



STAKEHOLDER ENGAGEMENT PLAN (SEP). M'BANZA CONGO AIRPORT

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ACRONYMS

- ESIA: Environmental and Social Impact Assessment
- GIIP: Good International Industry Practice
- GM: Grievance Mechanism
- IFC: International Finance Corporation
- KPI: Key Performance Indicators
- NTS: Non-technical summary
- PAP: Project Affected People
- PS: Performance Standards
- PSET: Project Stakeholder Engagement Team
- SE: Stakeholder Engagement
- SEP: Stakeholder Engagement Plan

1. INTRODUCTION

1.1. Context of the project

This Stakeholder Engagement Plan (hereinafter, SEP) has been developed to complement the July 2021 Environmental and Social Impact Assessment (ESIA), performed by Resurb.

The Project is the construction of the New Airport of MBanza Congo in Nkiende II, in the Municipality of MBanza Congo, in Zaire Province, Angola. The existing Pedro Moisés Airport Artur is surrounded by residential buildings in City of MBanza Congo which prohibits any plan for development or expansion. The Airport Authority was forced to identify a new location that would be suitable and safe for the construction of a new airport.

The New MBanza Congo Airport will increase air capacity in the region in response to the needs of rapidly growing demand in the MBanza Congo region).

The SEP is a “live” document and will be amended as required, to take into consideration any relevant information and experiences that might be gathered during all phases of the Project implementation.

1.2. Objectives of the Stakeholder Engagement Plan

The objectives of this SEP are to outline the proposed Stakeholder consultation and communication activities to be adopted throughout the duration of Project, ensuring that relevant and appropriate Project information on Environmental and Social Risks and impacts are disclosed in a timely manner to Stakeholders. This will be achieved through:

- i) Identification of the key Stakeholder groups.
- ii) Defining the roles and responsibilities of the Stakeholders during the implementation of the Project.
- iii) Identification and allocation of resources needed to achieve effective Stakeholder participation in each stage of the process.
- iv) Promotion and provision of the requisite means for effective and inclusive engagement with PAPs (Project-Affected Person) throughout the Project life cycle on issues that might affect them.

1.3. Relationship with other management plans

This SEP is related to the following management plans:

- Occupational, Health and Safety Management Plan.
- Emergency Preparedness and Response Plan.
- Traffic Management Plan.

- Community Health & Safety Management Plan.
- Employment and Workforce Management Plan.

1.4. Roles and Responsibilities

Quantum and Sinohydro will be responsible for planning and implementing stakeholder engagement activities throughout the pre-construction and construction phases of the Project. They will be represented by a local team—the Project Stakeholder Engagement Team (PSET)—hired by the Project. This team will manage, monitor, and lead stakeholder engagement activities. Also, the PSET will provide information, collect feedback and answer questions. To date, the individual roles and responsibilities within the PSET are provided in the Table 1 below.

Table 1. PSET principles roles and responsibilities

Name	Function	Activity
Alberto Alfredo	Environmental & Social expert	Monitoring and implementing SEP activities, Stakeholders relationship, monitoring daily environmental and social activities.
Paulino Domingos Fernando	Senior Local Social expert	Monitoring and implementing of all stakeholders' activities, relationship with PAPs, grievance, and compensation.
Lisboa Januário	Senior Local Environmental & Social Technician	Stakeholders relationship. Social supervision.
Milton Quaresma	Senior Local H&S technician	Monitoring and implementing H&S activities

The overall supervision of the activities performed by PSET will be done by Quantum's Health, Safety, Environment, and Social (HSES) Manager, which will also be responsible for the management and implementation of the SEP during the pre-construction and construction phases. The specific roles and responsibilities of the HSES Manager are set out in the Table 2.

Table 2. HSES Manager principles roles and responsibilities

Name	Function	Activity
Rosa Llorente	Head of Environment & Social	Supervision and approval of all SEP's activities.
Ángela Rico	Senior Environmental Expert	Coordination of social activities.
Anna Elisa Furlan	Social & Governance Expert	Daily LRP's and SEP activities and register supervision.
Carlos Soler	GIS expert	Quality control of social databases and QGIS analysis.

