

# STAKEHOLDER ENGAGEMENT PLAN (SEP) **WORKING DRAFT**

FOR



## CASHEW NUT PROCESSING PLANT IN BOKE



Prepared by

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## **LIST OF ACRONYMS AND SYMBOLS**

CCR	Central Control Room
CLO	Community Liaison Officer
CRC	Community Relation Committee
CRO	Community Relations Officer
CSI	Corporate Social Investment
CSOs	Civil Society Organizations
DAI	Diaoune Agro-Industrie
ECO	Environmental Control Officer
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
FGDs	Focus Group Discussions
GIIP	Good International Industry Practice
GRM	Grievances Redress Mechanism
I&APs	Interested and Affected Parties
IFC	International Finance Corporation
KIIs	Key Informant Interviews
KPIs	Key Performance Indicators
NESREA	National Environmental Standards and Regulations Enforcement
NGOs	Non-governmental Organizations
PACs	Project Affected Communities
PAPs	Project Affected Persons
PAPs	Project Affected Persons
PID	Project Information Document
PS	Performance Standards
RCN	Raw Cashew Nut
SEP	Stakeholder Engagement Plan
ToR	Terms of Reference

## Glossary of Terms

<b>Interested and/or Affected Party (I&amp;APs)</b>	<p>This term is usually used within the context of Environmental and Social Impact Assessments (ESIAs). In this context, it refers to all individuals, communities or groups whose interests may be positively or negatively affected by a proposal or activity and/or who are concerned with a proposal or activity and its consequences. I&amp;APs may include local communities, investors, business associations, trade unions, customers, consumers, and environmental interest groups. An I&amp;AP can therefore be deemed as any public member who has an interest in the project, who is directly affected by the project or who desires to be kept informed about the project regularly.</p>
<b>Social Area of Influence</b>	<p>This defines the project area and site, as well as the most directly-affected villages closest to the project site. The term includes communities and people who are not only affected by the project but who are also the beneficiaries (in terms of employment, healthcare services or any other possible spin-off effects of the development).</p>
<b>Project-Affected Community (PAC)</b>	<p>This refers to a community/ies affected by the project either from primary (direct) or secondary socio-economic effect (i.e. further spin-off effects), but also from a livelihood perspective. Apart from the obvious beneficiaries of the project in terms of future healthcare provision and employment, these communities are not necessarily near the project site and might even be several kilometres away. In defining the PACs, the following questions should be asked:</p> <ul style="list-style-type: none"> <li>• What project-related socio-economic impacts are anticipated?</li> <li>• Which communities surrounding the proposed area would be directly or indirectly affected by these impacts (i.e. the beneficiaries especially)?</li> <li>• Which other communities/businesses would be the beneficiaries of the project?</li> </ul>
<b>Public Participation</b>	<p>This term is mostly used during the ESIA process to allow all potential I&amp;APs an opportunity to comment on the EIA. It can be seen as the process where I&amp;APs are allowed to comment on or raise issues relevant to a project. It should be seen as a continuous, two-way communication process to promote public understanding of the project and to keep the public fully informed about it. In this way, it allows the public to voice their opinions and/or perceptions of the project and propose relevant management strategies</p>
<b>Stakeholders</b>	<p>The International Finance Corporation's (IFC) Handbook on Stakeholder Engagement (2007) defines stakeholders as: "[...] persons or groups who are directly or indirectly affected by a project, as well as those who may have an interest in a project and/or the ability to influence its outcomes, either positively or</p>

	<p>negatively” (IFC, 2007: p 10). However, in this plan, the term is more broadly applied to refer to organisations or groups of people collectively who have an interest in the project and who have a direct influence on it.</p> <p>Stakeholders might include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• National and local government departments and officials;</li> <li>• Conservation organisations/bodies;</li> <li>• Project-Affected Communities;</li> <li>• Non-Governmental Organisations (NGOs) or Community-Based Organisations (CBOs);</li> <li>• Traditional authorities;</li> <li>• Farmers;</li> <li>• Groups who are subject to systematic vulnerability.</li> </ul>
<p><b>Vulnerability</b></p>	<p>Someone who may be more adversely affected than another person by the project. A vulnerable person is typically someone who needs more assistance from a project developer should his or her life be impacted negatively by the project. From a theoretical perspective, a useful way to conceptualize vulnerability is through the Sustainable Livelihoods Framework. The latter framework typically considers the skills, assets (material and social) and approaches available to, and used by, individuals and groups to survive (UPDP, 2017). The term sustainability implies that such individuals or groups can confront and overcome moments of stress and/or crises in their lives, whilst being able to maintain or even improve their current and future skills and assets (ibid.). Using this framework, a person or group’s vulnerability can be measured by considering shocks, trends or seasonality based on five livelihood assets or capitals (referred to as the Sustainable Livelihoods Framework Pentagon. These five capitals are human, natural, financial, social, and physical capital.</p>
<p><b>Community Relations Committees</b></p>	<p>Committees already established by DAI among key stakeholder group representatives. The committees are intended to formalize a system for stakeholders to solve problems and/or issues related to the project collectively and to receive regular feedback from DAI on the project and will serve as a forum for the project stakeholders to express and channel their concerns which affect them directly regarding important issues related to the project</p>



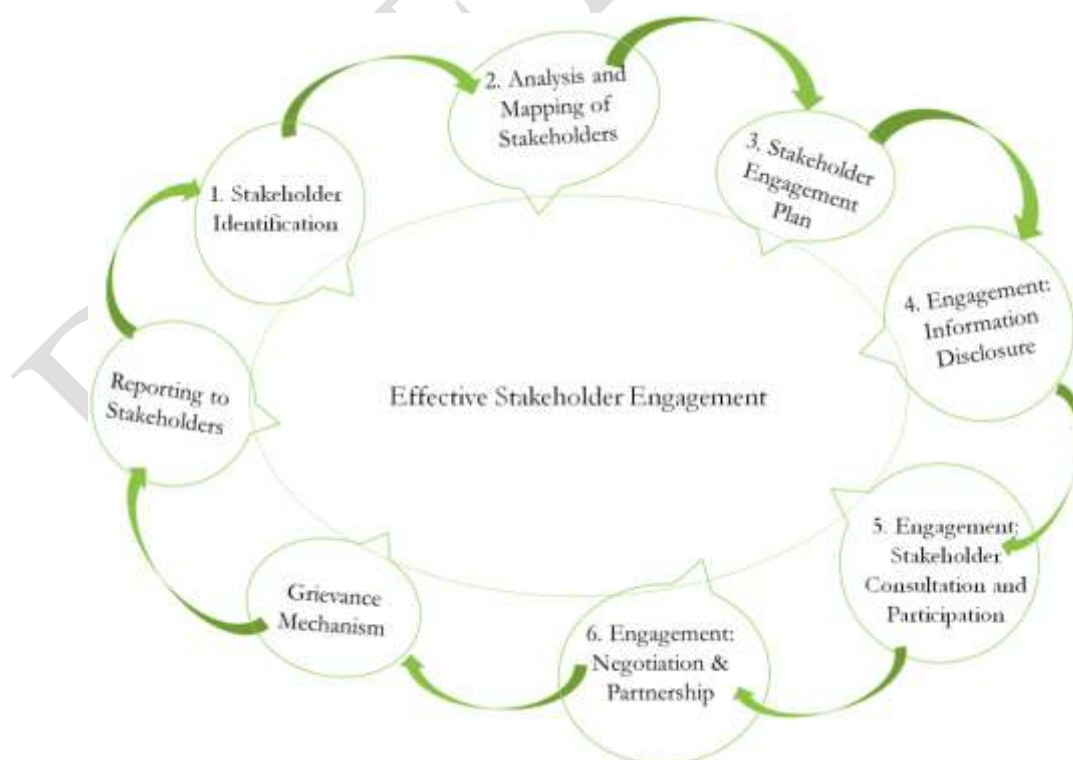
## 1.0 INTRODUCTION

### 1.1 Background

This Stakeholder Engagement Plan (SEP) document has been prepared by Richflood (“Consultant”) for Diaoune Agro-Industrie SARL Guinea (hereby as “DAI” or “the Project Owner”). The Stakeholder Engagement Plan (SEP) has been prepared as part of the Environmental and Social Impact Assessment (ESIA) for the proposed Construction and Operation of a Cashew Nut Processing Plant in Boke Project (hereinafter referred to as “the Project”).

The SEP is a “live document” that sets out a detailed strategy for stakeholder and community participation using several identified engagement platforms. Such platforms and the need for specific engagement methods are guided by legislation and Good International Industry Practice (GIIP) guidelines. The SEP also guides development in terms of providing developers, with impact-driven recommendations as to how such concerns, issues and/or impacts should be addressed and to which audiences. In essence, therefore, a SEP is a dynamic document that outlines engagement methods between a developer (or operation), and all its stakeholders.

A SEP involves several components, which are depicted in Figure 1



**Figure 1: SEP Components**

A key consideration for a SEP is to comprehend and hence predict the nature, frequency, and level of effort with which various stakeholder engagement activities need to be used. Such engagement needs to be scaled to the identified socio-economic and environmental risks and associated impacts. Above all, a SEP, as a social performance enhancer, ensures that good relationships are created and maintained between a project developer and all its stakeholders.

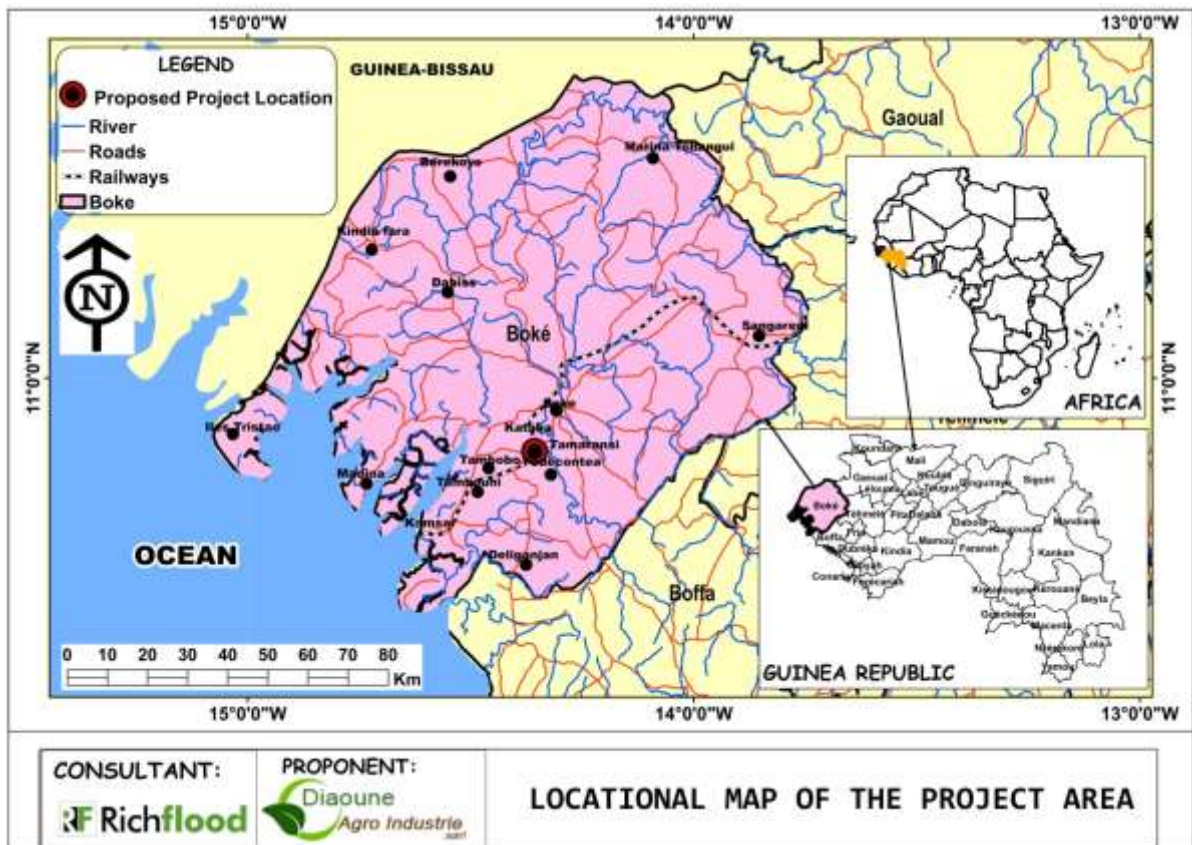
The SEP describes the mechanisms by which people – especially local communities – and other stakeholders are informed about the Project and given opportunities to provide comments and input to the Project development.

In line with international standards, the main purpose of this SEP is therefore to:

- Explain to the directly affected population and other interested stakeholders and members of the public which Project Documents are available and where/how this information can be obtained;
- Describe the process by which the Project Affected Persons (PAPs) and other stakeholders (e.g. vulnerable groups, NGOs) can provide comments and input, communicate opinions, ask questions and express concerns; and
- Explain how these comments/inputs will be addressed within the finalization of the ESIA Report.

