



Stakeholder Engagement Plan

**Extension of Power Plant – CIPREL 5
Abidjan, Ivory Coast**

ATINKOU - ERANOVE

Version 1 - January 2019




Project CIPREL 5, Power Station

Final version

For ERM France SAS

Approved by: Juliette Ambroselli

Signature:

A handwritten signature in black ink, appearing to read 'Juliette Ambroselli', written over a horizontal line.

Date: January 2019

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Acronyms and Abbreviations

ANDE	National Agency for the Environment
CHEC	China Harbor Engineering Company
CIPREL	Ivorian Company of Electricity Production
EIA	Study of Environmental Impact
ESIA	Study Environmental and Social Impact
ERM	Environmental Resources Management
NP	Standard (s) Performance
SEP	Plan Stakeholder Engagement
PP	Parties stakeholder
IFC	International Finance Corporation

1 INTRODUCTION AND BACKGROUND

1.1 CCONTEXT OF THE DOCUMENT

This document is the Stakeholder Engagement Plan (PPA) for the Project Ciprel 5 operating a power plant near the village of Taboth in the prefecture of Jaqueville Ivory Coast, about 30 km to the west of Abidjan (Figure 1.1) below 'the Project'. SEP was developed to support a dialogue with stakeholders in the different phases of development of the Project Agreement with the performance standards of the International Finance Corporation (IFC), the Ivorian regulations and responsibilities of environmental and sustainability ERANOVE Group Project attorney.

Figure 1.1 Project Location CIPREL 5



1.1.1 The Project Developer

The project will be directed by ERANOVE, Pan African industrial group active in the management of public services and the production of drinking water and electricity in Africa.

ERANOVE already owns and operates a power plant in Ivory Coast through its subsidiary CIPREL. The central CIPREL was founded in 1995 with the launch of Phase I 33 MW turbine 3. In 1997, phase II follows with 1 turbine GE 9001E 111 MW. Phase III of the project (2009) has increased to 321 MW of production capacity of the plant CIPREL. Phase IV (2014-2016) by adding a 111 MW gas turbine (TAG 10) and a steam turbine (TAV 1) of 111MW brings the total power of the plant to 543 MW. All these machines are located on the same site and are able to run on gas, and from emergency hydrocarbons (backup fuel).

The new plant will be operated by a new entity ERANOVE company dedicated to the new plant, ATINKOU.

1.1.2 The CIPREL 5 Project

In the part of the policy of access to electricity and the Ivorian government in response to the growing electricity needs of Côte d'Ivoire, ERANOVE company plans to increase production capacity électrique of the existing power station Vridi operated by CIPREL by the construction of a new plant located near the village of Taboth in Prefecture Jacqueline.

The Project involves the installation of a new gas turbine (TAG), a heat recovery boiler, a steam turbine (TAV), and cooling towers forced draft in a closed cycle, and the associated auxiliary equipment. The installed additional power will be 390 MW. The production capacity will therefore ERANOVE a current total installed capacity of 543 MW to 940MW about.

1.2 PRINCIPLES of STAKEHOLDER ENGAGEMENT

SEP is to structure communication and consultation activities in the Project. It also aims to help inform external stakeholders on the project in its various phases of development. In agreement with the IFC performance standards, stakeholders (PP) is any person, group of persons or organization with an interest in the Project, including employees of the Project. The PP are typically the administration, elected officials, civil society, business and the community members potentially affected by the project or who have an interest in the Project.

SEP present the approach taken by the project to implement a program of dialogue with all these different groups of stakeholders, in accordance with applicable standards (Ivorian legislation, IFC performance standards, other relevant international standards and the standard requirements of ERANOVE).

The main objectives of the engagement with the identified stakeholders

the SEP are:

- identify stakeholders, interests, concerns and influences related to project activities;
- to promote and maintain an open and respectful dialogue between stakeholders and ATINKOU;
- to provide stakeholders with information on the development of the Project and studies concerning in line with their interests and needs, ability to access information and according to the Project of potential impacts;
- to give stakeholders the opportunity to communicate their views and concerns through consultations and other means of communication;
- facilitate compliance of the Project, in terms of engagement with stakeholders, with national legislation, the IFC performance standards and environmental responsibility and sustainable development ERANOVE Group; and
- to facilitate the registration and resolution of grievances vis-à-vis the Project.

SEP is a living document that will be developed gradually; updates will be published as and developments of the Project.

1.3

PRESENTATION OF the PROJECT

Since 1984, the dry climate and the subsequent Ivory Coast hydro deficiency reveal the vulnerability of the electricity production in hydroelectric, and educates the Government to the need to identify and conduct an extensive and coherent energy policy. In this context, the project will increase electricity production in Ivory Coast over the long term and contribute to the development of more effective energy supply in the country.

The Project site is located near the village of Taboth in Jaquville prefecture, about 30 km west of Abidjan,

It is located 1 km southeast of the village of Taboth, in the municipality of the same name, about 12 km east of Jaquville. The land of 30 hectares allocated for the project is located in a rural area, currently occupied by agricultural plantations of coconut and bordered by forest islets. The site is located about

¹ In line with the recommendations of the Performance Standard 1 of the International Finance Corporation, the SEP is developed so that this participation:

- be free of manipulation, interference, coercion and intimidation but also free of charges participation;
- takes place in time for the views expressed can be addressed;
- is conducted on the basis of information accessible, understandable, relevant and timely;
- either company culturally appropriate manner;
- includes all interested or affected by the Project;
- realizes bilateral dialogue; and
- be cooperative, and include explicit mechanisms for receiving, documenting and responding to comments received.

800m south of the lagoon Ebrié. The nearest residential areas of the project activities are located approximately 700 m from the northwestern boundary of the field.

The land is currently owned by the village Taboth. The power plant occupy an area of approximately 10 ha within this field.

A substation electrical must be built for connecting to the central electricity distribution network and a power line connecting the central pylon 55 of the Azito line - Akoupé-Zeudji. The construction of the substation and power line will be supported by the Republic of Côte d'Ivoire through CI Energy. The operation of the line and the station will be carried out by CI-Energies. The construction and operation of the station and on the line are covered by this SEP.

The project will increase the amount of electricity on the national grid under the terms of an ongoing development agreement with the Republic of Ivory Coast.

1.4 ***STRUCTURE OF THIS SEP***

SEP contains the following sections and appendices:

- *section 1* Introduction and background
 - *section 2*: National requirements, international standards and policy of Eranove for sustainable development;
 - *section 3*: Identification and characterization of Stakeholders;
 - *section 4*: Engagement Activities Stakeholder;
 - *section 5*: Grievances management mechanism; and
 - *section 6*: Followed and reporting engagement activities.
-
- *Annex AT* Form of complaint
 - *Annex B* Minutes of meeting types
 - *Annex C* Minutes of consultation meetings

2 NATIONAL AND INTERNATIONAL STANDARDS FOR ENGAGEMENT OF STAKEHOLDERS

2.1 NATIONAL REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT

2.1.1 *The Environmental Code*

Article 35.8 of Law No. 96-766 of 3 October 1996 of the Environmental Code, the general principle of information and participation is established that everyone has the right to be informed of the state of the environment and participate in procedures before taking decisions which may have detrimental effects on the environment.