The activities performed by PSET and HSES manager will be supervised by Quantum and Sinohydro Environmental and Social Management Team (Project ESMT), which will also supervise the environmental

and social expert and provide a direct point of contact for local stakeholders. The specific roles and responsibilities of the Project ESMT within SEP are set out in the Table 3.

Table 3. Project ESMT principal Roles and Responsibilities within SEP

Role	Overall responsibilities	Specific responsibilities
Project Manager	<ul style="list-style-type: none"> • Project Manager will collaborate with the head of HSE and the HSE team on a proactive manner to allow them to ensure effective implementation of actions, measures and monitoring/reporting activities. • Collaborate with the HSE Team to ensure proper implementation and follow up of this Plan. • Will designate specific personnel on, clearly defining their roles and responsibilities for the implementation of this plan. 	<ul style="list-style-type: none"> • Along with the HSE Team, final approval of this Plan and subcontractors' plans/procedures for the Project. • Hold the final responsibility for the project implementation and its performance. • Lead by example implementing HSE measures. • Provide feedback and warn the HSE team when required.
Head of HSE	<ul style="list-style-type: none"> • Identify HSE risks associated to stakeholders and community safety, in particular, road accidents, communicable diseases, Code of Conduct of employees. • Ensure that contractors and all other staff comply with the measures established. 	<ul style="list-style-type: none"> • Ensuring that action/measures and monitoring/reporting activities are carried out timely and adequately according to this Plan requirements. • Addressing Non-Conformities through the definition of Preventive/Corrective actions proposing to Management, if necessary, amendments and/or updates to this Plan and issuing plan revisions • Bringing Non-Conformities immediately to the attention of Management • Hold the final responsibility for the HSE project implementation and its performance.
Environmental and social experts	<ul style="list-style-type: none"> • Ensure that all the activities of the Project are carried out in accordance with this SEP. • Keep all relevant records. Canalize and receive the workers' and community grievance 	<ul style="list-style-type: none"> • Ensure that non-conformities raised are solved as soon as possible. • Ensure the planning, preparation and provision of the trainings in order to enable the full implementation of this MP.
All employees and contractors	<ul style="list-style-type: none"> • Comply with environmental management requirements. 	<ul style="list-style-type: none"> • Give evidence that the relevant mitigation measures identified in the current SEP are being properly considered, implemented and

Role	Overall responsibilities	Specific responsibilities
		monitored during execution of the works.
Client/ supervisor Ministério dos Transportes, República de Angola (MINTRANS) in conjunction with Sociedad Gestora de Aeropuertos S.A. (SGA), a state-owned company, operating under (MINTRANS).	<ul style="list-style-type: none"> Responsible Entity will be responsible for the emergencies management and monitoring/reporting 	<ul style="list-style-type: none"> Give evidence that the action/measures and monitoring/reporting activities identified in the current Plan for construction are being properly considered and implemented.

Nevertheless, the key roles and responsibilities for the Project ESMT and considering the SEP:

- The Project Manager (PM) and the Head of HSE will be responsible for overseeing and coordinating all activities associated with stakeholder engagement. Also, they will be responsible for the following activities:
 - Ensure that all stakeholder engagement aspects are a permanent item on all high-level management agendas, and that all actions arising from management decisions are implemented in regard to the stakeholder participation.
 - Determine necessary resources for effective implementation of this SEP.
 - Attend stakeholder meetings with technical team members and ensure feedback of stakeholder responses and requests to technical teams are responded to within agreed timescales.
- The Environmental and Social Expert will be responsible for the day-to-day implementation of stakeholder engagement activities. This position plays a critical role as an internal agent for social and stakeholder-related matters and will be present on-site daily during the construction phase. Their key responsibilities include:
 - Develop, implement and monitor all stakeholder engagement activities included in this Plan.
 - Liaise with communities and stakeholders to ensure their overall engagement in line with indications in this Plan.
 - Organise and participate in all engagement activities performed.
 - Regularly update the SEP in collaboration with the PM and management.
 - Regularly update the stakeholder register log and other databases used within the context of the engagement process.
 - Provide briefings and support to technical teams for meetings with stakeholders.