## **1.2 Project Location**

The project is located along Boke-Kalaboui Road, Kataba village, Boke, Republic of Guinea. The project area is bounded by the coordinates: Latitude N10° 50' 3.9"- N10° 50' 11.8" and Longitude W14° 21' 23.2" - W14° 21' 28.2". The Map showing the project location is shown in Figure 2 below:



**Figure 2: Location of the Proposed Project**  
*Source: Richflood Fieldwork 2022*

### 1.3 Brief Project Description

The proposed Cashew Nut Processing Plant project is aimed at transforming raw cashew nuts into cashew kernels for local and international consumers with an annual production capacity of 15,000 tons by the fifth year of the project. The location of the proposed project is Boké, which is considered the largest cashew production basin in Guinea. The proposed plant in Boké will serve as DAI’s second cashew processing plant in Guinea, after successfully, establishing and currently operating one in the Kankan region of Guinea.

The activities of the project include sourcing and supply of raw cashew nuts to the factory; processing of raw cashew nut into kernels; and distribution and export of finished raw cashew kernel into local and international markets. The raw cashew nuts will be sourced from licensed brokers and smallholder farmers in the Boke region, after which it will be bagged based on grades after harvest and sun drying, and then delivered to the factory using trucks. DAI plans to further supplement the supplies from the Boke region, through supplies of raw cashew nuts from its DEF 480 ha farms.

The daily input raw material requirement (raw cashew nut) for the cashew processing factory will be between 32 to 35 tons/day for the 8-hours operation of the factory. Based on the

weather conditions in Boke region which influences the maturity and harvesting of cashew nut in the region, the seasonal activities for cashew nut processing are planned to run from February to May each year.

The transformation of raw cashew nuts into high-quality cashew kernels consists of 7 key steps, which are labour-intensive and involve a critical choice of technology and methods at each step for efficient and competitive processing. The seven (7) key steps involved in the processing of RCN into kernels include: Cleaning & Sorting, Steaming, Shelling and Separating, Drying and Fumigation, Peeling, Grading as well as Packaging and Storage.

The finished products which are unflavoured cashew nut kernels of different calibres will be vacuum-packed into 21-kilogram boxes and shipped to Asia mostly Vietnam and Turkey using 20-foot containers. The distribution circuit will be between the factory, the local market and the international market. The distribution or sale is made by sales contracts duly signed before delivery. Delivery is made within the period signed in the contract to retain the customer and be in compliance with the contractual prices as well as to cope with cash flow and inventory purchase problems.

The water use requirement for the various operations of the proposed project is estimated at 100m<sup>3</sup>/day. Water required for all aspects of the factory operation including domestic and sanitary use in the facility will be sourced from a dedicated borehole to be drilled in the project site. Furthermore, power for the operation of the factory and the various sections in the facility will be supplied through a power generating set to be installed in the facility.

Three (3) units of 500 KVA and two (2) units of 200 KVA generating sets are planned to be installed in the facility to provide the required power. This will be alternated at peak operation hours during the day and generation reduced at night for the essential units. The generators will be operated mainly on diesel and a 5000 litres fuel storage tank is planned to be installed, similar to that of the Kankan factor. Although the project site and surrounding area which is the outskirts of Boke town is currently not linked to the national grid, however, it is considered that the DAI project will be linked to the national as soon as the installation is completed and the generators serve only as backup during power failure from the national grid.

The workforce required for the proposed project shall be largely residents around the project location. It is envisaged that the project will attract a few migrant workers as captured in the socioeconomic baseline assessment within the project area. The project is expected to engage both permanent and casual workers (peak workforce) during the operational phase of the

factory. The casual workers will largely comprise women who will be engaged in the various aspects of the project during the seasonal peak period of cashew processing. An estimated 500 individuals are expected to be engaged as a workforce for the project.

A larger percentage of individuals to be engaged will be women constituting about 400 (80%) of the workforce, engaged mostly as casual workers during the project's peak period of cashew harvesting and processing. About 20% of the workforce which includes; Plant manager, process manager, Plant maintenance supervisor, Quality controller, Database manager and Sort workshop supervisor will be engaged permanently for the continuous operation of the factory. During the cashew off-peak period, the operation of the factory will rely mainly on its stocks during the cashew seasonal supplies.

The construction phase of the factory is expected to last for about 18 months starting in the first quarter of 2023. Commissioning of the cashew processing plant is expected to occur in the third quarter of 2024. Although the operational lifespan of the project is estimated at 99 years based on information provided by DAI, however, the Project will depend on economic conditions largely bothering on the supply of raw cashew nuts as well as operation and maintenance requirements of the equipment.

#### **1.4 Objectives**

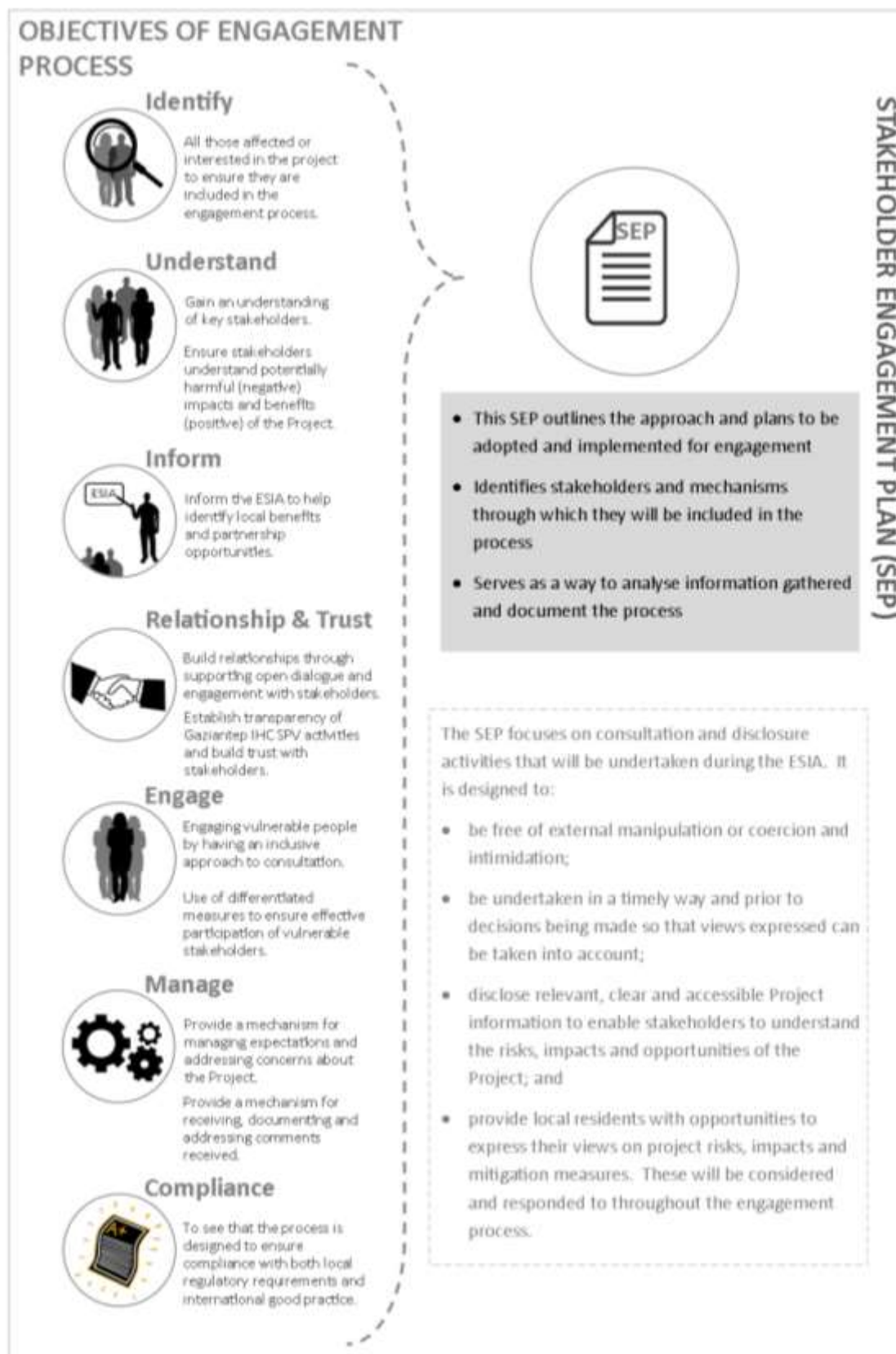
The objectives of stakeholder engagement are to:

- Identify all the interested and affected parties (IAPs) of the Project,
- Identify the methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation with IAPs,
- Identify the interests, concerns and needs of IAPs;
- Manage IAPs' expectations through negotiation;
- Form partnership to promote constructive interaction amongst all parties; and
- Fulfil national and international requirements for consultation.
- Establish and build trust between DAI and its stakeholders;
- Develop a deeper understanding of the socio-economic and environmental issues faced by the stakeholders of the project through a grievance procedure and transparent communication mechanism. This should allow DAI to better mitigate potential negative impacts and address any concerns;

- Promote early detection in terms of negative stakeholder and stakeholder perceptions of the project to prevent or minimise stakeholder activism, such as protests and/or unrest which could affect the operation of the project;
- Create rapport among stakeholders and regularly provide them with project-related information, strategies and awareness in a language and form which are clearly understood. This should also allow such stakeholders to make informed decisions that affect their livelihoods and to be part of decision-making (especially with impacts that affect them negatively)
- Manage project-related incidents and grievances;
- Manage stakeholder expectations in terms of social investments. This may relate to expectations regarding Corporate Social Investment (CSI) projects, procurement, and employment opportunities, as well as future development plans; and
- Manage DAI commitments to stakeholders.

A SEP can facilitate sustainable socio-economic development in its PACs. This can be achieved by:

- ✓ Listening to stakeholders and understanding their needs and project expectations;
- ✓ Compiling and communicating key messages to stakeholders;
- ✓ Creating transparency in terms of communication and who to involve;
- ✓ Facilitating collaborative decision-making;
- ✓ Managing grievance and incident management timely and efficiently; and
- ✓ Recording and managing commitments.



**Figure 3: Objectives of Engagement**

## **1.5 Applicability**

This Stakeholder Engagement Plan is developed for the current Project design and capacity and is designed to facilitate information disclosure, consultation and participation, and grievance redress mechanism. The plan outlines the project provisions with regard to engagement with the community and other stakeholders and also receiving feedback during the project operation.

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## **2.0 NATIONAL AND INTERNATIONAL STANDARDS AND LEGISLATIONS**

### **2.1 Key National Legal Provisions for Environmental and Social Safeguards and Citizen Engagement**

This section presents a brief overview of the national legal provisions that necessitate citizenship engagement, disclosure of public information and adequate response to queries, concerns and grievances raised by the public on key government actions.

#### **2.1.1 Social Protection Act, 1994**

Law L/94/006/CTRN of 14 February 1994 establishing a Code of Social Security Act is the main source of Guinean legislation governing the protection of workers and their families against economic or social poverty and the difficulties arising from a significant loss of income. This text deals with the legal status and financial organization of the Social Security Fund, pensions for old-age, invalidity and survivors, occupational risk prevention, family benefits, sick leaves, health and social work, and provisions relating to litigation and penalties.

It repeals the Social Security Code established by Law L/94/006/CTRN of 12 December 1960.

#### **2.1.2 The Environmental Code**

The Environment Code or the Code for the protection and development of the environment (Ordinance No. 045/PRG/87 of 28 May 1987, as amended by Ordinance No. 022/PRG/89 of 10 March 1989 on the code of protection and enhancement of the environment) establishes the administrative and legal framework enabling the Guinean State to deliver on its constitutional obligation to provide for a clean and healthy environment to every person in Guinea.

The Environment Code is the cornerstone of environmental protection and enhancement in Guinea. It sets out the fundamental legal principles to be complied with to ensure the protection of environmental resources and the human environment.

Article 73 of the Title IV of the code relates to the legal regime of classified installations for environmental protection and establishes the administrative and financial requirements applicable to classified facilities.

Article 82 of Title V of the code sets out that a project proponent must submit an environmental impact study to the relevant regulatory authority for projects, structures or

installations that may, by their size or the nature of their activities, have an impact on the environment.

Article 83 provides for a Decree to establish a list of activities that require an environmental impact study and the content, methodology and procedure to follow in relation to the environmental impact study: Decree n°199/PRG/SGG/89 of 18 November 1989.

### **2.1.3 Public Health Act, 1997**

The Public Health Code (Act L/97/021/AN of 19 June 1997 on the Code of Public Health) ensures the protection and promotion of health, the rights and obligations of the individual, family and community throughout the territory of the Republic of Guinea.

Decree D/253/24/PRG on health at work creates a National Service of Occupational Medicine in the Department of Health and Public Hygiene and defines the role and responsibilities of this department.