Finally, Articles 39 and following establish the obligation to develop an environmental impact study and submit for approval any project which may have significant effects on the environment.

2.1.2 *Process approval of the ESIA*

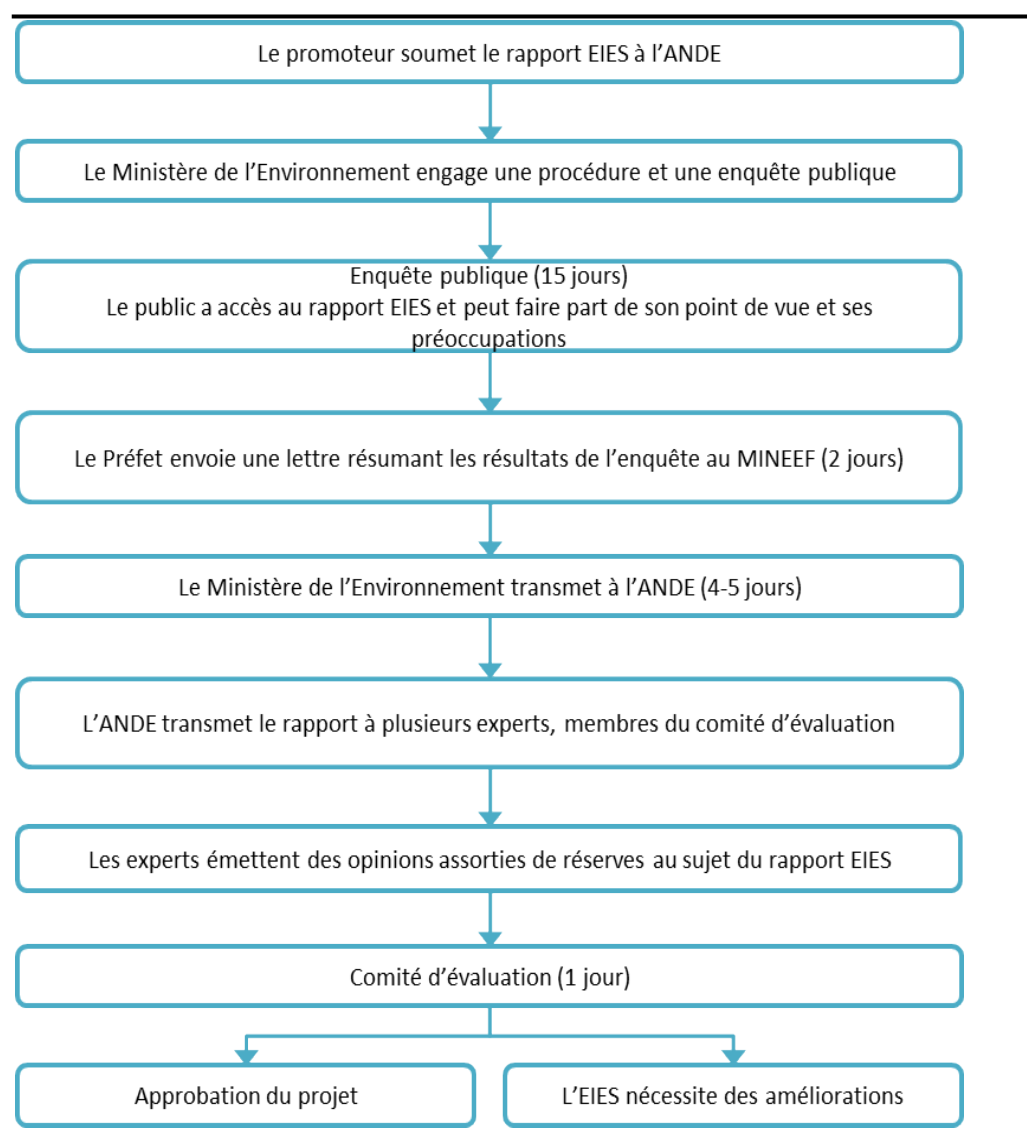
Decree No. 96-894 (1996) defines the rules for the preparation of Environmental Impact Assessment and Social Assessment (ESIA), processed by the National Agency for the Environment (ANDE) and the approval process Ministerial of projects subject to an ESIA. Article 16 establishes the obligation of conducting a public inquiry for any project subject to an environmental impact study. It states in part that the environmental impact study is made public knowledge in this survey and is an exhibit.

The main stages of the approval process and the conduct of the public inquiry are defined by Decree No. 00972 of 14 November 2007 on the application of Decree No. 96-894.

The public inquiry was entrusted to a committee chaired by the local administrative authority of the location of the Project. The opening of the investigation ordered by order of the governor of the prefecture or province concerned specifying in particular the nature of the Project, the population, the opening and closing dates of the public inquiry and the (s) place (s) to consult the investigation file and (s) register (s) for (s) to collect comments and proposals public.

The *Figure 2.1* details the procedure for approval of the ESIA and the public inquiry once the ESIA was submitted to the ANDE.

Figure 2.1 *Procedure for approval of the ESIA and public inquiry*



2.2 *Social Performance Standards*

Performance Standards of the major international financial institutions such as the World Bank and the International Finance Corporation serve as reference for the process of social and environmental compliance of the project.

IFC has issued guidelines on dialogue with stakeholders (Dialogue with stakeholders: The manual of best practices for companies conducting business in developing markets, 2007) constituting a reference guide for the development and implementation of this SEP.

They focus on the participation of affected communities in the evaluation process to ensure a prior consultation, free and informed stakeholders, to allow consideration of results of this consultation in the Environmental Management Plan and social Project.

Table 2.1 *General approach IFC PS in terms of engagement with the stakeholders*

Analysis and identification	<ul style="list-style-type: none"> All stakeholders must be identified and analyzed in particular as the impacts of the Project and their special interests. Vulnerable and disadvantaged groups must also be identified. This identification and analysis should be the basis for developing an engagement strategy with stakeholders.
Consultation	<ul style="list-style-type: none"> consultations stakeholders about issues and impacts that relate to their interests, taking into account the opinions and providing an answer to questions and fears. Adaptation of consultation according to needs, interests and capacities of stakeholders, including vulnerable groups to ensure the accessibility of information.
Disclosure	<ul style="list-style-type: none"> Disclosure and dissemination of information on issues environmental and social in a language and appropriate and able format with the risks and impacts of the project. The disclosure will take place during the various stages of the Project, with the publication of the ESIA, the start of work, in case of change in the Project or other events likely to have an impact on local communities or other PP.
Management of complaints	<ul style="list-style-type: none"> Setting up a complaints handling mechanism, transparent, free and easily accessible to record and resolve the grievances of communities and workers.
Project management	<ul style="list-style-type: none"> Establishment of an Environmental Management Plan and Social e. Development and continuous updating of a SEP with information on PP, past and future consultations, project engagement strategy, communication and consultation plan and the means implemented to ensure a transparent dialogue and accessible to everyone.