- Implement and coordinate the grievance mechanism and oversee its practical day to day running.
- The client SGA will have the following role and responsibility:
 - Participate in engagement meetings whenever necessary.
 - Facilitate the organization of meetings with stakeholders.
 - Implement resolutions or support the implementation of resolutions to grievances if required.
 - Take over engagement activities at the end of construction and throughout the operation phase.
- The other contractors and subcontractors will not be allowed to run or organize engagement activities autonomously. In addition, workers of contractors and subcontractors will not be allowed to collect grievances from individuals or groups but will instead have to redirect them to the official submission channel; workers will have to be properly informed on this aspect during induction training. Contractors and subcontractors may however be involved by Quantum and Sinohydro in specific engagement activities on an as needed basis and in the implementation of resolution measures within the grievance mechanism.

1.5. National Requirements and International Standards

The Project is being implemented in line with:

- Angolan legislative requirements.
- Good International Industry Practice (GIIP), and specifically.
- IFC Environmental and Social Performance Standards.
- Equator Principles IV.

Angolan Regulation

Stakeholder involvement in Angola is governed by Decree. The Regulation of Public Consultation for projects that are subject to the Environmental Impact Assessment (EIA) process Presidential Decree No. 117/2020 of 22 April on General Regulation on Environmental Impact Assessment and Environmental Licensing Procedures establishes the rules and procedures regulating Environmental Impact Assessments (EIAs) of public and private projects and the environmental licensing procedures for activities that, by their nature, location or dimension, are likely to cause significant environmental and social impacts. It outlines:

- The mandatory project registration procedure using the Integrated Environment System (Sistema Integrado do Ambiente – SIA) - an online platform created by the Ministry of Environment (Article 6).

- The categorisation of projects to be licensed (Article 7) and which are listed in Annexes I, II, III, IV and V of the Decree.
- Decentralisation from MCTA to local administrations and provincial governments of competences, such as project evaluation, the issue of Environmental Licences (Article 8), and project pre-evaluation for further categorisation (Article 9).
- The inclusion of the mandatory Environmental Pre-Feasibility Study and Scope Definition (Estudo de Pré-Viabilidade Ambiental e Definição do Âmbito – EPDA), which is only required for Category A projects (Article 12).
- The minimum content required for the Simplified Environmental Study – SES (Estudo Ambiental Simplificado – EAS) is presented in Article 15 and the Terms of Reference for such documents must be submitted to the Provincial Environmental Department.
- The rules for public consultations are established in Article 16 and should be guided by the Public Consultation Regulations approved by Executive Decree No. 87/12 of 24 February.

All projects listed in Annexes I and II of the Decree or classified as category A or B at the conclusion of the project registration process, as prescribed in Article 16 of the Decree must be subject to a public consultation process after the project's EIS report has been received. The public consultation process, is to be undertaken by the ministry responsible for the Environment in collaboration with the line ministry, comprises of the following steps:

- Release of the non-technical summary of the EIS report to the interested and affected parties (as defined in Article 16 of the Decree).
- Consideration and appraisal of all presentations and comments relating to the proposed project.
- Compilation of a brief report within eight days of the completion of the consultation period, specifying the steps taken, the level of public participation, and the conclusions that may be drawn.

This public consultation process must take place over a period of five to ten days and the costs are for the account of the developer. Public Consultation Regulations contained in Executive Decree No. 87/12 of 24 February 2012 (Regulamento de Consulta Pública), determine that the public consultation process(es) or hearings is/are chaired by the National Director of the DNPAIA on behalf of the Ministry (or a designated alternate). It is to comprise of a Board with the following members: President, Secretary, and a Rapporteur.