### **2.1.4 The Child Code Act, 2008**

The Child Code Law L/2008/011/AN of August 19, 2008, promulgated by the President of the Republic of Guinea stated that The best interests of the Child must be the primary consideration in all measures taken concerning the child by public or private institutions, Courts or administrative authorities. This Code establishes conventionalization and the procedure of non-incrimination through mediation as well as the participation of the Services and Institutions concerned by Childhood in decision-making and the choice of measures compatible with the best interests of the child. A child has the right to continue to benefit from the various living conditions, and services adapted to their needs, their age and corresponding to the normal family environment.

#### **✓ Law on Child Labour**

**Article 1.** This Order, taken under article 186 of the Code of work, determines the working conditions of employees under the age of 18 years.

**Article 2.** It is prohibited to employ young workers under the age of 18 years in the following works:

- 1) lubrication, cleaning, inspection or repair of machinery or market mechanisms;
- 2) works requiring the present or the passage in a room where find machines operated by hand or by animal motor or mechanics, motors, transmissions and mechanisms including dangerous parts are not covered with protective devices appropriate;
- 3) driving or manoeuvring lifting or handling equipment;
- 4) handling and use of explosive materials, irritants, corrosive or poisonous;

- 5) work in slaughterhouses, rendering, casing works, tanneries, etc...;
- 6) extraction of waste ores, materials and cuttings in the mines and quarries, as well as in earthworks;
- 7) work of trimmers, drivers, motor drivers, vehicles and mechanical gear;
- 8) all work performed during night hours;
- 9) all works which, even if they do not fall under the scope of the penalties of the law are likely to injure their morality;

**Article 3.** It is forbidden to employ young workers under the age of 16 years in the following works:

- 1) motor work utilizing pedals, wheels, cranks, levers, manoeuvres of legs and shaking tables moved by hand or foot;
- 2) use and supply of circular or band saws, or lances multiple, work on mechanical shears or cutting edges and with millstones;
- 3) building work, excluding finishing work not requiring the use of scaffolding.

**Article 4.** Young workers under the age of 18 may not wear, drag or push, both inside and outside establishments, loads weighing more than the following:

***Carrying burdens:***

- ✓ 14 and 15 year old boys 10 Kg
- ✓ 16 and 17 year old boys 15 Kg
- ✓ 16 and 17 year old girls 10 Kg

***Transport on wheelbarrow (vehicle included):***

- ✓ 14 and 15 year old boys 20 Kg
- ✓ 16 and 17 year old boys 25 Kg
- ✓ 16 and 17 year old girls 15 Kg

***Transport on vehicles with 2, 3 and 4 wheels (vehicle included):***

- ✓ 14 and 15 year old boys 40 Kg
- ✓ 16 and 17 year old boys 50 Kg
- ✓ 16 and 17 year old girls 35 Kg

The transport of any load on hand trucks or similar vehicles is prohibited for young workers under the age of 18.

**Article 5.** The age for admission to apprenticeship fixed at 14 years of age may, with the authorization of the Labor Inspector, however, be reduced to 12 years for the following works:

- a. light domestic work corresponding to the employment of scullion, assistant cook, little boy, babysitter;

- b. picking, collection and sorting work carried out in the agricultural exploitations;
- c. light work of a non-industrial nature.

**Article 6.** Any hiring of young workers aged 12 to 14 carried out in accordance with article 5 of this Order will give rise, within eight days, to the establishment of a list of names which will be sent to the Labor Inspector and who will specify for each young worker the nature of work and its remuneration.

**Article 7.** The written consent of the parents or guardians is required for entry into the employment of a child aged 12 to 14.

**Article 8.** The entry into the employment of the children referred to above is subject to the written authorization of the Labor Inspector or his legal representative. This authorization will be mentioned in the employer's register.

**Article 9.** The Labor Inspectors may require the medical examination of any young worker to determine whether the work in which he is employed does not exceed his strength. When it is proven that the young worker is physically unfit for the work to which he is employed, he must be assigned to work corresponding to his physical fitness or dismissed without the consequences of his dismissal may be charged to him.

**Article 10.** Night work is prohibited for young workers of one or the opposite sex under the age of 18. However, it can be waived for young workers aged 16 to 18 to repair accidents that have occurred or to prevent any accidents that may occur.

**Article 11.** The minimum duration of night rest for young workers may not be less than twelve consecutive hours including the period between six o'clock in the evening and six o'clock in the morning.

**Article 12.** Sunday rest is compulsory for apprentices and young workers under the age of 18, even when employed in a business or establishment where Sunday work is permitted.

**Article 13.** Persons violating the provisions of this Order expose themselves, as the case may be, to the penalties provided for in Articles 167 and 205 of the Labor Code.

**Article 14.** This Order, which takes effect from its date of signature, will be recorded and published in the Official Journal of the Republic. Conakry, April 22, 1996

## **2.2 International Requirements**

Diaoune Agro-Industrie Sarl, Guinea has committed to developing the Project in line with Good International Industry Practice (GIIP), and specifically the World Bank's Environmental and Social Framework (ESF) and the International Finance Corporation's (IFC) Performance Standards (PS). The specific standards of relevance to this Project are, therefore:

**PS1: Assessment and Management of Environmental and Social Risks and Impacts - IFC Performance Standards (2012).**

- Identify and evaluate environmental and social risks and impacts of the project.
- Adopt a mitigation hierarchy to anticipate and avoid, or where avoidance is not possible, minimise, and, where residual impacts remain, compensate/offset for risks, and impacts to workers, affected communities, and the environment.
- Promote improved environmental and social performance of clients through the effective use of management systems.
- Ensure that grievances from affected communities and external communications from other stakeholders are responded to and managed appropriately
- Promote and provide means for adequate engagement with affected communities throughout the project cycle on issues that could potentially affect them and ensure that relevant environmental and social information is disclosed and disseminated

**PS 4: Community Health, Safety and Security**

- Anticipate and avoid adverse impacts on the health and safety of the affected community during the project life from both routine and non-routine circumstances.
- Ensure that the safeguarding of personnel and property is carried out in accordance with relevant human rights principles and in a manner that avoids or minimizes risks to the affected communities.

**ESS10: “Stakeholder Engagement and Information Disclosure” – World Bank’s Environmental and Social Framework (ESF).**

These international requirements relating to stakeholder engagement are summarised below:

**The International Finance Corporation (IFC) requirements**

Project engagement and disclosure under PS1 on the Assessment and Management of Environmental and Social Risks and Impacts is required. The objective is to ensure that affected communities are appropriately engaged on issues that could potentially affect them; to develop and maintain a constructive relationship with communities, and to establish a grievance mechanism. Paragraphs 25-35 of the IFC PS1 provide detailed information on:

- Who to consult;
- When to consult;
- What to consult; and
- How to consult.

The requirements for the consultations with the external stakeholders are defined in the IFC Social and Environmental Sustainability Policy and the respective IFC Performance

Standards and Guidelines. According to the IFC requirements, public consultations should be carried out in the process of preparing the ESIA document on environmental and social aspects of the Project.

Based on the outcome of the consultations, the attitude of the stakeholders should be taken into consideration. The consultations should be conducted as early as possible. The relevant project-related information should be made accessible in advance. The Company should carry out subsequent consultations in the course of the Project implementation.

IFC requirements for public consultations and information disclosure are summarized below:

- Be free of external manipulation, interference, coercion, and intimidation,
- Involve all representatives of local communities (including women, aged people, children, etc.),
- Be provided with a preliminary analysis of stakeholders,
- Initiate both open meetings with local communities and meetings with the leaders of local communities,
- Give clear information on potential risks associated with Project implementation,
- Be initiated at an early stage (especially for projects with significant adverse impacts),
- Be based on timely, actual, understandable and accessible information available in the language preferred by the affected communities,
- Inform that the Terms of Reference provide for carrying out an environmental and social assessment,
- Make it possible to define periods and possibilities for making collective decisions (especially for indigenous people) and the appropriate feedback mechanism,
- Stimulate the development of a transparent Action Plan based on an Environmental and Social Management Plan, and
- Ensure monitoring of all essential changes in planning the scope of projects and the project implementation procedure.

### **World Bank Environmental and Social Standard on Stakeholder Engagement**

The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice" (World Bank, 2017: 97). Specifically, the requirements set out by ESS10 are the following:

- “Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts;
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation;
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagements, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.” (World Bank, 2017: 98). A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts must be developed by the Borrower. The SEP must be disclosed as early as possible, and before project appraisal, and the Borrower must seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project promptly (World Bank, 2017: 100). For more details on the WB Environmental and Social Standards, please follow the link below:

<https://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standardss>

### 3.0 KEY STAKEHOLDER ENGAGEMENT PRINCIPLES AND APPROACH

The following principles guide this SEP:

- a. **Inclusivity:** one stakeholder group will not be prioritised above another. Local community culture, human rights, values, and traditions will be upheld and genuinely endorsed during every aspect of the engagement. The concerns/issues of vulnerable groups will be differentially treated. Separate meetings will be held with the vulnerable and marginalised groups;
- b. **Transparency:** all information will be shared transparently and openly with all identified stakeholders. All values, opinions and issues will be dealt with in a sensitive, transparent and, when appropriate, confidential manner;
- c. **Accessibility:** as part of any stakeholder engagement, interactions will be accessible to the public and documented, with appropriate and timely management-level responses to issues and/or concerns raised;
- d. **Informed consultation and participation:** stakeholders will be fully informed about a project activity to have meaningful consultation and participation;
- e. **Timeliness:** information will be dispersed in a timeline fashion to provide sufficient time for stakeholders to first understand; and
- f. **Reciprocal:** opportunity must be allowed for stakeholders to respond and provide their viewpoints on information shared.

Some of the benefits of stakeholder engagement include:

- i. Strengthening the relationship between DAI and its affected stakeholders;
- ii. Providing an opportunity for DAI to continuously assess the needs of its PACs and to act on particular needs;
- iii. Assisting those affected to preserve their sense of “community”;
- iv. Easing possible future conflicts by collaboratively developing conflict resolution strategies; and
- v. Guarantee continuous engagements with relevant government departments.

#### 3.1 Approach

The approach of this SEP is to identify all the stakeholders according to their interests in the project. The plan provides an engagement programme for the Pre-Construction, Construction and Operations Phases of the cashew nut processing project. An important operational element of the SEP is established CRCs through which all project programme-related



stakeholder engagement activities will be conducted. A Grievance Mechanism is also provided.

## **3.2 Stakeholder Identification and Analysis**

### **3.1.1 Stakeholder Identification**

In accordance with the Lender's Requirements regarding stakeholder engagement, DAI has identified and documented various individuals and groups who (i) are affected or likely to be affected (directly or indirectly) by the Project (affected parties), or (ii) may have an interest in the Project (other interested parties).

This will enable DAI to have a realistic picture of those who have an interest in and/or are concerned about the Project and, consequently, should be included in the engagement process. During the recent stakeholder engagement, a list of stakeholders was developed by taking into account the following consideration:

- Potential Project's impacts during its life cycle, with a focus on the operational phase,
- Type of stakeholder engagement mandated by laws and Project standards,
- Potentially people/organizations (directly and indirectly) affected by potential impacts in the Project's area of influence; and
- Vulnerable groups<sup>1</sup> required special engagement efforts.

### **3.1.2 Stakeholder Categorisation**

After stakeholders had been identified and grouped, the stakeholders were categorised based on their concerns about the Project development activities. These include:

- Environmental – this includes alteration of current environmental conditions such as emissions and local air quality, elevated noise/ disturbance levels, damage and depletion to ecological systems, generations and disposal of waste and reduction in the aesthetic value of the environment, changes in resources availability, etc.;
- Social – this includes economic displacement due to land acquisition, livelihoods, agricultural activities, impacts on water, community health and safety, employment of

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<sup>1</sup> Vulnerable households are defined as meeting at least one of the following criteria:

- Poor or near-poor households certified by the Government;
- Female-headed households;
- Households with orphans or abandoned children;
- Households with an elderly person above the age of 60 living alone;
- Households with an elderly person from 80 years old without social welfare or insurance;
- Households with a physically disabled member;
- Households with a mentally disabled member incapable of work;
- Households with a member with HIV/AIDS and unable to work;
- Households with a single parent from a poor household who are raising children under the age of 16, or children aged 16-18 and attending school; and
- Households with an illiterate breadwinner.