Source: Dialogue with Stakeholders, SFI 2007

2.3 *SUSTAINABLE DEVELOPMENT AND CORPORATE SOCIAL RESPONSIBILITY POLICY OF ERANOVE*

Sustainable development is an intrinsic issue at the heart of the business ERANOVE group. Through its presence in Africa, the Group aims to ERANOVE a commitment to Africa with the belief that the long-term performance can only be obtained with respect for people and the environment, and Africa. With over 9000 employees, the Group embodies the African Eranove dynamic developing talent through training, decentralizing responsibility between the various subsidiaries and pooling experiences.

In September 2015, the adoption of Agenda 2030 by the United Nations strengthened taking into account the imperatives of sustainable development for the Group ERANOVE: 17 sustainable development objectives promulgated, 7 of them are directly related to its heart of business and 7 others

objectives can benefit from an indirect positive impact on the activity of group.

The 14 goals of sustainable development ERANOVE group are shown in Error! Reference source not found ..

figure 2.2 Sustainable Development Goals of ERANOVE



Source: Sustainability Report 2017, ERANOVE

Since 2015, under the leadership of Eranove SA, all Group companies have set up monitoring of CSR indicators on a perimeter of representative indicators of the impact of their activities. To ensure transparency, completeness and truthfulness, ERANOVE chose voluntarily to build and validate its CSR reporting by the Grenelle II.

Since the 2016 fiscal year, CSR reporting is integrated into the corporate management cycle. Thus the environmental, social and societal indicators CIE SODECI, SDE and CIPREL are now presented in the decree Boards of Directors of accounts, upstream of the presentation and validation of the consolidated scope of the non-financial ERANOVE group. In this way, the entire group participates in Eranove compartmentalisation of management and environmental information information, social and societal. In parallel, in the continuity of the committed QSE certification process and to support its sustainable development,

All the actions and objectives of ERANOVE is detailed in the 2017 Sustainable Development Report, available on the website of the group¹.

¹ <https://www.eranove.com/w p-content / uploads / 2018/10 / Report-DD-2017-Eranove LD.pdf>

Effective stakeholder engagement is based on the prior identification of stakeholders and understanding their expectations vis-à-vis the project, as well as their influence on the latter.

The Section Error! Reference source not found. gives a local setting of the location context, its occupation, its issues and stakeholders involved and Section3.1 identifies different stakeholder groups and calls the PP according to their expectations and concerns vis-à-vis the Project. The section3.2 establishes a mapping of stakeholders according to their sensibilities and influences to guide the project engagement strategy.

3.1

IDENTIFICATION AND CHARACTERISTICS OF STAKEHOLDERS

Effective engagement with stakeholders based on stakeholder identification and understanding their expectations, objectives and priorities vis-à-vis the project and their influence on it. It is also appropriate to understand how each PP could be affected, or perceived to be affected by the project to adapt the information provided to PP and understand their opinions and expectations vis-à-vis the Project.

As part of the identification of PP it is important to include individuals or groups of individuals who may have difficulty participating in the engagement process and / or could be affected by the particular way because of Project vulnerability.

The nature and frequency of engagement with the Project PP will be determined by a series of factors, including the potential impact of the project on the PP, the influence of the PP on the project and the capabilities and preferences PP to access information and participate in consultations.

Project PP have been identified in various ways, including by

- use local knowledge of environmental consultants and social of the country;
- the information provided by ERANOVE on key PP encountered to date;
- the missions ground ;
- the consultations carried out as part of the ESIA; and
- a literature search:
 - ESIA similar projects (by type and position); and
 - of press articles and data available online.

It is useful to group the stakeholders based on their common interests and characteristics. In this regard a number of 'Group

Stakeholder Parties has been identified to help structure the engagement activities with stakeholders. These stakeholder groups are described in the *table 3.1* and accompanied by a summary of their interests vis-à-vis the Project.

The engagement process with the PP involved in the identification of additional PP as and evolve the Project. The detailed list of stakeholders identified below and encountered to date is completed as and evolve the project and held consultations.

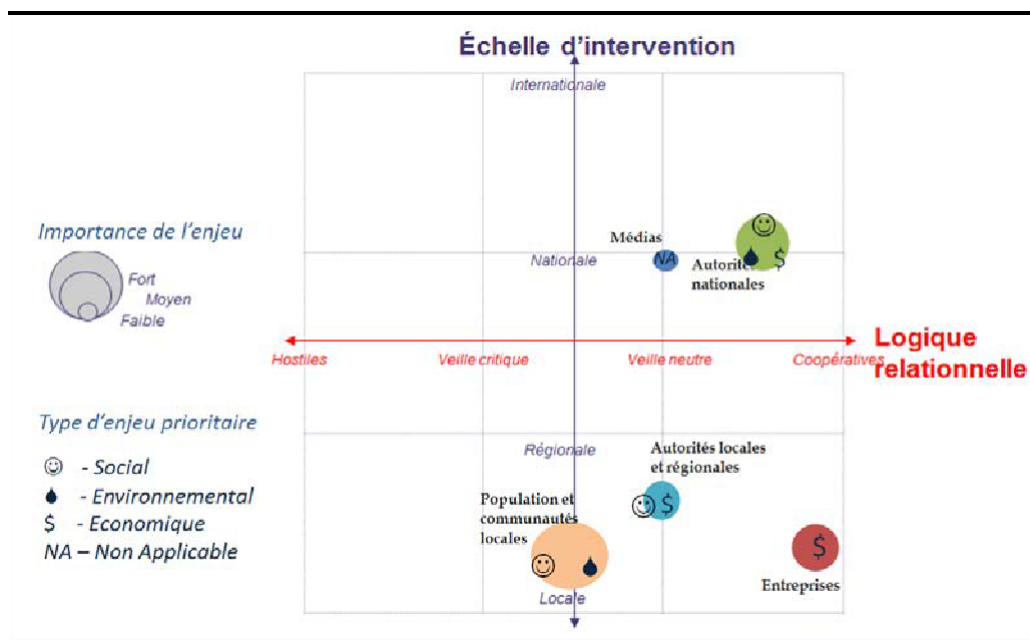
Table 3.1 *Groups and identification of stakeholders*