To ensure Stakeholder participation, the Decree stipulates the consultation be disclosed in a daily newspaper (i.e. Jornal de Angola or O País) and other relevant social media (Article 7). As a rule, the public consultation starts with the disclosure of the Non-Technical Summary (NTS) (i.e. the project description and its main significant effects on the environment) and continues with the stakeholder intervention. The questions and opinions presented during the public consultation are answered and taken into consideration in the decision-making process to be performed by DNPAIA. Specifically, for this project no public consultation of the ESIA has taken place.

International Standards

IFC Performance Standards

The Financing Parties require that the Project complies with IFC PS. The IFC PS are considered a benchmark for good practice for environmental and social risk management in private sector projects. IFC PS require that clients engage affected communities through disclosure of information, consultation, and informed participation, in a manner commensurate with the risks to and impacts of the Project on the affected communities.

The specific Performance Standard of reference for this SEP is Performance Standard 1: Assessment and Management of Environmental and Social Risks and Impacts (PS1, 2012). It includes specific guidance on conducting Stakeholder engagement both during the planning phase and through the project lifecycle. The key requirements for consultation and disclosure are:

- **Communication Strategy:** Stakeholder engagement is an on-going process that may involve in varying degrees, the following elements:
 - ✓ Stakeholder analysis and planning.
 - ✓ Disclosure and dissemination of information.
 - ✓ Consultation and participation.
 - ✓ Grievance procedures and mechanisms.
 - ✓ Requirement for on-going reporting to affected stakeholders.
- **Disclosure of Relevant Project Information:** Provide affected Stakeholders with access to relevant information on:
 - ✓ The purpose, nature, and scale of the project.
 - ✓ The duration of proposed project activities.
 - ✓ Any risks to and potential impacts on such stakeholders and relevant mitigation measures.
 - ✓ The envisaged stakeholder engagement process.
 - ✓ The grievance mechanism.
- **Consultation:** Consultation will be in line with the degree of impact of the Project and should:
 - ✓ Begin early and continue through project.
 - ✓ Be based on prior disclosure of relevant and easily accessible information on the project.
 - ✓ Focus engagement on those who are directly affected.
 - ✓ Be free of outside interference and external manipulation.
 - ✓ Enable meaningful participation.
 - ✓ Be documented.
- **Informed Consultation and Participation:** For projects with potentially significant adverse impacts on affected stakeholders, conduct an informed consultation and participation process. It

should involve deep exchange of views and information, and an organized and iterative consultation, leading to the project incorporating into their decision-making process the views of the affected stakeholders on matters that affect them directly, such as the proposed mitigation measures, the sharing of development benefits and opportunities, and implementation issues. The process should be documented, the measures taken to avoid or minimize risks to and adverse impacts on the affected stakeholders. The stakeholders should be informed about how their concerns have been considered.

- **External Communications:** Implement and maintain a procedure for external communications that includes methods to:
 - ✓ Receive and register external communications from the public
 - ✓ Screen and assess the issues raised and determine how to address them,
 - ✓ Provide, track, and document responses, if any.
 - ✓ Adjust the management program, as appropriate. In addition, clients are encouraged to make publicly available periodic reports on their environmental and social sustainability.
- **Grievance Mechanism for Affected Stakeholders:** Establish a grievance mechanism to receive and facilitate resolution of affected stakeholders' concerns and grievances about the client's environmental and social performance.
- **On-going Reporting to Affected Stakeholders:** Provide periodic reports to the affected stakeholders that describe progress with implementation of the project Action Plans on issues that involve on-going risk to or impacts on affected stakeholders and on issues that the consultation process or grievance mechanism have identified as a concern to those stakeholders. The Performance Standards require that after completion of an environmental assessment the consultation and disclosure must continue throughout the life cycle (construction and operation phase) of the project.

Equator Principles

The EP Association has adopted the EPIV (4th version in force since October 2020)¹ is a risk management framework adopted by financial institutions members of the EP Association for determining, assessing, and managing ES risks in Projects. EP are primarily intended to provide a minimum standard for due diligence to support responsible risk decision-making. Currently, 118 financial institutions in 37 countries have officially adopted the EPs, covering over 70 percent of the international Project finance debt in emerging markets². A summary of Principle 5 and Principle 6, relative to stakeholder engagement aspects, is provided as follows:

¹ The Equator Principles Association, 2020 ([The Equator Principles EP4 July2020 \(equator-principles.com\)](https://www.equator-principles.com/)).