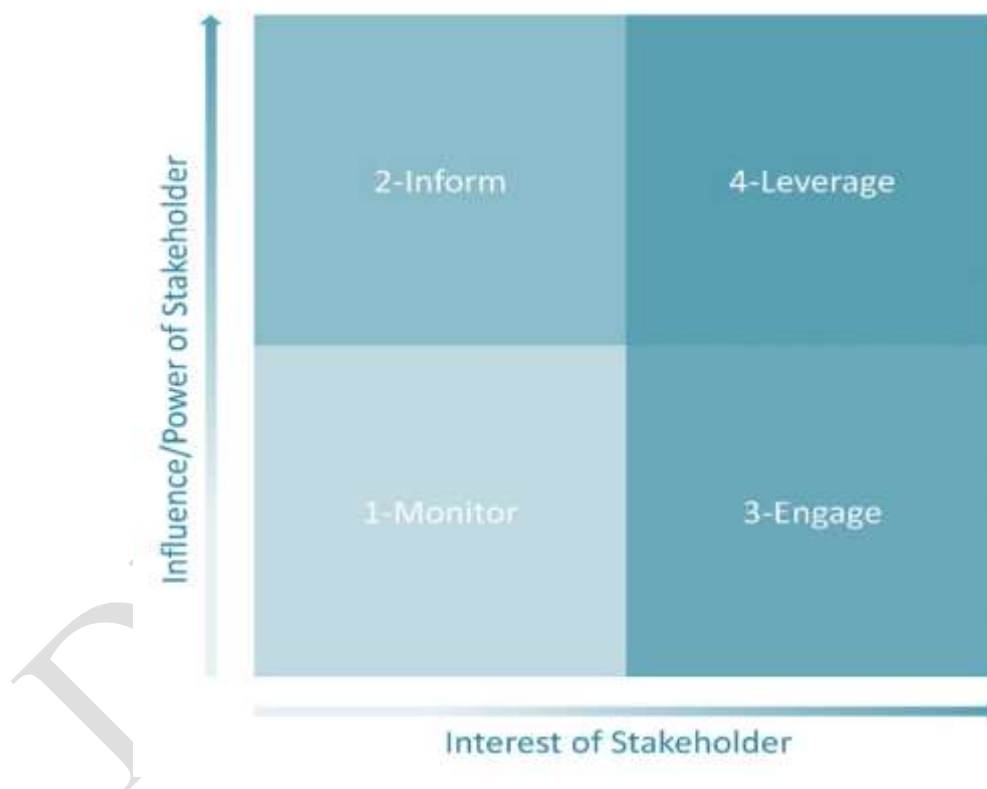
temporary/local/foreign workforce, labour safety, right of way, visual impacts, utility requirements, infrastructure requirements, materials supply, etc.; and

- Technical – this includes feasibility, traffic safety, emergency preparedness, knowledge sharing, project management issues, etc.

### 3.1.3 Stakeholders Mapping/Ranking of Stakeholder's Interests and Influence

To define stakeholder relationships, vulnerability, and interest in and influence on Project activities, stakeholders were assessed and mapped. Mapping was done according to influence, interest and the degree of potential impact based on the stakeholder mapping matrix as demonstrated in *Figure 4*.

Since the interest and influence of the stakeholder and the list of stakeholders may be changed throughout Project development, the stakeholder analysis should be updated to reflect the change.



**Figure 4: Stakeholder Mapping Matrix**

A stakeholder mapping matrix is a tool which assists in identifying where stakeholders stand depending on their influence and interest. The influence and interest of stakeholders can be classified as low or high.

A definition of each group based on the stakeholder mapping can be summarised as follows:

1. **Monitor** – low influence and low interest: Typically, this group includes those who have limited interest and influence on the Project including the media and non-governmental organisations (NGOs).

2. **Inform** – high influence and low interest: From an impact assessment perspective, these are stakeholders that have the potential to influence Project outcomes but may not have a specific interest in impact assessment-related issues. Stakeholders in this group should be kept informed on the progress of the Project Development and usually include statutory consultees.

3. **Engage** – low influence and high interest: This group is also important and includes those groups or organisations that are not adversely affected, but whose interests determine them as stakeholders. As such, this group should be kept engaged and the Project should maintain an open channel of communication with this group throughout Project phases. Typically this group would include local communities not directly affected by the Project and authorities who have limited influence on the Project.

4. **Leverage** – high influence and high interest: This group of stakeholders is often the most important to the Project as they can influence Project outcomes and also have a high level of interest in aspects of impact assessment. Stakeholders in this group should be engaged throughout the ESIA, and for many of these stakeholders beyond the ESIA and during the Project life cycle. This group of stakeholders would typically include statutory approval bodies and affected communities.

The results of stakeholder identification and categorisation are summarised in Table 3.1

**Table 3.1: Stakeholder Analysis (at the time of reporting)**

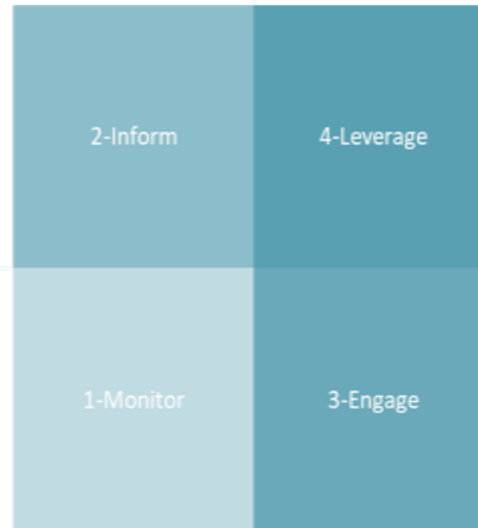
Categories	Stakeholders	Concerns			Influence	Interest	Level of Influence and Interest
		Environment	Social	Technical			
Local communities	Local communities in the Project's proximity (Kataba, Kataba Foulatah, Fodecontech, Tamboni, Kareki Madina, Tambobo Tamaransy) who may receive any impact from the Project's operational activities	✓	✓	✓	High	High	4- Leverage
Government and local government bodies	<i>National Authorities</i>						
	Ministry of Environment and Sustainable Development	✓	✓	✓	High	Low	2- Inform
	National Directorate of the Environment (DNE)	✓	✓	✓	High	Low	
	Guinea Water Company	✓	✓	✓	High	Low	
	Guinean Bureau of Environmental Studies and Evaluations (BGEEE)	✓	✓	✓	High	Low	
	Guinea Electricity Company	✓	✓	✓	High	Low	
	Ministry of Agriculture and Livestock	✓	✓	✓	Low	High	3- Engage
	Ministry of Infrastructure and transport	✓	✓	✓	Low	High	
	Ministry of Health and Public Hygiene	✓	✓	✓	Low	High	
	Ministry of Trade, Industry and small-and-middle-sized Businesses	✓	✓	✓	Low	High	
	Environmental Observation and Monitoring Centre (COSIE)	✓	✓	✓	Low	High	
	National Directorate of Sanitation	✓	✓	✓	Low	High	
	<i>Region Authorities</i>						
	Mayor of Boke	✓	✓	✓	High	High	4- Leverage
	<i>Prefecture</i>						
	Prefect of Boke	✓	✓	✓	High	High	3- Engage
<i>Commune Authorities</i>							
Leaders of the affected communities Kataba, Kataba Foulatah, Fodecontech, Tamboni,	✓	✓	✓	High	High	4-	

Categories	Stakeholders	Concerns			Influence	Interest	Level of Influence and Interest
		Environment	Social	Technical			
	Kareki Madina, Tambobo Tamaransy.						Leverage
	Community-Based Organizations (i.e. Men's Group, Women's Group and Youth Group) at the commune level	✓	✓		Low	High	3-Engage
Economically Interested Parties and Business Partners	Farmers	✓	✓	✓	High	High	4-Leverage
	Individual shareholder	✓	✓	✓	High	High	
	Lenders (DFC)	✓	✓	✓	High	High	
Academic groups	Academic groups that will participate in project reviews in the project development (e.g. Universities)	✓	✓	✓	Low	Low	1-Monitor
Non-governmental organizations (NGOs) & Media	NGOs that might be interested in the project development and its potential impacts	✓	✓	✓	Low	Low	1-Monitor
	National media	✓	✓	✓	Low	Low	1-Monitor
	State media	✓	✓	✓	Low	Low	1-Monitor

### 3.1.4 Stakeholder Engagement Strategies

Based on the results of the above mapping, the Project analysed the stakeholder groups to determine the most appropriate method of engagement for each key group (see Figure 5 below). This analysis considered the groups' concerns, their level of interest in the Project and their potential to be impacted (including positive/negative and direct/indirect).

- Make use of interest by informing in low-risk areas;
- Keep informed and consulted in interest area; and
- The Project will be responsive to direct requests for further information



- Inform and consult in interest areas through formal communications such as meetings or letters, writing documents;
- Involve in governance and decision-making; and
- Keep ongoing engagement and collaborative working in areas of mutual interest

- Inform via public communications (for example through the Project website and press communications);
- The Project will be responsive to direct requests for further information and engagement if the stakeholders ask to be consulted; and
- Monitor for their feedback

- Keep engaged and consulted regularly;
- Seek to obtain their support and technical guidance;
- The Project aims to be proactive in its communications, providing information and seeking views at regular intervals; and.
- Fluid on-going two-way information flow.

**Figure 5: Stakeholder Engagement Strategies**

### **3.5 Communication Methods and Consideration for Engagement**

A variety of communication methods have been used during engagement throughout the ESIA. They were determined based on the level and objective of engagement, as well as the target group. Communication methods have included:

- Presentations outlining the Project and ESIA process;
- Project Information Document (PID) that have been provided to stakeholders and contain details of the Project, the ESIA, key impacts and mitigation/enhancement measures, stakeholder engagement activities and how to provide feedback;
- Meetings with key interest groups and potentially impacted and/or interested stakeholders.

Communication will continue between DAI and stakeholders throughout the construction and operation phases of the project. Stakeholders include all staff, residents, users of the Project and local authorities. All communication will be culturally appropriate and in a language, Stakeholders can understand.

## 4.0 STAKEHOLDER ENGAGEMENT ALREADY UNDERTAKEN

### 4.1 Stakeholder Engagement Activities

Stakeholder engagement activities commenced on 4<sup>th</sup> October 2022, with the first field survey (see Table 4.1). Meetings were undertaken with stakeholders in Kataba and Kataba Foulatah communities. The Project’s consultants, with support from the Project Sponsor, conducted consultations with regulatory bodies from federal, state and local government levels through formal meetings; with local authorities through informal interviews and consultation with affected communities’ representatives through key informant interviews (KIIs), focus group discussions (FGDs), and household surveys. Objectives of the stakeholder engagement activities were to:

- Update about Project progress;
- Obtain information related to the socio-economic conditions of host communities;
- Attain feedback or perceptions about the Project development and recommendation for host communities’ development; and
- Get acceptance and support from the People to survey the area.

A summary of the Stakeholder engagement activities is presented in *Table 4.1* and a summary of discussions, concerns, and recommendations is generated during the sections below. The details of the engagement are contained in Appendix B (Minute of Meetings).

**Table 4.1: Summary of Stakeholder Engagement Undertaken during the ESIA**

Type of Engagement	Group	Location	Date
Community Engagement Meeting	Community Leaders; Kataba	Kataba Community	4/10/22
Community Engagement Meeting	Community leaders Kataba Foulatah FGD Men, Women and Youths	Kataba Foulatah community	4/10/2022
Community Engagement Meeting	Community leaders, Tambobo	Tambobo Landouma community	4/10/2022
Community Engagement Meeting	Community leaders, Fodeconteah	Fodeconteah community	4/10/2022
Community Engagement Meeting	Community Leaders: Tamboni Men, Youths and Women	Tamboni community	5/10/2022
Community Engagement Meeting	Community Leaders: Kareki Madina Men, Youths and Women	Kariki Madina community	5/10/2022
Community	Community Leaders: Tamaransy Men, Youths and	Tamaransy	5/10/2022



Type of Engagement	Group	Location	Date
Engagement Meeting	Women	community	

#### 4.2 *Summary of issues raised by Stakeholders during Stakeholder Engagement*

The feedback which formed the major/key issues raised during the series of Engagements for the DAI ESIA project includes;

- DAI should make provision for boreholes to the host communities' marked as project-affected communities.
- DAI should extend the selling of their product (cashew nut) to the communities as well.
- Request for a CLO (Community Liaison Officer) to be employed from Kataba to relate between the community and DAI.
- Provision of sanitary facilities (toilets) and proper waste disposal section for the communities.
- Fears of increased airborne diseases in the area and plans to mitigate such impacts as a result of smoke coming from the factory.
- Provision of schools to women and youths so they will be educated and have the opportunity of becoming skilled workers in the company.
- Economic empowerment of the youth in the community and also training some to be suitable for employment in the factory.
- DAI should consider giving the community favourable prices to encourage sustainable transactions of the cashew nut.
- DAI should reward the communities for their impact on agricultural products.
- Strict adherence to ESMP of the ESIA by DAI reduces the adverse impact of the project activities on the Environment.
- Provision of seedlings and farm maintenance in terms of weeding, knowing full well that not everybody will be opportune to work in the cashew nut process factory.
- Provision of health centres especially within the community areas.
- Fears that the waste shell nuts will be dumped in their water bodies as a result of the cashew nut processing activities (since the water from the cashew nut process is very acidic).