Stakeholder groups	Relationship to the Project	identified stakeholders
Population, local communities and traditional authorities		
village leaders, local people representing groups (youth, women).	<p>The Project will be installed in more or less direct proximity of these populations. The impact of the Project vis-à-vis these groups may be particularly related to:</p> <ul style="list-style-type: none"> • the temporary acquisition and / or permanent field, • change and / or loss of access to certain areas used for fishing, agriculture, livestock, natural products extraction and recreation, • Direct impacts from activities such as landscape changes or environmental conditions (eg noise, air quality) • spin off Positive Negative / related to access / loss of use of one or more family members. 	<ul style="list-style-type: none"> • Community Taboth • Community Avagou • Community Abreby • Community Ndjem • Community Sassako Benigni • Community Adoukro • Artisanal fishermen settled along the lagoon in the direct vicinity of the Project; • Breeders, farmers in the direct vicinity of the Project.
Local and regional authorities		
Authorities municipal, provincial and regional	<p>Local and regional authorities have a general interest in the potential impacts and benefits of the project on communities. They often coordinate services and infrastructure to the local population and as such are interested in the potential impacts on the infrastructure both direct (eg development of roads, access to water, Community Development Support) or indirect (eg increased and saturation of demand for local services by labor Local and increasing the general population).</p>	<ul style="list-style-type: none"> • Prefecture Jaqueville • Sub-prefecture of Attoutou
national authorities		
Project ministries	<p>National authorities have special interests in the areas of their respective competences, such as environment, natural resources, development Community, transportation, cultural heritage, etc.</p>	<ul style="list-style-type: none"> • The National Environment Agency, ANDE; • Energy Society of Côte d'Ivoire, CI-ENERGIES; • Ministry of Animal Resources and Fisheries;
business and professional associations		
Companies, local contractors and suppliers and potential as well as professional associations entrepreneurs	<p>Companies and local providers could benefit from opportunities related to local procurement of goods and services and increasing local consumption of project employees. Other companies may be concerned about the potential impacts on their income.</p>	<ul style="list-style-type: none"> • Groups and cooperatives of fishermen; • Companies Jaqueville; • TOTAL ; • PETROCI ;

Stakeholder groups	Relationship to the Project	identified stakeholders
		<ul style="list-style-type: none"> Autonomous Port of Abidjan; potentially outsourced on Project Construction companies (mechanical, electrical, etc.) FOXTROT.
NGOs and other associations		
NGOs (international, regional, local), civil society groups (charitable associations), research organizations and religious organizations	Local NGOs, national or international, and other organizations may have different interests depending on their area of activity. These interests can be particularly environmental, cultural, political and social. NGOs and other associations often have a particular interest in studies and other documents published by the project and are capable of the comment, including on aspects of managing impacts environmental and social.	<ul style="list-style-type: none"> None identified NGOs having a particular interest in the Project.
Media		
Community radio, regional and national written press and TV channels	Journalists and other media representatives as a vector in a clear and transparent information between stakeholders and the project. They may have different interests in the project, especially depending on their location and positioning religious, ideological or political.	<ul style="list-style-type: none"> Press in regional and national French online (www.ivoirien.net, www.news.abidjan.net, www.ladepechedabidjan.info); Ivorian radio stations and television media (eg RTI Broadcasting Television Ivory Coast Radio Life Frequency Radio N'gowa, etc.).

Following the identification and qualification of stakeholders, stakeholders can be mapped according to the type of issue, sensitivity, and logical relational influences. The Figure 3.1 gives the stakeholder mapping as priority issues that they embody and the importance of the Project on these issues.

Figure 3.1 conceptual Stakeholder Mapping Project



The project will develop a tailored engagement strategy to different stakeholders and mapping results, including:

- integrating as much as possible the expectations and concerns of stakeholders in the project design or mitigation measures, especially since the stakes are high;
- engaging in dialogue on the issues prioritized by the high stakes and especially with stakeholders including relational logic is a critical ensures neutral (eg local communities);
- maintaining a balanced dialogue with neutral and positive stakeholders;
- adapting strategy of commitment by the stakeholders have a local impact, national or international, including:
 - the consultations with local stakeholders and vulnerable people need to be adapted to ensure their free and informed participation (eg on-site meetings, focus groups illustration and use of an interpreter.)
 - the consultations with national and international stakeholders can be more formal and based on modern means of communication (eg online publication of the ESIA, email invitation to comment on the ESIA, newsletter, press release, etc.)

4.1 INTRODUCTION

This section presents the key engagement activities of stakeholders ERANOVE conducted as part of the ESIA and planned as part of the publication of the ESIA and future phases of the project (construction and operation).

4.2 ACTIVITIES CARRIED OUT IN THE CONTEXT OF THE PROJECT ESIA

As detailed in Section 2.2. : *Societal Performance Standards* The development of a project and an ESIA requires the participation of affected in the evaluation process to ensure community consultation prior, free and informed stakeholders. The purpose of these consultations is to allow consideration of the consultation results in the ESIA and the Environmental and Social Management Plan Project.

Initial consultations during the framing of the Project and in the identification of the initial state, began in late January 2017 and continue to this day, to collect the suggestions and concerns of the various stakeholders of the Project.

The objectives of the consultations were as follows:

- **identify** the various PP Project to ensure that all stakeholders are consulted in the development of the Project, including the local population, their traditional performances and other civil society groups;
- **collect information** on the PP and on socio-economic activities present on and around the site of the Project to complete the initial social and environmental state of the ESIA;
- **characterize the sensitivities and interests** vis-vis PP Project to ensure that their views are incorporated into the design of the project and evaluation of its impact;
- **evaluate potential impacts** the project on local stakeholders, including the communities of Taboth, proximity to artisanal fishermen Project farmers and ranchers-users of the project area;
- **participate in the commitment of the Project with PP** using these consultations as an opportunity to inform the PP on the project and the development of an ESIA.

The consultation mission was conducted by ENVAL, Ivorian research department in collaboration with ERM, international study office in charge of development of the ESIA by the standards of international finance. The mission was occasionally accompanied by a representative of ERANOVE.

The consultation mission ensured to maximize the number and type of PP encountered ensuring a balance between the authorities and state agencies, and other special interest groups such as unions, traditional authorities and the local population.

The *table 4.1* by date taken, the various consultations with different stages of the ESIA, topics and participants present ..