² BankTrack, 2021 ([BankTrack – Tracking the Equator Principles](https://www.banktrack.org/track-the-equator-principles)).

- **Principle 5:** Stakeholder engagement.

Under this principle, Category A and Category B Projects are required to demonstrate effective Stakeholder Engagement as an ongoing process in a structured and culturally appropriate manner with Affected Communities and, where relevant, other stakeholders. For Projects with potentially significant adverse impacts on Affected Communities, the client needs to conduct an Informed Consultation and Participation process. The client needs to tailor its consultation process to align with the risks and impacts of the Project, the Project's phase of development, the language preferences of the Affected Communities, their decision-making processes, and the needs of disadvantaged and vulnerable groups. This process must be free from external manipulation, interference, coercion, and intimidation to ensure the integrity of stakeholder participation.

- **Principle 6:** Grievance mechanism.

Under this principle, Category A and, as appropriate, Category B Projects are required, as part of the ESMS, to establish a grievance mechanism designed to receive and facilitate resolution of concerns and grievances about the Project's environmental and social performance.

2. STAKEHOLDERS IDENTIFICATION

According to the IFC³, Stakeholders are “persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. Stakeholders may include locally affected communities or individuals and their formal and informal representatives, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other businesses”.

To determine potential Stakeholders the following analysis, incorporating the use of aerial photographs and maps have been undertaken:

1. Analysis of key Project design components, both on and off site, that may give rise to local environmental or social impacts (e.g., the Project site; ancillary infrastructure such as roads, power lines, and canals; sources of air, water, and land pollution).
2. Analysis of the Broader impact zones for each of these components (e.g., the area of land take, air and water pollution receptors, etc.), have also been analysed.
3. Stakeholder engagement is a continuous process and so there will be regular review and update as the Project is being implemented. From the outset broad stakeholder groups have been considered which has involved consultation with Stakeholder representatives.

The main Project Stakeholders have primarily been identified according to categories of potential level of impact, influence and interest (see Table 4). Then, they have been classified based on their roles during the formulation and start-up of the Project implementation phase (see Table 5). Therefore, the identification process considered the following factors:

- **Government bodies** (ministries, national and local administrative entities): It is key to establish and maintain good working relationships with government bodies at different levels, and to keep them informed of project’s related activity and the anticipated impacts. Government support can be crucial to the success of a project, and routine engagement with various regulatory and public service authorities is often required as part of doing business. Local government authorities may have long-established relationships with project-affected communities and other local and national stakeholder groups, and as such can play a role in convening and facilitating discussions between the project and stakeholder representatives. Local government can also partner with private companies in many respects, for example, in providing services, communicating information to the local population, or integrating local development plans with the operational needs of the Project.

³ Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets, IFC (2007).

- **Project Affected People (PAPs):** Those most likely to be impacted either directly or indirectly, positively or adversely, by the Project, not limited to but including local communities, vulnerable groups and existing users of the Airport perimeter.
- **NGOs and community-based organizations** (representative and accountable) that may have an interest in the Project ('interested parties'): They can include individuals or groups whose interests may be affected by the Project and who have the potential to influence Project outcomes in any way. Such might be a civil society organization, opinion leaders in a project area, mainstream or local media, NGOs, other government agencies.
- **Private sector:** Project financiers, local business, business associations.

Furthermore, stakeholder identification is an ongoing process throughout the Project lifecycle to ensure comprehensive stakeholder mapping, which will be regularly updated.

