of Grievance Significance Level (Minor 1, Medium 2, Major 3, High 4):		If level 3 or 4 escalate to Project Manager/Director	Signature and Role:

Section 2. Actions to Resolve Grievance			
Delegation to:			
Action	Responsible person/entity	When	Completed Y/N/Date
1			
2			
3			
X			
Strategy to Communicate Response:			
Sign-Off:			
Date:		Filed by:	

Section 3. Conclusion				
Is complainant satisfied (including evidence of satisfaction)?	Y/N	Comments from Community Officer:	Liaison	
Complainant comments regarding resolution:				
Grievance Closed?	Y/N	Date of closure	Grievance Resubmitted?	Date
Signature and Role:				
		New Grievance Number:		

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 57 of 73

Appendix B.4 Record of Meeting Minutes

MEETING RECORDS/MINUTES

1. Project Name & Country	
2. Title of the meeting:	
3. Meeting Facilitator (full name / position / contact)	

4. Date and Time of Meeting	DD / MM / YYYY 00:00
5. Purpose of Meeting	
6. Location of Meeting	

7. Meeting	<input type="checkbox"/>	8. Informal conversation	<input type="checkbox"/>	9. Other:	<input type="checkbox"/>
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10. Meeting Agenda / Key Discussion Points	
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 58 of 73

11.Details / Notes from Meeting:

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 59 of 73

12. Follow-up actions (include any commitments made to the community, no matter how small.)

Description of action	Priority	Responsible person	Completion date
1.			
2.			
3.			
4.			
5.			

Minutes of meeting will be read before signature of all leaders who attended the meeting are inserted here below as appropriate to the local context (chief of village, notables, company representatives, youths leader, women leader)

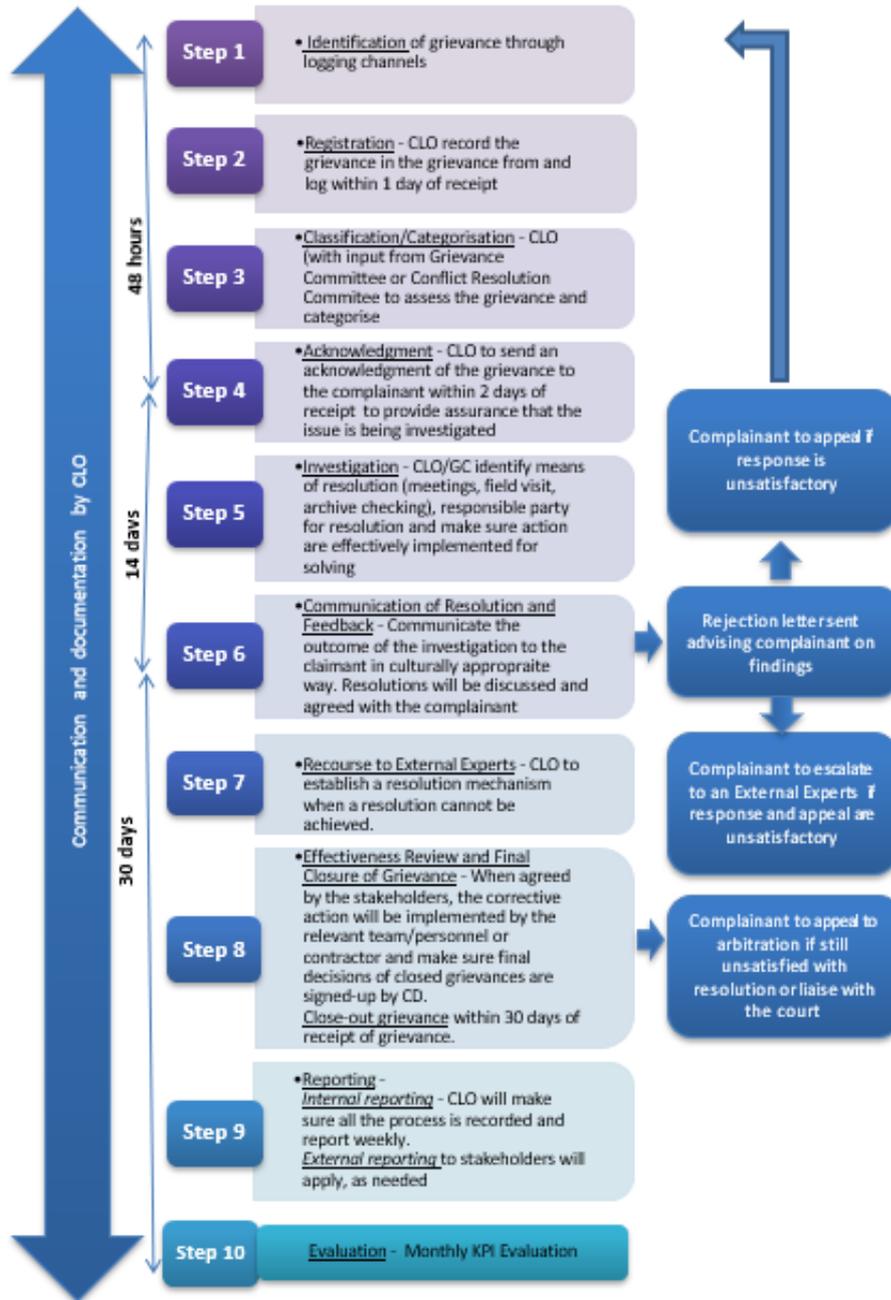
13. Supporting photograph:

Phot. 1		<i>photo caption</i>
Phot. 2		<i>photo caption</i>
Phot. 3		<i>photo caption</i>
Phot. 4		<i>photo caption</i>
Phot. 5		<i>photo caption</i>
Phot. 6		<i>photo caption</i>

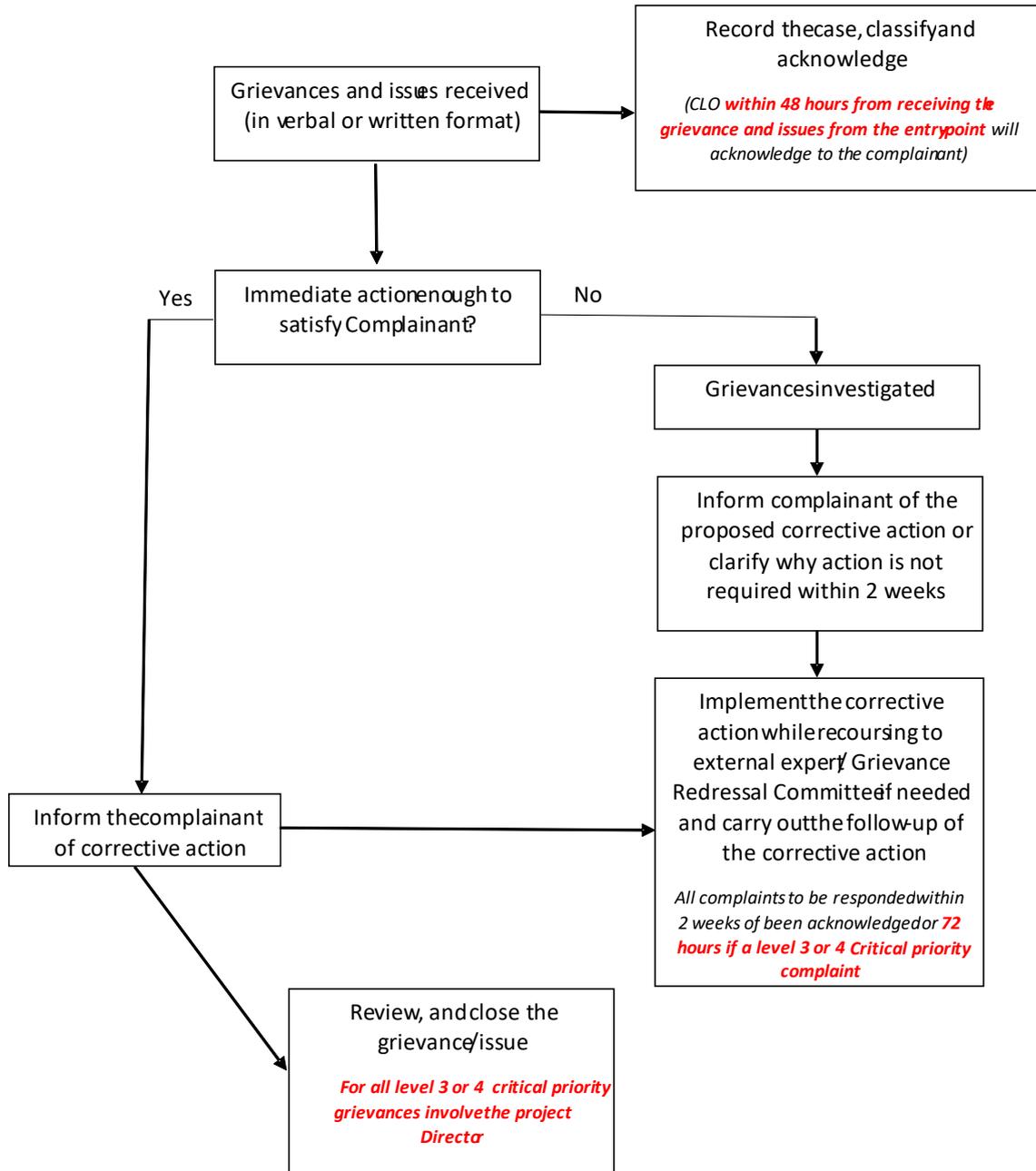
Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 65 of 73