Table 4.1 Consultations made in the development of the ESIA

Step ESIA	Type of inquiry	Part (s) involved (s) encountered (s)	Location and dated	Topic (s)
state initial 27th	Meeting	Community Taboth	November 2018	<ul style="list-style-type: none"> • Present the Project and the ESIA. • Discuss the potential impacts of the Project. • Focus groups for men and women • Collection socio-economic information on the community. Understand the issues related to the Project relating to economic activities (economic displacement, loss of access or passage, vis-vis concerns impacts on fisheries, etc.).
state initial 27th	Meeting	Community of Avagou	November 2018	<ul style="list-style-type: none"> • Present the Project and the ESIA. • Discuss the potential impacts of the Project. • Understanding the sensitivity of the PP met vis-à-vis the Project. • Collection socio-economic information on the community • Present the Project and the ESIA.
state initial 28th	Meeting	Community of Abreby	November 2018	<ul style="list-style-type: none"> • Discuss the potential impacts of the Project. • Understanding the sensitivity of the PP met vis-à-vis the Project. • Collection socio-economic information on the community • Present the Project and the ESIA • Discuss the potential impacts of the Project. • Understanding the socio-economic issues related to the Project.
state initial 28th	Meeting	Community Ndjem	November 2018	
state initial	Meeting	Community Sassako Benigni	November 29th 2018	<ul style="list-style-type: none"> • Present the Project and the ESIA. • Discuss the potential impacts of the Project. • Understanding the sensitivity of the PP met vis-à-vis the Project. • Understand and better define the aspect of customary land rights and local leadership. • Collection socio-economic information on the community
state initial 30th	Meeting	Community of Adoukro	November 2018	<ul style="list-style-type: none"> • Present the Project and the ESIA. • Discuss the potential impacts of the Project. • Understanding the sensitivity of the PP met vis-à-vis the Project. • Understand and better define the aspect of customary land rights and local leadership. • Collection socio-economic information on the community
CadragéRéunion			ANDE	January 25, 2019 • Present the Project and the ESIA process <ul style="list-style-type: none"> • Present the scoping mission program and consultations • clarify expectations ANDE on components and impacts to be considered in the ESIA • Presenting the tentative schedule for submission of Terms of Reference and the ESIA.
Presentation	of the ESIA	public consultation		

population
Taboth

To be determined

- n of potential impacts.
- public information meeting on the project, the population and the
- Answer the questions, expectations and concerns of the population.
- P a
- r t
- e i
- s o
- e n
- s

The minutes of meetings, consultations and interviews are available in Appendix C. A summary of comments and expectations expressed during the consultations is presented in Section 4.3.

4.3 SUMMARY OF OBSERVATIONS, EXPECTATIONS CONCERNS OF STAKEHOLDERS

To facilitate the understanding of ideas and issues related to the Project This section summarizes the comments and suggestions of different stakeholders within the framework of consultations held to date. The table 4.2 illustrates the major themes supported by different groups of stakeholders. The details of the various comments and issues are then summarized below.

Table 4.2 *Summary of expectations expressed by stakeholders*

parts group stakeholder	issues				
	jobs and spin off economic	landed	assistance development communal	biodiversity	Conformity environ-mental and legal
Community of Taboth of	x	x	X		x
Community Avagou	x		X		
Community of	x				x
Community of Abreby	x		X		
Community of Ndjem	x	x	X	x	
Community Sassako Benigni	x		X		

of Adoukro

4.4 RESPONSES TO THE PROJECT

The consultations carried out to date as part of the ESIA development were preliminary and their goal was primarily to frame the completion of the ESIA and SEP collecting information on stakeholders and incorporating their comments and concerns . These consultations to answer questions from stakeholders on the nature of the Project and the details of its design. The collected information and concerns of stakeholders were incorporated into the ESIA. The public inquiry with the publication of the ESIA will provide additional information on the nature of the potential environmental and social impacts of the Project and mitigation measures or improvements that will be implemented.

In order to meet the requirement of the NP1 IFC and Article 16 of Decree No. 96-894 (1996) the ESIA report will be subject to public inquiry by the procedure detailed in Section 2.1.2.

The public inquiry will last 15 days. The report will be made available to local communities and a registry will collect public comments and proposals. In accordance with local regulations, the public inquiry will be chaired by the local administrative authority of the location of the Project.

The opening of the investigation will be ordered by order of the governor of the prefecture or the province in which particular specify the nature of the Project, the population, the opening and closing dates of the public inquiry and the (s) place (s) to consult the investigation file and (s) register (s) for (s) to collect comments and proposals public.

The Project will continue dialogue with stakeholders throughout the lifetime of the project, during the different phases of design, construction and operation.

The SEP will be updated as and when the progress of the project in these later stages, and that effective and culturally appropriate manner to maintain an open dialogue with those affected, positively and negatively, by the project. The objective will be to ensure that the project remains in contact with all stakeholders and is aware of their concerns, and that they be treated in a timely manner. The engagement plan will be broadcast so that stakeholders know how to interact and participate.

This plan will include specific actions to communicate with stakeholders and their frequency. ERANOVE will ensure that this plan is implemented and reviewed annually.

5.1 INTRODUCTION

A complaint is defined as a complaint or concern raised by an individual, employee or an organization that he has been wronged by the Project during a phase of development. Grievances may take the form of specific complaints for possible losses (real or perceived), general concerns about Project activities or relationships with stakeholders.

The IFC Performance Standards require that the grievance management mechanisms are structured means for receiving and resolving claims. The grievances should be handled promptly by an understandable and transparent process that is culturally appropriate and readily acceptable level for all segments of the affected communities, for free and without reprisals. The mechanism should be appropriate to the magnitude of impacts and risks of a project and benefit society and stakeholders. The mechanism must not interfere with the judicial or administrative remedies.

5.2 PRINCIPLES OF A GRIEVANCE MANAGEMENT MECHANISM

The grievance management mechanism is based on the following principles.

- **Transparency and impartiality:** The complaint resolution process is transparent, in harmony with local culture and available the appropriate language. The mechanism is designed in collaboration and partnership with communities. It explicitly assures potential users that the mechanism will not impede access to other judicial or administrative.
- **Accessibility and culturally appropriate :** All stakeholders, including members of the local community have access to the mechanism. This mechanism is designed to be compatible with the local culture (language, access of women) and accessible to vulnerable stakeholders.
- **regular and open communication:**
 - **Written records:** All complaints are recorded on a tracking register;
 - **dialogue and site visits :** All complaints result in discussions with the complainant and a site visit in order to have an exact idea of the nature of the concern. The visit aims to check the validity and seriousness of the complaint; and
 - **timely resolution:** The project aims to resolve all grievances within a defined timeframe.