Table 4. The main Project stakeholders' categorization regarding potential level of impact, influence and interest

Level I (Low)	Level II (Medium)	Level III (High)
Institutions Government Authorities and inspection bodies	Local Government – Mbanza Congo District -	Ministry/SGA
NGOs/assocaitions	National authorities and control bodies	Mbanza Congo Communities
Media	School Sangi Primary School Aldeia Nova Primary School	Provincial/regional government
	Religious authorities	The Sociedade Gestora de Aeroportos – SGA, S.A
	Mbanza Congo's Citizens	Local and regional authorities and regulatory bodies
		Local religious authorities (sobas)
		Workers & trade union: Quantum and Sinohydro (contractors and subcontractors)
		Host Communities:
		<ul style="list-style-type: none"> • NKiende, Vinde, Aldeia Nova, Kiende II, Sangi, Toni, Luanica
		Affected households and landowners in the Project Area.

Table 5. The main Project stakeholders identified and its roles and responsibilities

Identified Stakeholders	Functions and responsibilities	Connection to the project
Government stakeholders		
Sociedade Gestora de Aeroportos – SGA, S.A	SGA originates from the Empresa Nacional de Exploração de Aeroportos e Navegação Aérea (Enana), a company created in 1954, responsible for providing navigation and air transport services which, from 1980 onwards, also included the business of operating airports.	The Sociedade Gestora de Aeroportos – SGA, S.A is promoting the execution of the Project.
Ministry of Environment (former Ministry of Culture, Tourism and Environment)	National government is responsible for establishing policy, granting permits or other approvals for the Project, and monitoring and enforcing compliance with Angolan Law throughout all stages of the Project life cycle.	Ministry of Culture, Tourism and Environment will be involved in the environmental license process of the project
DNPAIA (National Directorate for Prevention and Assessment of Environmental Impacts)	Responsibility for EIA falls under the National Directorate for the Prevention and Assessment of Environmental Impacts (Direcção Nacional de Prevenção e Avaliação de Impactes Ambientais (DNPAIA)), which, among other things, is responsible for reviewing and commenting on EIA processes, including project registration and Terms of Reference (ToR). All reports reviewed by DNPAIA are forwarded to the MCTA with recommendations on whether an environmental licence should be granted or not. If considered necessary, the MCTA invites different institutions and stakeholders to give comments and make suggestions on the final report. There is a growing decentralisation of decision-making to Provincial Government and Municipal Administration levels, particularly with regards to project categorisation, especially category C and D activities. During the environmental licensing process, DNPAIA carries out a pre-licensing visit as a way of confirming the information presented both in the environmental impact studies and in the environmental audits	DNPAIA will be involved in the environmental license process of the project
Ministry of Agriculture and Forestry (Ministério da Agricultura e Florestas)	<p>The main tasks of the Ministry of Agriculture and Forestry in the environmental field are, among others, the following:</p> <ul style="list-style-type: none"> • Promote and coordinate the supervision and control of policies on the production, import, export and marketing of seeds, biological products, fertilizers, pesticides, correctives and pharmaceuticals for agricultural, livestock and forestry use. • Develop policy studies and promote actions aimed at the conservation and sustainable management of forest, wildlife and beekeeping resources, as well as their economic recovery. 	<p>The Ministry of Agriculture and Forestry will be connected to the Project also through the following institutions, regarding potential restrictions applicable to the project, methodology regarding crop and trees valuation:</p> <ul style="list-style-type: none"> • Agriculture Land Management Office • National Agriculture Directorate • IDA (Instituto de Desenvolvimento Agrário. Agriculture Development Institute