Appendix C: Grievance redress procedure (detailed/simplified)

CTT-100-05-331 – GRIEVANCE AND ISSUES REDRESS MANAGEMENT DETAILED PROCESS



Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 66 of 73



Reporting



Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 67 of 73

Appendix D: Social Manager Monthly Internal Reporting Outline

To be further defined at pre-construction and must include the information on the following as a minimum:

- % completion of stakeholder engagement activities versus SEP
- # of social suggestions or feedback from the local community
- The number of cases open and the average time they have been open (reported to Grievance Manager by the GBVH Services provider; and,
- The number of cases closed and the average time they were open (reported to Grievance Manager by the GBVH Services provider);
- Number of training courses related to GBVH completed
- Status on the implementation of the Project's GBVH Action Plan
- Status on the implementation of the project Community Development Plan (CDP)
- Number of major social incident (grievance) (MSI)
- Number of high social incident (grievance)
- Number of medium social incident (grievance) (MeSI)
- Number of minor social incident (grievance) (MiSI)
- Total number of grievances
- Number of grievances open
- Number of grievances closed
- Number of GBVH cases referred by the GRM, disaggregated by adult/children and by sex (reported to the Employer by the GBVH Services provider)
- GBVH Incidents (Nature of the case, project-related (Y/N) and age and sex (if available) (see also GBVH Action Plan)

In addition, the Social Manager will report the following information based on information provided by the Contractor (as per the requirements of the KPI Dashboard, 382) weekly and monthly statistics as set out in 377A, and B, including but not limited to the following relevant information:

- Percentage of workers that have signed the Code of Conduct;
-

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 68 of 73

- Percentage of workers attended site induction; and
- % of female workers on site.

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 69 of 73

Appendix E: Record of consultation activities

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 70 of 73

Appendix F: Terms of Reference for Project Stakeholder Committee and PSC organogram

Background

Local community stakeholder engagement is an important aspect of the Project. [insert name of SPV] (XXX or the Employer) acknowledges that a multi-stakeholder approach would increase transparency and create a platform for sharing views with the community. Therefore, it has been decided to establish a Project Stakeholder Committee (PSC) representing the various stakeholder groups' interest in the Project area of influence. The establishment of the Committee will follow a participatory process. The PSC will be established by [insert date] approximately XX days before site mobilization.

Rationale

The PSC's rationale is to create a platform for regular engagement and sensitization with the identified local community stakeholders in the project area of influence to keep them informed about the project activities and progress.

Local Community

The local community and extent of the project area of influence have been defined as those within the immediate zone of influence, including [inesrt names of communities]. The PAC locations are illustrated in [inesrt figure x-reference]

Selection Process

Community representatives to the PSC will be identified from the residents of the 'PAC' Areas in public meetings organized by the Social Manager. The PSC will be formed or established based on existing community organizations/committees and local elections.

During these meeting, the Social Manager will explain the rationale, scope, and responsibilities of the PSC to the community members. Particular attention will be paid to women and other vulnerable groups when selecting representation for different areas. The goal will also be to have equal male and female representation for each PAC Area. Once constituted, the PSC will elect a chairperson. The Secretary to the Committee will be the Project Social Manager. The Employer will also support each PAC to set up a community PAC Sub-committee to disseminate information to the wider community per the community's express wishes during the consultation.

Scope of PSC Activities

- The scope of activities for the PSC will be focused on project-related issues in the following areas:

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 71 of 73

- Employment opportunities and mobilize the potential workforce
- Community mobilization
- Project information disclosure
- Consensus building
- Grievance and issues management
- Socio-economic development

Roles and Responsibilities

The roles and responsibilities for the PSC will be as follows:

- Hold regular meetings as determined by the Project's needs to report on the progress of the planning, construction and operation of the Project and project social performance (during the construction phase).
- Correctly represent the stakeholders' views and give timely feedback to the community members regarding project activities and resolutions.
- Support the Employer in handling and resolving grievances and issues that may arise relating to the Project.
- Support the Employer in the identification, consensus building, planning and implementation of socio-economic development projects.
- Act as a primary channel of communication between the various interest groups and the Employer.

The role of Chairperson will be a rolling position, duration to be determined by the PSC. The Chairperson's responsibility is to chair the meetings, progress the agenda, open and close meetings, and support PSC consensus.

The role of Secretary will be held indefinitely by the CLO. The Secretary's responsibility is to convene dates in agreement with the community representatives and government officials for the PSC meetings, set the schedule of meetings, and keep minutes of meetings.

Asset Code	Workstream	Type	Document title
XXX	100 - HSESS	02 – Plan	Stakeholder Engagement Plan
Doc Number	Revision	Date	Number of pages in this document
331	X.X		Page 72 of 73

Appendix G: GQ Business Integrity and Homage Policy