5.3 *ROLES AND RESPONSIBILITIES*

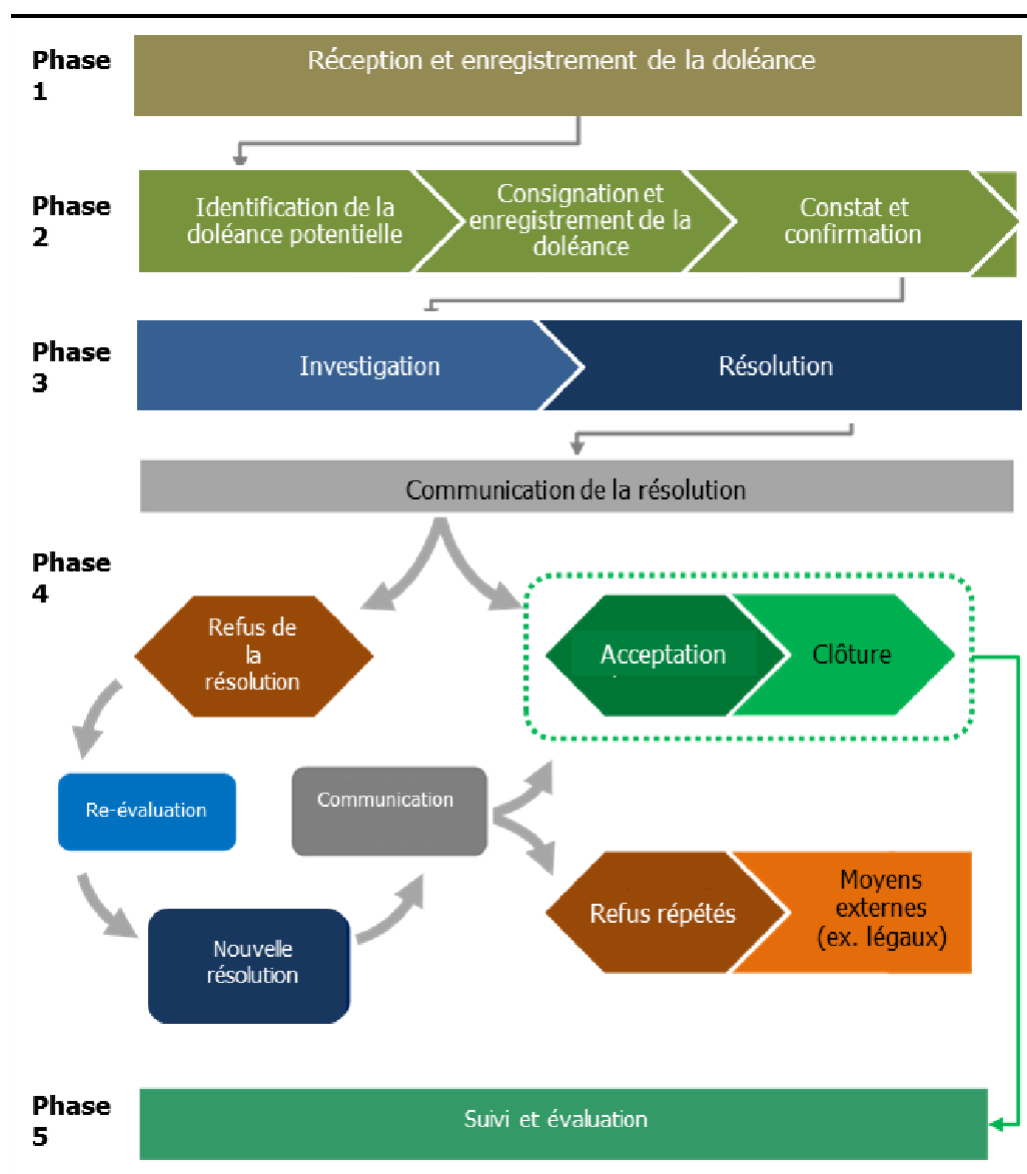
A responsible management of complaints will be identified by ERANOVE which shall communicate to stakeholders the coordinates. This charge will be supported by a team with human and material resources needed to operate the grievance management mechanism.

5.4 *DEVELOPMENT OF THE MECHANISM*

The grievance management mechanism process, illustrated *Figure 5.1* is divided into five phases:

1. reception and registration of the complaint;
2. observation and recording;
3. site inspection, investigation and resolution;
4. reply; and
5. followed and evaluation.

Figure 5.1 *Process for grievance management*



5.4.1 *Receipt and registration of the complaint*

Grievances can be filed in various ways, including by-account performed directly from a liaison with communities, by phone, mail or internet. The entire Project staff is informed that he must transmit all submissions that could be considered grievances to the team in charge of relations with the communities as soon as possible after receipt.

Details of the person filing the complaint will be noted. All complaints will be recorded by a team leader designated communities as Director of grievance management mechanism. Local and regional authorities will also be informed that they must transmit the complaints they receive to ERANOVE so that these are then sent to the person in charge of managing the grievance management mechanism.

The person in charge of the management mechanism will log each claim on a standard complaint form. It will ensure that the address, date of recording, the complainant's name and the name of the person who received the complaint are recorded.

5.4.2 *Finding and Record*

Once the recorded complaint, a copy of the complaint form signed by the complainant and the person in charge of the management mechanism will be provided to the complainant. This copy serves as confirming observation that the complaint was received.

5.4.3 *Site inspection, investigation and resolution*

If the complaint relates to a site or location given ERANOVE organize a site inspection. The objective of the site inspection is to check the validity and seriousness of the complaint. The inspection will be carried out within defined from the receipt of the complaint.

The person appointed will work with other responsible members of the project team to examine the problem and to identify measures to appropriately resolve the grievance. The resolution of a complaint may require looking for additional information to clarify the situation and / or improve communication between the stakeholder and ERANOVE, or to implement mitigation or compensation for damage caused by financial compensation or in kind, but also to introduce mitigation measures to prevent recurrence of the problem.

5.4.4 *Reply*

A formal response detailing how the grievance was resolved will be given to each claimant within a specified time. If the resolution is delayed, the complainant will be informed regularly of the progress of the treatment of his complaint.

If the resolution is accepted by the complainant then the resolution will be implemented and grievance considered closed. Otherwise, ERANOVE will reassess the complaint and propose a new resolution on the basis of discussion with the complainant. In case of repeated refusal by the complainant, the use of external legal resolution mechanisms can be used by it. It should be noted that the complainant is free throughout the grievance management process mechanism to resort to external legal means.

5.4.5 *Followed and evaluation*

The complaints being closed and will be monitored and evaluated from ERANOVE. The locations and frequency of complaints

type of complaint will be especially monitored and the resolution rate. This will show the activities or project components which are the subject of repeated complaints and the effectiveness with which the project manages to solve them. Monitoring and evaluation of complaints includes the objective to prevent potential problems to come and make known to the Project and its management personnel improvement actions to be implemented.

6.1 *MONITORING OF STAKEHOLDER ENGAGEMENT ACTIVITIES*

It is important to monitor the participation of stakeholders to ensure that the consultation and disclosure activities are effective, particularly as key stakeholders such as local communities, have been genuinely consulted throughout the process.

Monitoring will include:

- regular reporting on a formal and informal consultation activities with communities and government authorities;
- a regular reporting on complaints received and their resolution; and
- a periodic audit of internal implementation Participation Plan Stakeholders.