## **5.0 GRIEVANCE MECHANISM**

In compliance with applicable local and national laws and essentially the World Bank's ESS10, a project-specific mechanism is being set up to handle complaints and issues. This process would be specially designed to collect, collate, review and redress stakeholders' concerns, complaints and grievances. This process will be carried out using dedicated communication materials (specifically, a GRM form) which will be developed to help stakeholders become familiar with the grievance redress channels and procedures.

In accordance therefore with international good practice, a so-called "Grievance Procedure" will be established by which the Project Affected People (PAPs) and other interested Stakeholders can submit their complaints, questions or comments about the Project during its entire lifecycle. In the case of this Project, there is a need for both a grievance and feedback mechanism. The grievance mechanism allows stakeholders to feedback throughout the ESIA with their comments and concerns. Stakeholders have been able to do this through attendance at meetings and by stating their grievances to the ESIA consultant team.

A Public Grievance Form (see the example in Appendix 1) is available for recording grievances. Once a grievance is submitted to DAI, it will be logged in a register where it will be tracked through to a satisfactory conclusion. The grievance will be reviewed by the responsible person within DAI and the required corrective actions will be identified.

### **5.1 Objectives of the Grievance Mechanism**

The grievance mechanism outlines DAI's approach to accepting, assessing, resolving and monitoring grievances from stakeholders regarding the Project and its activities (including all those of contractors). Timely redress or resolution of grievances is vital to ensure the successful implementation of the Project.

Grievances can encompass minor concerns as well as serious or long-term issues. They might be felt and expressed by a variety of parties including individuals, groups, communities, entities, or other parties affected or likely to be affected by the social or environmental impacts of the Project. It is essential to have a robust and credible mechanism to systematically handle and resolve any complaints that might arise so that they do not escalate and present a risk to operations or the reputation of the company (nationally or internationally). If well handled, an effective grievance mechanism can help foster positive relationships and build trust with stakeholders.

The overall objectives of the GRM are to:

- Provide a transparent process for timely identification and resolution of issues affecting the project and people, including issues related to specifics in the project components.
- Strengthen accountability to beneficiaries, including project-affected people.

## 5.2 Management Process

The grievances will be addressed fairly and transparently. Confidentiality aspects about grievances received will be maintained.

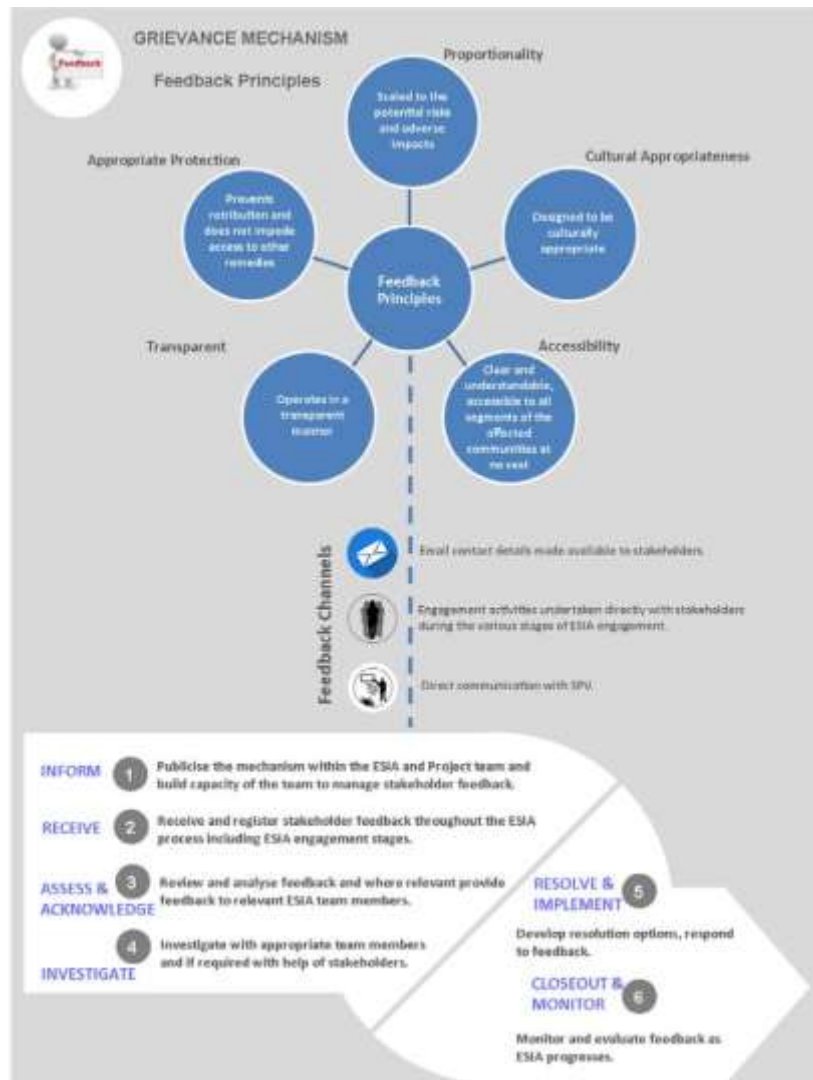


Figure 6: Grievance Redress Mechanism

## 6.0 ONGOING STAKEHOLDER ENGAGEMENT

Essential building blocks for stakeholder engagement include the following (IFC, 2007):

- Information disclosure;
- Stakeholder consultation;
- Negotiation and partnership;
- Grievance management;
- Stakeholder involvement;
- Reporting to stakeholders; and
- Managing the stakeholder engagement programme

Some stakeholders are more directly affected by the project daily. Such parties may have issues and/or concerns with the project that affect their daily lives, for which purposes particular mechanisms need to be in place to ensure continuous consultation and engagement between DAI and its stakeholders.

Some of these building blocks are discussed in this section.

### 6.1 Information Dissemination

#### *Key and consistent messaging*

Consistent messaging is one of the most basic and cost-effective ways in which a project can build its trust relationship with stakeholders. Not only does it contribute to transparent, open and fair communication, but it also empowers staff members to talk about technical topics with confidence and authority. In addition, key messages shared with external consultants involved in a variety of processes on behalf of DAI could facilitate the smooth conclusion of regulatory processes as consistent messaging builds trust.

In this regard, Table 6.1 provides key message themes which should be developed and continually updated. These messages must be informed by what DAI wants to communicate, as well as what stakeholders need or want to know. These might be two very different topics depending on the context and should be culturally relevant and address the information and feedback needs, especially of the vulnerable. DAI will make a consistent, sufficient and demonstrative efforts to ensure that information is also disseminated to women and the vulnerable in a manner which is accessible to these groups in a free manner. To do this, DAI will appoint women and youth representatives in each village. Such a representative should be part of all engagements and have the freedom and right to speak on behalf of other women and vulnerable people in a manner which is free and documented by DAI. DAI will

document specific engagement such as efforts used for women and vulnerable groups. All engagement protocols and meeting minutes need to be explicit (in the documentation) in terms of how vulnerable groups and women were engaged either separately or within larger groups.

**Table 6.1: Key engagement drivers, topics and stakeholders**

<b>Key engagement drivers</b>	<b>Engagement topics</b>	<b>Stakeholders</b>
Operations Phase	<ul style="list-style-type: none"> <li>• Ad hoc meetings and requests</li> <li>• Stakeholder engagement needs</li> <li>• Partnerships</li> <li>• Community trust</li> </ul>	<ul style="list-style-type: none"> <li>• All contractors</li> <li>• All affected and surrounding communities</li> <li>• Relevant NGOs and CSOs</li> <li>• Relevant ministries</li> <li>• Environmental and advocacy groups</li> <li>• CRCs</li> <li>• Village head (chiefs)</li> <li>• Women representative(s)</li> </ul>
Social incidents, grievances and commitments	<ul style="list-style-type: none"> <li>• Incidents</li> <li>• Grievances</li> <li>• Issues</li> <li>• Commitments</li> </ul>	<ul style="list-style-type: none"> <li>• All contractors</li> <li>• All affected and surrounding communities</li> <li>• CRCs</li> <li>• Village head (chiefs)</li> <li>• Women representative(s)</li> </ul>
Engagement about opportunities	<ul style="list-style-type: none"> <li>• Employment</li> <li>• Procurement</li> <li>• Training/skills development</li> </ul>	<ul style="list-style-type: none"> <li>• All affected and surrounding communities</li> <li>• CRCs</li> <li>• Village head (chiefs)</li> <li>• Women representative(s)</li> </ul>
Future pre-feasibility studies or project-related changes	<ul style="list-style-type: none"> <li>• Planned changes</li> <li>• Potential impacts of planned changes</li> <li>• Potential opportunities due to planned changes</li> </ul>	<ul style="list-style-type: none"> <li>• Shareholders</li> <li>• All affected and surrounding communities</li> <li>• Relevant NGOs and CSOs</li> <li>• Relevant ministries</li> <li>• Environmental and advocacy groups</li> </ul>
Environmental, safety, security and operations-induced impacts	<ul style="list-style-type: none"> <li>• Dust (air quality)</li> <li>• Water quality and quantity</li> <li>• Community health and safety</li> <li>• Site induced in-migration</li> <li>• Emergency response/preparedness</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant NGOs and CSOs</li> <li>• Relevant ministries</li> <li>• Environmental and advocacy groups</li> <li>• All affected and surrounding communities</li> <li>• CRCs</li> </ul>
Energy, road and water infrastructure	<ul style="list-style-type: none"> <li>• Water pipelines and infrastructure</li> <li>• Roads</li> </ul>	<ul style="list-style-type: none"> <li>• All affected and surrounding communities</li> <li>• Relevant NGOs and CSOs</li> <li>• Relevant ministries</li> </ul>

## ***ESIA disclosure***

Information on the project will be communicated to all the stakeholders as part of the Draft ESIA disclosure. This will include findings on potential impacts and mitigation measures, as well as stakeholder feedback to be incorporated into the final ESIA and SEP. As part of the disclosure at the village level, a non-technical summary of the Draft ESIA will be available to all stakeholders in English and French to present the key project issues and project management measures. This document will be distributed during all the public meetings and will be available on the website of DAI and its appointed construction contractor. Summary copies will be available in English and French in all the PACs and at the prefecture level. DAI will make a consistent, sufficient and demonstrative efforts to ensure that information is also disseminated to women and the vulnerable in a manner which is accessible to these groups in a free manner. DAI will document specific engagement efforts used for women and vulnerable groups. Finally, the Final ESIA will be revised based on the comments received on the draft version.

### **6.2 Proposed methods for future engagement**

Information dissemination will not be limited to the ESIA and other regulatory processes, as DAI is committed to continuously providing its stakeholders with project-related information through the following proposed methods of engagement:

- ❖ Distribution of project documents (info leaflets/maps);
- ❖ Emails and SMS/WhatsApp messages;
- ❖ Social media platforms (WhatsApp groups, Facebook, or Twitter profiles);
- ❖ General community meetings;
- ❖ Public meetings;
- ❖ Government liaison (formal meetings);
- ❖ Company website updates and information-sharing;
- ❖ Annual reporting (especially for shareholders);
- ❖ CSI reporting; and
- ❖ Using the existing CRCs as a communication mechanism through which a Grievance Mechanism should be managed.

Print publications and the use of online information may not be practical in the communities given the high levels of illiteracy in the area. However, these platforms will be used for information-sharing with stakeholders such as government authorities, shareholders, lenders, relevant NGOs or CBOs.

During most meetings, especially with people who do not have access to emails, handing out notices or information either before, or after the meeting, is recommended. The type of printed publications should depend on the stakeholder group, which should prescribe the level of information to be

provided, the structure of the information (formal/informal language), and the language in which it should be drafted. Short pamphlet-style PowerPoint presentation printouts usually work well for rural communities and can combine infographics and pictures when dealing with illiterate or vulnerable stakeholders. For more formal meetings with government departments or officials, handouts might not be required, as most of these stakeholders have email addresses or access to computers on which to review documents sent to them.

Online information is often the most suitable way of communicating information related to project activities, to stakeholders who are most directly affected by such activities. This is also frequently the best way to ensure that information is consistent, and for different stakeholder groups to select the preferred language in which they prefer to read the information. However, care should be taken in terms of the level of information to be provided and whether the stakeholder has access to such online portals. Another consideration is the fact that online information-sharing requires a stakeholder to actively log in or visit a particular website, as opposed to such a stakeholder being provided with the information. Requiring a stakeholder to visit a website should be carefully considered, as many do not have access to data, or cannot afford this. Therefore, although online communication should be used, information that is critical for distribution to all stakeholders cannot be shared on online platforms only. DAI will make a consistent, sufficient and demonstrative efforts to ensure that information is also disseminated to women and the vulnerable in a manner which is accessible to these groups in a free manner. DAI will document specific engagement efforts used for women and vulnerable groups.