6.2 *REPORTING CONCERNING SEP*

Reporting on PPGTP implementation will include in particular:

- the documents distributed: their types, frequency, and location;
- the place and the date of the formal participation of events and the level of participation including specific stakeholder groups;
- the number and types of stakeholders contacted by mail, Internet and other means of communication;
- the comments received by government authorities, heads of village and other parts and transmitted to the Project;
- the number of observations by subject and type of party concerned, and the detailed information provided in return; and
- the number and types of complaints and the nature and date of resolution.

6.3 *ANNUAL SUMMARY REPORT*

A report of stakeholder participation will be published every year, including a summary of the issues raised by the stakeholders, the number and subjects of complaint, a summary of the main measures taken to address the concerns, analysis of trends in key performance indicators, and participation plans for the following period.

Stakeholders are invited to provide their comments and suggestions on the project. This allows ERANOVE to understand the views of different stakeholders and identify topics areas for improvement. We also respond to any request for information on the Project. ERANOVE treat all comments with professionalism and respect and bring her answers in an open and transparent manner.

To effectively manage and experience the best returns information, every comment received the following process:

- recording and documentation comments in the register of consultations and complaints;
- transfer of comments to the right people in the company;
- taking into account relevant suggestions in the design and the project implementation; and
- provide a response as needed.

The feedback on the project can also come from external sources such as the media and social networks. When this type of feedback is identified, ERANOVE will ensure the record in its register of consultation and complaint and taken into account in its communication plan and where relevant in its SEP.

While some comments can be positive or negative, ERANOVE is aware that some stakeholders may wish to make complaints vis-à-vis the Project. ERANOVE treat complaints with the same consideration and respect for feedback. The grievance management procedure as described in Section5 will be applied as appropriate.

Stakeholders can contact ERANOVE via letter, fax, phone or email. The contact information is available below. Communication can take place in French or English. Meetings with representatives of ERANOVE can be arranged as needed.

Contact Information ERANOVE:

Telephone support: + 225 21 23 62 73/89

Fax: + 225 21 27 21 83/89

E-mail : projetciprel5@eranove.com

ANNEX A : COMPLAINT FORM



APPENDIX B : MEETING MINUTES FORM

Minutes of meeting			
title			
Topic			
Dated			
Type of inquiry			
Project Phase			
Address			
Town / Village (Province)			
Contact part involved host			
parts group stakeholder			
People (Name, position)			
Representatives of the Project (Name, position)			
CR prepared by (Name, position)		Dated	
Confidential	<input type="checkbox"/> Yes <input type="checkbox"/> not		
Discussion Topics			individuals or organization
<u>Introduction of the Project</u>			
<u>Commentary Stakeholder</u>			
<u>Public consultations</u>			
stock	Dated	individuals or organization	
<i>Additional notes</i>			
<i>Photos of the meeting</i>			
Appendices (Additional documents obtained during the consultation)			

Minutes of meeting

APPENDIX C : REPORTS OF CONSULTATIONS

Minutes of meeting			
title	Meeting with the people of Taboth		
Topic	Thermal Power Project CIPREL V Information on the project and collection information		
Dated	November 27, 2018		
Type of consultation	Working session		
Project Phase	SEIT the plant and the power line 400kV		
Address	Village Taboth		
City Village (Province)	Jacqueville		
Contact the a party host	Ahui Lela Manasseh interim village chief 51 61 33 36/78 23 45 37		
Group of stakeholders	Cf attendance list		
representatives Project (name, position)	Makay Amani Project Engineer CIPREL V Candice, HSE CIPREL V Sepanta Aguado, Jonas Roennefarth ERM NWFZ Eric ENVAL		
CR prepared by (Name, position)	Eric NWFZ	Dated	November 27, 2018
Confidential	<input type="checkbox"/> Yes <input type="checkbox"/> not		
Discussion Topics			individuals or organization



Minutes of meeting	
<p><u>Introduction of the Project</u></p> <p>NWFZ Eric (ENVAL) Sepanta AGUADO (ERM), Amani Makay (CIPREL) recall the framework of the visit, including the extension of the central CIPREL Phase V being a dedicated ESIA and the need to build a power line between the central and Akoupé Zeudji future. It was also recalled the importance of the project for the State of Côte d'Ivoire who wants to increase the country's energy capacity.</p> <p>Emphasis was also placed on the modeling of the air quality and noise level that will have a view on the impact of the first houses of the village of Taboth (nearest village).</p> <p>Also, the insurance was to the people that the temperature of water that will be discharged into the lagoon does not exceed 3 ° C in order to preserve aquatic resources.</p>	ENVAL, ERM, CPREL
<p><u>Comment of the population</u></p> <p>It appears from the various interventions that the population fully supports the project.</p> <p>Concerns have been raised:</p> <ul style="list-style-type: none"> - business opportunity for the entire department Jacqueville; - Employment of local labor; - Ensuring the safety of the facilities; - The discharge into the lagoon; - Ask social actions for the village of Taboth; - Compensation for those affected by the project; 	
 	
Taking pictures during the meeting	

Minutes of meeting
Appendices (Additional documents obtained during the consultation)
Attendance list

Minutes of meeting			
title	Meeting with the population of Avagou		
Topic	Thermal Power Project CIPREL V Information on the project and collection information		
Dated	November 27, 2018		
Type of consultation	Working session		
Project Phase	SEIT the plant and the power line 400kV		
Address	Village Avagou		
City Village (Province)	Jacqueville		
Contact the a party host	DIAVA Kakou, village chief 48 41 71 21		
Group of stakeholders	Cf attendance list		
representatives Project (name, position)	Makay Amani Project Engineer CIPREL V AKOMIAN Candice, HSE CIPREL V Sepanta Aguado, Jonas Roennefarth ERM NWfZ Eric ENVAL		
CR prepared by (Name, position)	Eric NWfZ	Dated	November 27, 2018
Confidential	<input type="checkbox"/> Yes <input type="checkbox"/> not		
Discussion Topics			individuals or organization
<u>Introduction of the Project</u> AMANI Makay (CIPREL) said the project outline CIPREL V. It was also recalled the importance of the project for the State of Côte d'Ivoire who wants to increase the country's energy capacity and course studies to meet national and international requirements Also, it was noted that the supply of gas from the pipeline PETROCI and run alongside the existing medium voltage line to avoid impacts on crops otherwise studying BY take into account the affected goods and and assess the state of Ivory Coast compensate the impacted people.			ENVAL, ERM, CPREL

Minutes of meeting	
<p><u>Comment of the population</u></p> <p>It appears from the various interventions that the population fully supports the project. However, the village leader blasted the non-respect of commitments made in previous projects including through villages by pipeline gas and oil. He hopes that with this project the social actions will be asked for villages of Jacqueville department.</p> <p>Concerns have been raised:</p> <ul style="list-style-type: none"> - Strengthening the electricity in the neighboring villages; - Local Jobs especially in the construction phase; - Housing development for nurse and midwife of the village; - Construction of latrines for the village school; - Construction of housing for teachers. 	
	