## **6.2 Engagement Planning and Scheduling**

Consultation should be a two-way sharing of information between DAI, the project developer, the I&APs, and other stakeholders. Various consultation methods can be applied to ensure such two-way communication. These include FGDs, one-on-one discussions with affected individuals, or written correspondence/comments and/or grievances.

The primary vehicle for stakeholder engagements is sensitive to the needs of the PACs and different stakeholder groups. Any consultation, whether this is with government authorities, local communities, or adjacent land users, should be planned for at least a week, allowing the interest group to make proper planning arrangements and to be able to attend the consultation (such as a meeting, for example).

The IFC recognizes that certain members of society are easily excluded from stakeholder engagement through cultural or religious barriers. This often happens through a heavy reliance on community representatives and leaders, who may not provide sufficient opportunities for the vulnerable (or women) to participate in stakeholder engagement. The IFC (2012) states: “When the

stakeholder engagement process depends substantially on community representatives, the client will make every reasonable effort to verify that such persons do represent the views of Affected Communities and that they can be relied upon to faithfully communicate the results of consultations to their constituents”. All efforts shall therefore be made by DAI to ensure that vulnerable people (especially women) are invited to participate freely and openly.

Should it be necessary, newspaper advertisements, social media or radio adverts need to be placed to inform the wider public and community members of particular meetings. All those affected by a meeting should be invited or informed that meeting minutes will be sent to them.

DAI must adhere to annual planning to ensure that stakeholder needs are met systematically. Relevant meetings should be planned every month by an engagement schedule where meeting minutes and actions are also logged against an engagement identification number. An example of engagement planning is provided in Table 6.2.

**Table 6.2: Engagement planning tiers and purpose**

<b>Planning Section</b>	<b>Purpose</b>
Section 1: annual planning	Annual planning provides DAI with an overview of the planned engagements on an annual basis. It ensures that all engagement topics, including project updates and capacity-building areas, are covered across stakeholder groups.
Section 2: monthly planning	Monthly planning is done at the end of each month for the subsequent month. It reviews the yearly planned schedule for the upcoming month and adds any additional engagements based on evolving priorities.
Section 3: weekly planning	Weekly planning occurs when urgent and important requests or needs for meetings come up
Section 4: unplanned	Occasionally unplanned meetings will take place and must be indicated as such in the engagement log. Often, these meetings are related to an incident or crisis that has to be attended to urgently.

### **6.3 Formal and informal meetings**

Depending on the stakeholder group, certain consultations will be more formal than others. For example, meeting with government departments and officials are often more formal and will require a set agenda, presentation, and related documents to be prepared in preparation for the meetings.



Informal meetings, on the other hand usually work well for smaller groups and do not necessarily require formal minutes or agendas. DAI will make a consistent, sufficient and demonstrative efforts to ensure that information is also disseminated to women and the vulnerable in a manner which is accessible to these groups in a free manner. For this purpose, DAI will appoint women and vulnerable group representative in each village. Such a representative should be part of all engagements and have the freedom and right to speak on behalf of other women and vulnerable people in a manner which is free and documented by DAI. DAI will document specific engagement efforts used for women and vulnerable groups.

#### **6.4 Meeting Minutes**

Any meeting, whether face-to-face meeting or virtual, should be followed-up with detailed minutes at least five days after the respective meeting. This should include a signed attendance register of those who attended the meeting, coupled with a declaration for each attendee to provide informed consent to offer his or her details for public record in this manner. One reason behind minute-taking is to, before a meeting, refresh attendees' memory about the previous meeting's discussions and action points, and to measure actions that had been taken since the last meeting. The minutes will demonstrate how the vulnerable women had an opportunity to participate in the meeting. Relevant government authorities should be queried as to how often they require feedback on the project and meetings, as well as in which format they prefer to have minutes sent to them. Minutes should be drafted in English; however, in some instances, minutes should also be drafted in French. All meeting minutes shall become public documents as these should be distributed to relevant government authorities and those affected at least within five days of a particular meeting. General email correspondences need to be followed up with telephonic conversations and consequent minute-taking.

For those affected members who might not have access to internet facilities, minutes also need to be lodged at a central location (or with the leaders) at least a week after a meeting or formal interaction, and stakeholders should be well-informed as to how these minutes can be accessed and comments made. Minutes need to be amended as soon as any feedback has been received, and the revised minutes need to be disseminated in the same fashion. Of pivotal importance is to inform those affected of the disseminated minutes and the procedures for reviewing and commenting on these.

Reasonable effort will be made by DAI to ensure that vulnerable people (especially women) have access to such material and the means to engage with DAI freely and openly despite cultural or religious barriers preventing.

## **6.5 CRC (Community Relations Committee)**

DAI has initiated several CRC for the project which serves as engagement platforms for the quarterly engagements DAI has with its stakeholders. The CRC submit stakeholder requests to DAI every quarter after which DAI evaluates the requests. Through the CRC, DAI provides its stakeholders with an opportunity to express their possible concerns/issues or identify needed community projects. The current CRC will be used for ongoing engagement between DAI and its stakeholders. However, Richflood recommends DAI re-evaluate the committees and the representation of each. A revised, operational manual needs to be drafted and disclosed to the members, in which the objectives, roles and responsibilities of each member in the CRC are defined. This will include clear Terms of Reference (ToR) and mandate. The CRC members will be trained on the implementation of the Grievance Mechanism.

The CRC should be established by DAI and should ensure that a representative from a suitable NGO/CBO is invited to participate.

### **6.5.1 Objectives of CRCs (Community Relations Committee)**

Using a committee such as the CRC is one mechanism for continuous, direct stakeholder engagement. Going forward, the CRC should formalize a system for stakeholders to solve problems and/or issues related to the project collectively and to receive feedback regularly.

The CRC should act as a forum for stakeholders to express and channel their concerns which affect them directly regarding important issues related to the project. The committees should also be used as a mechanism for disseminating project-related information and timeframes to stakeholders, as well as to obtain and resolve project-related grievances. The CRCs should work in close collaboration with an appointed Environmental Control Officer (ECO) or someone in a similar position during the Construction Phase.

The main objectives of the CRC would be to obtain and disclose project-related information, as well as to hear disputes, claims, issues and/or concerns from stakeholders about the project. The operations of these committees should be transparent, and records of their activities should be made available to the public and relevant local government authorities.

As part of the project, the CRC will be specifically used to oversee any issues, concerns and/or grievances throughout the project ESIA and Construction Phase, and therefore its most important objectives would be to:

- Represent the voices and convey the issues and/or concerns of all stakeholders;
- Represent members from relevant government officials and provide a platform for the

latter to engage regularly with stakeholders, DAI and construction managers;

- Support efforts to engage with other institutions such as NGOs or CBOs;
- Play a central role in the identification of those stakeholders who might be more vulnerable during the project construction phase. This might be an elderly who might need to be economically or physically resettled by the project or someone who has graves on the project site or who lives adjacent to the site and might be vulnerable to the construction activities;
- Provide notice to vulnerable people of the project's intentions to provide appropriate assistance for them should they be adversely affected;
- Generate required reports or minutes;
- Manage a Grievance Mechanism for any issues, concerns and/or complaints about the project;
- Through a Grievance Mechanism, review each case through an interview with the identified case recipient;
- Oversee the project planning process, especially labour sourcing and health and safety considerations during the Construction Phase;
- Provide regular feedback and information on the project to stakeholders

The committees should be constituted as advisory panels and their recommendations should not be binding on DAI or the government. However, any recommendations made by and through these committees to DAI should be duly recorded and must become a matter of public record.

The committees should also act as a continuous communication mechanism for the project post-construction, as well as for the future project lifecycle.

#### **6.5.2 Membership**

Members sitting on these committees are selected among community members, and currently include:

- ✓ Stakeholder representatives from the PACs and wider communities;
- ✓ The Mayor;
- ✓ The Prefect;
- ✓ Community leaders;
- ✓ DAI security agency representatives;
- ✓ A DAI representative.

Demonstrated efforts shall be made by DAI to ensure that vulnerable people (especially women and youth) have an opportunity to be part of these committees.

#### **6.5.3 Period of Operation and Frequency**

The CRCs will continue to function during the Construction Phase of the project. It will also continue to function post-construction for the duration of the lifecycle of the project. However, the Terms of Reference (ToR) and objectives of the committees will be reviewed by DAI annually. The

committees should function until project completion or the relevant government representatives or DAI discontinues the group for whatever reason.

DAI will manage its quarterly stakeholder engagements primarily using its CRCs. The proposed frequency of CRC meetings and reporting is provided in Table 6.1

**Table 6-3: Proposed CRCs stakeholder engagement frequency**

<b>Expansion programme phase</b>	<b>Activity</b>	<b>Frequency</b>
Pre-Construction Phase (ESIAPhase)	Re-evaluate CRCs and, if required, re-establish or establish more	Once-off
	Re-introduce the Community Relations Officers (CROs)	Once-off
	CRC meetings as part of the ESIA and management plans Disclosure Phase	Once-off
Construction Phase	CRC meetings	Quarterly
	Socio-economic monitoring and grievance and commitment register management	
Operations Phase	Construction close-out report compiled for submission on completion and new expansion line commissioning	Once-off
	CRC meetings	Quarterly

## 7.0 PROPOSED STAKEHOLDERS ENGAGEMENT PROGRAMME

This section set out proposed engagement schedules for the following three phases of the expansion programme:

- Pre-Construction Phase;
- Construction Phase; and
- Operations Phase.

### Pre-Construction Phase

This phase largely involves the ESIA and its disclosure as per the IFC PSs (2012). Disclosure and consultation activities as part of the ESIA disclosure will be guided by the following objectives:

- ❖ Events and meetings will be widely publicized at least two weeks in advance in the Social AoI, as well as in a wider locality and to all identified stakeholders. Relevant local forums and procedures for information dissemination will be used, and could include local newspapers, radio advertisements, or noticeboards;
- ❖ Before any event/meeting, relevant summary material in English and French will be made available to those who wish to participate in the events/meeting;
- ❖ Appropriate venues will be selected to ensure that all stakeholders who wish to participate have the opportunity to do so;
- ❖ All events/meetings will be conducted in English and French and sufficient opportunities will be provided to stakeholders to provide inputs, and/or express concerns/issues;
- ❖ Each event/meeting will be followed up using draft and final meeting minutes to be circulated and available to all the stakeholders who participated in the event/meeting;
- ❖ Each stakeholder should have access to the meeting minutes, as well as attendance registers; and
- ❖ Issues and/or concerns raised during these events/meetings will be actively followed up by DAI in a timeous manner. Should DAI not be able to resolve/provide answers to such issues/concerns during events/meetings, stakeholders will be informed as to when and how they can expect feedback in this regard.

Table 7-1 provides a Pre-Construction Phase proposed stakeholder engagement activity schedule for DAI to use.

**Table 7-1 Pre-Construction Phase proposed stakeholder engagement activity schedule**

No	Action	Target stakeholders	Responsibility	Engagement tools	Date and frequency
1	Draft ESIA and management plan disclosures	All stakeholders	<ul style="list-style-type: none"> <li>Richflood</li> <li>DAI</li> </ul>	<ul style="list-style-type: none"> <li>Formal government, NGO/CBO and community meetings</li> <li>CRCs engagements</li> <li>Leaflets and summary documentation (English and French)</li> <li>Presentations (English and French)</li> <li>Noticeboards</li> <li>Website announcements</li> <li>Mass media announcements</li> <li>Hard and soft copies of all documentation to be disclosed (English/French)</li> <li>Updated issues and response trails</li> <li>Draft and final meeting minutes</li> </ul>	<ul style="list-style-type: none"> <li>Third quarter of 2022</li> <li>Continuous engagements</li> </ul>
2	Disclosure of the SEP and grievance mechanism	All stakeholders, especially those within the social AoI specifically	<ul style="list-style-type: none"> <li>DAI</li> <li>Construction contractor</li> <li>CRCs</li> </ul>	<ul style="list-style-type: none"> <li>Noticeboards</li> <li>Leaflets</li> <li>Hard and soft summary copies in English and French</li> <li>Website announcements</li> <li>Formal government, NGO/CBO and community meetings</li> <li>CRCs engagements</li> </ul>	<ul style="list-style-type: none"> <li>Third quarter of 2022</li> <li>Continuous engagements</li> </ul>
4	Grievance management	All stakeholders	<ul style="list-style-type: none"> <li>DAI</li> <li>Construction contractor</li> <li>CRCs</li> </ul>	Record of grievances	Continuous engagements

## **Construction Phase**

The objectives of stakeholder engagement during the Construction Phase are to:

- ❖ Minimize community and labour health and safety-related impacts;
- ❖ Manage contractors; and
- ❖ Deal with grievances.

DAI, together with the construction contractor, will be responsible to ensure that stakeholder engagement activities continue throughout this phase.