Taking pictures during the meeting	
Appendices (Additional documents obtained during the consultation)	
Attendance list	

Minutes of meeting			
title	Meeting with the population of Abreby		
Topic	Thermal Power Project CIPREL V Information on the project and collection information		
Dated	November 28, 2018		
Type of consultation	Working session		
Project Phase	SEIT the plant and the power line 400kV		
Address	Village Abreby		
City Village (Province)	Jacqueville		
Contact the a party host	BEUGRE Daniel, village chief 23 August 82 65		
Group of stakeholders	Cf attendance list		
representatives Project (name, position)	Jonas Roennefarth ERM NWFZ Eric ENVAL		
CR prepared by (Name, position)	Eric NWFZ	Dated	November 28, 2018
Confidential	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> not		
Discussion Topics			individuals or organization
<u>Introduction of the Project</u> NWFZ Eric (ENVAL) and Jonas Roennefarth (ERM) recall the framework of the visit, including the extension of the central CIPREL Phase V being a dedicated ESIA and the need to build a power line between the future Central and Akoupé Zeudji who cross the land and plantations of the village of Abreby. It was also recalled the importance of the project for the State of Côte d'Ivoire who wants to increase the country's energy capacity. Emphasis was also placed on the property that will be impacted in the corridor of the transmission line which is 50 meters wide. For this, it was recalled that a study called Plan Resettlement Action (RAP) will be conducted by BNETD to identify all the insurance was to populations that various ongoing studies			ENVAL, ERM, CPREL

Minutes of meeting	
will identify all the impacts that the implementation of project will generate in order to propose mitigation measures that will be implemented by CIPREL for the protection of the environment and the human environment.	
<p><u>Comment of the population</u></p> <p>It appears from the various interventions that adheres population fully to the project. The village head is very happy the involvement of different villages in the implementation of this project</p> <p>large scope</p> <p>Two concerns were raised:</p> <ul style="list-style-type: none"> - Employment of local labor; - The construction of a transformer station in the department in order to avoid making long-distance lines and do enjoy access to electricity to communities that do not currently benefit 	
 	
Taking pictures during the meeting	
Appendices (Additional documents obtained during the consultation)	

Minutes of meeting
Attendance list

Minutes of meeting			
title	Meeting with the people of Ndjem		
Topic	Thermal Power Project CIPREL V Information on the project and collection information		
Dated	November 28, 2018		
Type of consultation	Working session		
Project Phase	SEIT the plant and the power line 400kV		
Address	Village Ndjem		
City Village (Province)	Jacqueville		
Contact the a party host	AHOUMIAN Bindé Francis, village chief 48 46 23 98		
Group of stakeholders	Cf attendance list		
representatives Project (name, position)	Makay Amani Project Engineer CIPREL V AKOMIAN Candice, HSE CIPREL V AKA Olivia CIPREL Jonas Roennefarth ERM NWFZ Eric ENVAL		
CR prepared by (Name, position)	Eric NWFZ	Dated	November 28, 2018
Confidential	<input type="checkbox"/> Yes <input type="checkbox"/> not		
Discussion Topics			individuals or organization
<u>Introduction of the Project</u> NWFZ Eric (ENVAL) and Jonas ROENNEFARTH (ERM) recall the framework of the visit, including the extension of the central CIPREL Phase V being a dedicated ESIA and the need to build a power line between the future Central and Akoupé Zeudji line that will impact land and crops from the village of Ndjem. He was also remembered importance of the project for the state of Ivory Coast, which wants to increase the country's energy capacity. Also, the insurance was to the people that the temperature of water that will be discharged into the lagoon does not exceed 3 ° C in order to preserve aquatic resources. The practice of fishing is one of the important activities of the village will not know of a major disruption.			ENVAL, ERM, CPREL

Minutes of meeting	
<p><u>Comment of the population</u></p> <p>It appears from the various interventions that the population fully supports the project.</p> <p>Concerns have been raised:</p> <ul style="list-style-type: none"> - Electrification of villages that do not benefit do not currently benefit - The creation of income-generating activities; - Ask social actions for villages; - Help to finalize the construction college - Construction of motherhood; - Help clean up the village; - Prioritize local employment - Facilitate subscription to electricity. 	
	
Taking pictures during the meeting	
Appendices (Additional documents obtained during the consultation)	
List of presence ng	

Minutes of meeting			
title	Meeting with the people of Sassako Bégnini		
Topic	Thermal Power Project CIPREL V Information on the project and collection information		
Dated	November 29, 2018		
Type of consultation	Working session		
Project Phase	SEIT the plant and the power line 400kV		
Address	Village Sassako Bégnini		
City Village (Province)	Jacqueville		
Contact the a party host	WRE Bogui Hilaire Notable September 7 47 26		
Group of stakeholders	Cf attendance list		
representatives Project (name, position)	Makay Amani Project Engineer CIPREL V AKOMIAN Candice, HSE CIPREL V AKA Olivia CIPREL Sepanta Aguado, Javier ERM AKPATOU Bertin ENVAL NWFZ Eric ENVAL Angban, BNETD		
CR prepared by (Name, position)	Eric NWFZ	Dated	November 29, 2018
Confidential	<input type="checkbox"/> Yes <input type="checkbox"/> not		
Discussion Topics			individuals or organization
<u>Introduction of the Project</u> Angban (BNETD) and Sepanta AGUADO (ERM), Amani Makay (CIPREL) recall the framework of the visit, including the extension of the central CIPREL Phase V being a dedicated ESIA and the need to build a power line between the central and Akoupé Zeudji future. He was also remembered importance of the project for the state of Ivory Coast, which wants to increase capacity country's energy. It was clarified that 3 options are under consideration for passing the transmission line. Also, the insurance was affected populations as collateral will be marked and people will be compensated before starting the project.			ENVAL, ERM, CIPREL

Minutes of meeting	
<p><u>Comment of the population</u></p> <p>It appears from the various interventions that the population fully supports the project. Comments were made by persons present:</p> <ul style="list-style-type: none"> - Who will pay compensation; - Avoid wetlands for the passage of the transmission line - Avoid mistakes by other operators who have not have their promises to the people. <p>Concerns have been raised:</p> <ul style="list-style-type: none"> - Prioritize local employment; - Strengthening the drinking water supply of the village; - village clinic closing; - Construction of the village head's residence; - Construction of the youth center. 	
<div>   </div>	
Taking pictures during the meeting	
Appendices (Additional documents obtained during the consultation)	
Attendance list	