Table 7-2 provides a Construction Phase proposed stakeholder engagement activity schedule

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**Table 7-2 Construction Phase proposed stakeholder engagement activity schedule**

No	Action	Target stakeholders	Responsibility	Engagement tools	Date and frequency
1	Information disclosure on: <ul style="list-style-type: none"> <li>• Purpose and nature of construction activities</li> <li>• Early notification of construction starting dates and duration</li> <li>• Potential social/health-related impacts</li> </ul>	All stakeholders, especially: <ul style="list-style-type: none"> <li>• Those within the Social AoI specifically</li> <li>• Farmers using land within the Social AoI</li> <li>• The vulnerable</li> </ul>	DAI CRO	<ul style="list-style-type: none"> <li>• Regular site visits</li> <li>• Annual environmental and social monitoring reports</li> <li>• Formal government, NGO/CBO and community meetings</li> <li>• CRCs engagements</li> <li>• Grievance Mechanism</li> <li>• Village banners</li> <li>• Leaflets</li> <li>• Noticeboards</li> <li>• Website announcements</li> </ul>	The first quarter of 2023 and as required for the duration of the Construction Phase
2	Notifications of transport disruptions	<ul style="list-style-type: none"> <li>• Local authorities and affected businesses</li> <li>• Those within the Social AoI, especially affected social infrastructure (schools, clinics)</li> <li>• All Social AoI land-users who might be affected by such disruptions</li> <li>• The vulnerable</li> <li>• Farmers using land within the Social AoI</li> </ul>		<ul style="list-style-type: none"> <li>• Direct messaging (texts/phone calls) to affected stakeholders</li> <li>• Noticeboards</li> <li>• Warning signs with relevant contact details</li> <li>• Village banners</li> <li>• Information boxes</li> <li>• Website announcements</li> <li>• Grievance Mechanism</li> <li>• Road signs</li> </ul>	



No	Action	Target stakeholders	Responsibility	Engagement tools	Date and frequency
3	Information on disturbances such as pollution (dust), noise and vibrations	<ul style="list-style-type: none"> <li>Those within the Social AoI, and especially all the PACs</li> <li>All Social AoI land-users</li> <li>Farmers using land within the Social AoI</li> </ul>		<ul style="list-style-type: none"> <li>Regular site visits</li> <li>Warning signs with relevant contact details</li> <li>Regular health and safety meetings through the CRCs site presence of contractors' teams</li> </ul>	
4	Recruitment and procurement	<ul style="list-style-type: none"> <li>Local authorities and relevant NGOs/CBOs</li> <li>Those within the Social AoI, and especially all the PACs</li> </ul>		<ul style="list-style-type: none"> <li>Noticeboards</li> <li>Website announcements</li> <li>Village banners</li> <li>CRCs engagements</li> </ul>	
5	Disclosure information on project environmental and social construction performance	All stakeholders	<ul style="list-style-type: none"> <li>DAI</li> <li>Construction contractor</li> </ul>	Website announcements	

## Operation Phase

The objectives of stakeholder engagement during the Operations Phase are to:

- ❖ Minimize community and labour health and safety-related impacts during the operation of the project;
- ❖ Improve the socio-economic living conditions of the DAI PACs and stakeholders within the SocialAoI;
- ❖ Promote socio-economic development in the Social AoI;
- ❖ Inform the development and update of DAI's community development approach; and
- ❖ Deal with grievances

DAI will be responsible to ensure that stakeholder engagement activities continue throughout this phase.

Table 7-3 provides an Operations Phase proposed stakeholder engagement activity schedule:

**Table 7-3 Operations Phase proposed stakeholder engagement activity schedule**

No	Action	Target stakeholders	Responsibility	Engagement tools	Date and frequency
1	Information on any activity likely to cause a disturbance such as pollution (dust), noise and vibrations	<ul style="list-style-type: none"> <li>Those within the SocialAoI, and especially all the PACs</li> <li>All Social AoI land-users</li> <li>Farmers using land within the Social AoI</li> </ul>	DAI	<ul style="list-style-type: none"> <li>Formal government</li> <li>Regular site visits</li> <li>Warning signs with relevant contact details</li> <li>Regular health and safety meetings through the CRCs</li> <li>Regular CRO site presence</li> <li>Noticeboards</li> <li>Village banners/information boxes</li> <li>Website announcements</li> <li>Grievance Mechanism</li> <li>Disturbance monitoring and evaluation</li> </ul>	For the remaining lifecycle of the project
2	Continues SEP and Grievance Mechanism information-sharing	All stakeholders		<ul style="list-style-type: none"> <li>Information boxes</li> <li>Regular site visits and engagements</li> <li>Noticeboards</li> <li>Training tools/records</li> <li>CRCs meetings</li> </ul>	
3	Grievance management	All stakeholders, especially: <ul style="list-style-type: none"> <li>Land users inside the Social AoI and the vulnerable</li> </ul>		<ul style="list-style-type: none"> <li>Grievance boxes in the PACs</li> <li>Noticeboards</li> <li>Regular CLO site presence</li> <li>Grievance records</li> <li>CRCs meetings</li> <li>Direct messaging (texts/phone calls)and engagements with affected stakeholders</li> </ul>	
4	Recruitment and procurement	<ul style="list-style-type: none"> <li>Local authorities and relevant NGOs/CBOs</li> <li>Those within the SocialAoI, and</li> </ul>	<ul style="list-style-type: none"> <li>DAI</li> <li>Construction contractor</li> </ul>	<ul style="list-style-type: none"> <li>Noticeboards</li> <li>Website announcements</li> <li>Village banners</li> </ul>	For the remaining lifecycle of the project

No	Action	Target stakeholders	Responsibility	Engagement tools	Date and frequency
		especially all the PACs		<ul style="list-style-type: none"> <li>• CRCs engagements</li> </ul>	
5	Information disclosure on any updated management plan	All stakeholders	DAI	<ul style="list-style-type: none"> <li>• Formal government, NGO/CBO and community meetings</li> <li>• CRCs engagements</li> <li>• Leaflets and summary documentation (English and French)</li> <li>• Presentations (English and French)</li> <li>• Noticeboards</li> <li>• Website announcements</li> <li>• Mass media announcements</li> <li>• Hard and soft copies of all documentation to be disclosed (English/French)</li> <li>• Updated issues and response trails</li> <li>• Draft and final meeting minutes</li> </ul>	As required for the remaining lifecycle of the project
6	Develop and publish annual environmental and social monitoring reporting	All stakeholders	DAI	<ul style="list-style-type: none"> <li>• Annual environmental and social monitoring reports</li> <li>• Soft copies on the DAI website</li> </ul>	Annually for the remaining lifecycle of the project

## **8.0 MONITORING AND REPORTING**

To ensure that the desired outcomes are being achieved, stakeholder engagement will be monitored throughout the ESIA process. Through various communication channels such as surveys; town hall meetings; and periodic one-on-one meetings; the Project will monitor and collect feedback from stakeholders.

### ***8.1 Monitoring Stakeholder Engagement Activities***

Monitoring and tracking of stakeholder engagement activities are important as it ensures effective continuous engagement and follow-up, as well as minimize slippages and oversight of important engagements. The Stakeholder Engagement Plan will be periodically revised and updated as necessary in the course of capacity building program implementation to ensure that the information presented herein is consistent and is the most recent and that the identified stakeholders and methods of engagement remain appropriate and effective about the project context and specific stages of the implementation. Any major changes to the project-related activities and their schedule will be duly reflected in the SEP.

There are two methods through which the stakeholder engagement process will (and has been) monitored:

#### 1. Review of engagement activities in the field:

- a) During the engagement with stakeholders, the ESIA team assessed meetings by asking questions from participants, depending on the stakeholder group, to ensure that messages are being conveyed clearly.
- b) The ESIA team conducted debriefing sessions while in the field. This method was used to assess whether the required outcomes of the stakeholder engagement process were being achieved, and to provide the opportunity to amend the process where necessary.
- c) The approach to engagement and key messages to be used were also discussed with Project staff to gain their feedback.

#### 2. The use of engagement tools developed through the ESIA engagement including the:

- a) Stakeholder list; /database; and
- b) Meeting records of all consultations held.

These tools not only record the issues that were raised, but the information gathered was incorporated into the ESIA report.

## 8.2 *Reporting Stakeholder Engagement Activities*

Summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. The summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

Information on stakeholder engagement activities undertaken by the Project should be contained in the SEP to include the following information:

- materials disseminated: types, frequency, and location;
- place and time of formal engagement events and level of participation by specific stakeholder groups (e.g. women, youth);
- number of comments received, type of stakeholder and details of feedback provided;
- numbers and type of stakeholders who come into contact with the Project team by mail, phone call or any other means of communication;
- meeting minutes, attendance registers and photographic evidence;
- comments received by government authorities, and other parties and passed on to the Project; and
- numbers and types of feedback and/or grievances and the nature and timing of their resolution.

## 9.0 INSTITUTIONAL ARRANGEMENTS, ROLES AND RESPONSIBILITIES

The Stakeholders' engagement programs will be managed by a Community Relations Office (CRO). Table 9.1 provides the roles and responsibilities of DAI management and other relevant stakeholders referred to in this SEP.

**Table 9.1: Roles and Responsibilities**

Responsible Action Party	Roles and Responsibilities
<b>DAI</b>	<ul style="list-style-type: none"> <li>✓ Manage, implement and regularly update the SEP and Grievance Mechanism</li> <li>✓ Reporting back to stakeholders</li> <li>✓ DFC and government liaison</li> <li>✓ Assigning relevant staff to give effect to components of the SEP as required</li> </ul>
<b>CRO</b>	<ul style="list-style-type: none"> <li>✓ Daily management and implementation of this SEP. This includes making all the required arrangements for the execution of this plan and daily activities.</li> <li>✓ Manage the Grievance Mechanism for external stakeholders</li> <li>✓ Reporting back to stakeholders</li> <li>✓ Regularly update the SEP and Grievance Mechanism as required and disclose to all stakeholders</li> <li>✓ Implement and monitor stakeholder information exchange and participation strategies. Record-keeping, minute-taking, and attendance register completions (including relevant translations as required).</li> <li>✓ Government liaison</li> </ul>
<b>NGOs/CBOs</b>	<ul style="list-style-type: none"> <li>✓ Attend/participate in ESIA disclosure</li> <li>✓ Attending DAI/CRO meeting/event invitations</li> <li>✓ Reviewing relevant minutes and providing feedback to DAI</li> <li>✓ Be represented in the Community Relations Committee (CRC)</li> <li>✓ Continuous monitoring and evaluation</li> <li>✓ Holding DAI accountable for good performance (reporting poor performance to the state ministries, through the Grievance Mechanism or directly to DAI)</li> </ul>
<b>RICHFLOOD</b>	<ul style="list-style-type: none"> <li>✓ Update and finalize this SEP</li> </ul>

Responsible Action Party	Roles and Responsibilities
	<ul style="list-style-type: none"> <li>✓ ESIA completion and disclosure</li> </ul>
<b>PACs</b>	<ul style="list-style-type: none"> <li>✓ Attend/participate in ESIA disclosure</li> <li>✓ Attending DAI/CRO meeting/event invitations</li> <li>✓ Be represented in the CRCs</li> <li>✓ Holding DAI accountable for good performance (reporting poor performance to the state ministries, through the Grievance Mechanism or directly to DAI)</li> <li>✓ Use the Grievance Mechanism to make DAI aware of any potential issues and/or concerns</li> <li>✓ Report to the relevant ministries should DAI not implement this SEP adequately</li> </ul>
<b>All Stakeholders</b>	<ul style="list-style-type: none"> <li>✓ Attend/participate in ESIA disclosure</li> <li>✓ Attending DAI/CRO meeting/event invitations</li> <li>✓ Holding DAI accountable for good performance (reporting poor performance to the state ministries, through the Grievance Mechanism or directly to DAI)</li> <li>✓ Reviewing relevant minutes for meetings/events attended and providing feedback to DAI</li> </ul>

### 9.1 Capacity Building

To ensure that DAI is well-equipped to perform its duties in a demanding environment, an annual stakeholder engagement capacity-building plan must be submitted to the Community Social Relation

Manager. Based on the analysis of previous engagements the following topics must be covered through formal capacity-building interventions in the upcoming reporting year:

- ✓ International good practice standards in stakeholder engagement;
- ✓ Crisis communication and conflict management;
- ✓ Reporting and record-keeping; and
- ✓ Scheduling and project management.



## 10.0 MONITORING AND EVALUATION

Within stakeholder engagement, impact measurement is particularly important as engagements are often qualitative and difficult to measure. DAI will develop a monitoring and evaluation system to assess the compliance of this SEP with the IFC PSs (2012) and relevant national legislation. The objectives of such monitoring and evaluation are to:

- Build stakeholder trust;
- Create communication channels; and
- Create continuous stakeholder feedback

To monitor and evaluate the SEP, DAI shall develop Key Performance Indicators (KPIs) to guide future updates and revisions of this plan. An example of relevant KPIs that DAI could use includes:

- Record of consultations;
- Record of draft and final meeting minutes and attendance registers;
- Number of complaints received via the Grievance Mechanism;
- Number of complaints responded to via Grievance Mechanism;
- Grievance statuses;
- Internal audits; and
- External communications.

For each KPI, a target and monitoring measure will be developed. As an example, the monitoring measure for “record of consultations” will be “reporting”, whilst a monitoring measure for “number of community complaints” could be the entries in the grievance register. Table 10.1 provides an example of indicators to use to measure these objectives, together with engagement methods.

**Table 10-1: Proposed measures of success in stakeholder engagement**

OBJECTIVE	INDICATOR	MEASUREMENT METHOD
Build stakeholder trust	<ul style="list-style-type: none"> <li>• Increasing trust levels</li> <li>• Satisfactory grievance close-out</li> <li>• Increased use of channels</li> <li>• Commitments delivered</li> </ul>	<ul style="list-style-type: none"> <li>• Perception survey</li> <li>• Grievance register close-out frequency</li> <li>• Number of stakeholders using each channel</li> <li>• Number of commitments and promises delivered per year</li> <li>• Number of legacy issues resolved and closed out</li> </ul>

OBJECTIVE	INDICATOR	MEASUREMENT METHOD
Create communication channels	<ul style="list-style-type: none"> <li>• Successfully established and functioning CRCs</li> <li>• Proactive broad-based community engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Revised CRC ToR signed and CRC engagements held and number of participants per engagement</li> <li>• Number of engagements per PAC per topic and number of participants per engagement</li> <li>• Number of instances where community participation influenced decision-making</li> <li>• SED projects selected, designed and evaluated with CRC participation</li> </ul>
Create continuous stakeholder feedback	<ul style="list-style-type: none"> <li>• Actions from engagements closed out proactively</li> <li>• SEP updated regularly in keeping with stakeholder needs and feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Number of closed-out actions</li> <li>• Number of engagements</li> <li>• Number of topics updated</li> <li>• Frequency of updates</li> </ul>

Should any non-conformances be identified, DAI shall investigate and communicate these to the relevant government ministries and departments. Appropriate corrective actions will be identified for non-conformances and DAI will be held accountable by the appropriate quarters to implement such actions. The SEP will be bi-annually reviewed and updated as required. All grievances (both for the PACs and employees) will be summarised and reported to management departments monthly. All stakeholder engagement activities, as well as the DAI community commitments register, shall be annually disclosed through the annual environmental and social reporting system.

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**APPENDIX A**  
**GRIEVANCE REDRESS FORM**

## A Public Grievance Form

Document number: _____	
Full name  <i>Note: Please mark, whether you agree to disclose your personal details to third parties without your consent.</i>	Name Surname _____  <input type="checkbox"/> I ask not to disclose my personal details without my consent / I would like to submit this grievance anonymously
Contact details  <i>Note: Please mark how you wish to be contacted (letter, telephone or e-mail)</i>	<input type="checkbox"/> Address _____  <input type="checkbox"/> Telephone/e-mail _____
Preferred Language for communication	<input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Susu <input type="checkbox"/> Others ( please, specify) _____
Description of an incident or a grievance: What has happened? Where did it happen? Who was involved in the incident? What are the consequences?  <div style="text-align: center; font-size: 2em; opacity: 0.3; transform: rotate(-30deg); pointer-events: none;">DRAFT 2 OF 3</div>	
Date of Incident / Grievance	Please mark the date (month/year)
	<input type="checkbox"/> One-time incident (date) <input type="checkbox"/> Happened more than once (how many times?) <input type="checkbox"/> On-going (current problem)
What would you like to see happen to resolve the problem?  <div style="height: 40px;"></div>	

Signature:

Date:

Please send this form to the following address:

Boke-Kalaboui Road, Kataba village, Boke

or No. 4 Justice Chukwudifo Oputa Street, Asokoro, Abuja, Nigeria

*info@richflood.com*

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**APPENDIX B**  
**MINUTE OF MEETINGS**

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## **STAKEHOLDER ENGAGEMENT MINUTES OF MEETINGS**

This Document contains the Report of the Series of Discussions and Meetings that took place between Richflood (Consultant) on Behalf Of DAI, Boke, the Ministry, Regional, Prefecture and the Communities as part ESIA process for the proposed Construction and Operation of a Cashew Nut Processing Plant Project.

### Community Meeting at Kataba and Fodeconteah

<b>Date</b>	4 <sup>th</sup> October, 2022
<b>Venue</b>	Palace of the village head
<b>Meeting</b>	Community Engagement with community leaders of Kataba/ Fodeconteah
<b>Attendance</b>	<ol style="list-style-type: none"> <li>1. Soriba Koumbassa (Village Head Kataba) and other key Community leaders of Kataba and Fodeconteah</li> <li>2. The youth leaders, Ismail Keita, Dauda Sylla, Issaga Kalaban and others.</li> <li>3. Ukeme Yellow and Ojo Sunday (Ricflood Team)</li> <li>4. Joseph Brima, Joyce Ibouanga (DAI Staff)</li> </ol>
<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. To inform the local community of the project, the ESIA and project finance lenders.</li> <li>2. To disclose relevant project information to community stakeholders, informing their understanding of the risks, impact and opportunities of the project.</li> <li>3. To provide the local community with opportunities for comments and feedback channels on project risks, impacts and mitigation measures.</li> <li>4. To gain insights into social conditions within the area, and concerns related to project activities.</li> <li>5. To establish a grievance mechanism</li> </ol>

**Opening:** The Richflood team arrived at the Kataba community in the company of Joseph Brima, and Joyce Ibouanga of DAI. Soriba Koumbassa (Village head, Kataba) and other key members of the community were on hand to receive the team upon the arrival of the community. The meeting began with the DAI staff (Joseph Brima) introducing the Consultant (Richflood team) and other members to the Chief and members of the community.

The team explained the purpose of the meeting which was to introduce the proposed project to the community and inform them about the ESIA process and future engagements. The team further explained what the project is all about in terms of the Construction and Operation of a Cashew Nut Processing Plant Project.



In their responses, members of the community expressed great happiness and readiness to support the project and thank the team for consulting them and for the information shared with them.

**Concerns/Issues:**

1. The village head (Soriba Koumbassa) raised concern on the issue of poor water supply, no schools, and no sanitary facilities in the community. He also mentioned that wastewater from the cashew nut processes is acidic and is likely of polluting their waters.

2. Also Mammadu Kamara, thanked the team for the visit and engagement. He however noted that the youths are hardworking but not employed. He stated that the livelihood activities of members of the community are majorly farming (cashew farming).

3. A businessman, Dauda Sylla on his part stated that generally companies that come into their community are usually nice at the beginning but tend not to fulfil their promises with time. He requested boreholes for the community and also mitigation measures put in place to handle the smoke coming directly from the factory.

Aside from the issues mentioned above, no other issue was raised during the consultation meeting.

**Closing:** The meeting came to a close after a group photograph with members of the community.

## Community Meeting at Tambobo Landouma Communities

<b>Date</b>	4 <sup>th</sup> October, 2022
<b>Venue</b>	Tambobo Community
<b>Meeting</b>	Community Engagement with Community leaders of Tambobo
<b>Attendance</b>	1. Village Heads and other key Communities leaders of Tambobo Landouma 2. Ukeme Yellow, Ojo Sunday (Richflood Team) 3. Two DAI staff
<b>Objectives</b>	1. To inform the local community of the project, the ESIA and project finance lenders. 2. To disclose relevant project information to community stakeholders, informing their understanding of the risks, impact and opportunities of the project. 3. To provide the local community with opportunities for comments and feedback channels on project risks, impacts and mitigation measures. 4. To gain insights into social conditions within the area, and concerns related to project activities. 5. To establish a grievance mechanism

**Opening:** The consultation meeting was organized on the 4th of October, 2022 at Tambobo Landouma. The team arrived at the community in the company of Joseph Brima (DAI staff).

The team explained the purpose of the meeting which was to introduce the proposed project to the community and inform them about the ESIA process and future engagements. The team further explained what the project is all about in terms of the Construction and Operation of a Cashew Nut Processing Plant Project.

In their responses, members of the community expressed great happiness and readiness to support the project and thank the team for consulting them and for the information shared with them.

### Concerns/Issues:

1. The major issue as raised by Colonel Souleyman Kalaban involved the inconsistency in the promises made by several companies to the community. They will be vigilant this time to ensure the company keeps to their side of the agreement.

2. Sadjo Bah raised concerns on the issue of poor water supply, no schools, need for employment, especially for the youth in the community. He also mentioned that water from the cashew nut processes is acidic and is likely to pollute their waters.
3. He mentioned the fears of increased airborne diseases in the area and plans to mitigate such impacts as a result of smoke coming out of the factory.

**Closing:** Aside from the issues mentioned above, no other issue was raised during the consultation meeting. The meeting came to a close after a group photograph.

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### Community Engagement Meeting at Kataba Foulatah Community

<b>Date</b>	4 <sup>th</sup> October, 2022
<b>Venue</b>	Kataba Foulatah Community
<b>Meeting</b>	Community Engagement with the Village Head of Kataba Foulatah and other community leaders.
<b>Attendance</b>	<ol style="list-style-type: none"> <li>1. Village Head (Bah Hamidou) and other key Communities leaders of Kataba Foulatah.</li> <li>2. Ukeme Yellow and Ojo Sunday (Ricflood Team)</li> <li>3. Joseph Brima, Joyce Ibouanga (DAI Staff )</li> </ol>
<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. To inform the local community of the project, the ESIA and project finance lenders.</li> <li>2. To disclose relevant project information to community stakeholders, informing their understanding of the risks, impact and opportunities of the project.</li> <li>3. To provide the local community with opportunities for comments and feedback channels on project risks, impacts and mitigation measures.</li> <li>4. To gain insights into social conditions within the area, and concerns related to project activities.</li> <li>5. To establish a grievance mechanism</li> </ol>

**Opening:** The consultation meeting was organized on the 4th of October, 2022 at Kataba Foulatah. The team arrived at the community in the company of Joseph Brima (DAI staff).

The team explained the purpose of the meeting which was to introduce the proposed project to the community and inform them about the ESIA process and future engagements. The team further explained what the project is all about in terms of the Construction and Operation of a Cashew Nut Processing Plant Project.

In their responses, members of the community expressed great happiness and readiness to support the project and thank the team for consulting them and for the information shared with them.

**Concerns/Issues:**

1. Bah Hamidou (the Village head) thanked the team for their visit and the information on the proposed project. He however requested employment for the youths of his community, boreholes to access portable water among others.
2. He raised a concern about the risk of air pollution that might affect the community as a result of DAI cashew nut processing activities. He appealed that plans to mitigate such impacts as a result of smoke coming out of the factory be addressed.

**Closing:** The meeting came to a close with a group photograph of all participants and the consultant promised the community of continuous engagement.

### Community Engagement Meeting at Kareki/ Tamaransy Community

<b>Date</b>	5th October, 2022
<b>Venue</b>	Kareki Community
<b>Meeting</b>	Community Engagement with the Village Head of Kareki, Tamaransy and other community leaders
<b>Attendance</b>	<ol style="list-style-type: none"> <li>1. Village Head (Kareki) and other key Communities leaders.</li> <li>2. Village Head (Tamaransy) and other key Communities leaders</li> <li>3. Ukeme Yellow and Ojo Sunday (Ricflood Team)</li> <li>4. Joseph Brima, Joyce Ibouanga (DAI Staff )</li> </ol>
<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. To inform the local community of the project, the ESIA and project finance lenders.</li> <li>2. To disclose relevant project information to community stakeholders, informing their understanding of the risks, impact and opportunities of the project.</li> <li>3. To provide the local community with opportunities for comments and feedback channels on project risks, impacts and mitigation measures.</li> <li>4. To gain insights into social conditions within the area, and concerns related to project activities.</li> <li>5. To establish a grievance mechanism</li> </ol>

**Opening:** The village head welcomed the team on arrival at the community. The purpose of the visit to the community was disclosed by the team comprising the consultant and staff of DAI Guinea. The Community representative was informed of the proposed project to be embarked upon by DAI and further explained to them their position as stakeholders which necessitated the engagement visit. Discussions at the meeting covered areas such as the benefits of the project, impacts and mitigation measures and the need for cooperation of the people.

**Concerns/Issues:**

1. In response, the village chief thanked DAI for the support so far rendered to the community. He expressed that the community is grateful and will ensure the cordial relationship that currently exists between the community and DAI is sustained.
2. The provision of portable water was requested for the community.

3. Request for a CLO (Community Liaison Officer) to ensure a cordial relationship between the community and the DAI.
4. DAI should consider giving the community favourable prices on their products to encourage sustainable transactions.
5. An appeal was made to DAI to source for local labour or employee from the community and train and employ them as permanent staff.

**Closing:** The meeting came to an end after a group photograph with members of the community.

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**APPENDIX C**

**PHOTOLOG OF ENGAGEMENT ACTIVITIES**