Identified Stakeholders	Functions and responsibilities	Connection to the project
	<ul style="list-style-type: none"> Promoting the expansion of the forest area and approving the afforestation and reforestation plans aiming at its insertion in the national forest heritage and biodiversity conservation. Promote policies and strategies aimed at combating desertification and mitigating the effects of drought, as well as preventing and fighting forest fires. 	
Ministry of Environment (former Ministry of Culture, Tourism and Environment) The National Institute of Cultural Heritage	The National Institute of Cultural Heritage, abbreviated as INPC, is a legal person governed by public law, in the administrative sector, endowed with legal personality, administrative, financial and patrimonial autonomy, whose objective is to implement policies in the field of research, documentation, conservation, preservation, management and promotion of the national historical-cultural heritage.	Instituto Nacional do Património Cultural (INPC)
Provincial Institutional stakeholders		
Provincial	Provincial governments are responsible for the implementation of legislation, and development plans and policies at the provincial level. This includes issuing authorization for land concession and physical resettlement.	The province affected by the project is Zaire Province.
Municipal Institutional stakeholders		
Municipalities	The Municipal Administration is responsible, in general, for promoting the economic and social development of the Municipality, the quality of life of citizens, basic public services such as education, health and public health, culture, sports, recreation and tourism, of water and energy, basic sanitation and waste management, as well as the road network, the energy network and public lighting, the water network, building maintenance and waste water management, civic and community education for citizens, social assistance services, parking, traffic and public transport. Municipal Administration Activities must be submitted to the Provincial Governor for monitoring and evaluation purposes.	The Municipality affected by the project is M'Banza Congo Quatum / Sinohydro will work closely with the M'Banza Congo Municipality to monitor the Project and engage with local population
Community level stakeholders - Commune		
Local communities	Local communities will be crossed by the Project. Although local community inhabitants will be involved in disclosing activities, traditional and community level authorities will be consulted and highly involved in the disclosing project activities.	The identified affected community is Kiende.

Identified Stakeholders	Functions and responsibilities	Connection to the project
Traditional and Community Level Authorities	<p>Local community leaders acting as representatives of their local community. These are the key leadership figures at local level. They are locally appointed amongst the most respected community members.</p> <p>Sobas are traditional village leaders. Their role is to support local communities and liaise with government authorities. Coordinators are common in peri-urban areas.</p> <p>Meetings with traditional authorities will follow local practices and should be held prior to any wider communication in local communities in order to respect the political and social structures.</p> <p>Communication will also include specific efforts to ensure participation of and disclosure to illiterate individuals, individuals with hearing or vision disabilities, individuals with limited mobility and the elderly who may not be able to get to venues of meetings</p>	<p>Traditional and community level authorities of the settlements and neighbourhoods (“bairros”) close to the airport including Vinde, Aldeisa Nova.</p> <p>Other settlements near by are: Kiende II, Sangi, Toni, Luanica</p> <ul style="list-style-type: none"> ✓ Community coordinator (and secretary coordinator) in peri-urban areas ✓ Sobas (village chiefs) and secretary soba ✓ Village elders and councillors of affected settlements.
Communities or Settlements	Primary stakeholders include landowners and land users.	<p>These communities need to be engaged in the Project impacts (construction and operations).</p> <p>Land affected households will need to be informed about land acquisition and restrictions to land, to participate in the finalization of agreements around compensation and livelihood restoration and take active ownership of the resulting implementation of these measures.</p> <p>These settlements and communities will be visited during disclosing activities.</p>
Affected households and landowners in the Project Area	Households that may be directly affected by the proposed Project and its activities. This includes people living on land affected by the Project, through direct land take or by social and environmental impacts, and other people who visit or use land or resources that may be affected. Primary stakeholders include landowners and land users.	Affected communities or settlements in the Project Area will be informed and involved in the whole resettlement and a compensation process
Private stakeholders		
Subcontractors	Subcontractors will be part of the Project design, construction, or operation phases.	
Suppliers and service providers (e.g. INDRA)	Organizations, businesses and individuals with direct interest in the Project e.g. running businesses or providing services and supplies to the Project.	
NGOs		

Identified Stakeholders	Functions and responsibilities	Connection to the project
<p>Pending to be identified (conversations have been started with the international NGOs World Vision)</p>	<p>International NGOs include organizations based within and outside Angola with an interest in the Project. They include international NGOs, multilateral and bilateral organizations.</p>	<p>NGOs with direct interest in the Project, and its social and environmental aspects and that are able to influence the Project directly or through public opinion. NGOs may also have useful data or insights into the local and national issues raised by the Project.</p>
Vulnerable groups		
<p>Vulnerable people in the Project Area</p>	<p>To ensure that the engagement process is inclusive, it is important to identify individuals and groups who may find it more difficult to participate and those who may be 'directly and differentially or disproportionately affected by the Project because of their vulnerable status.</p> <p>Vulnerability is pre-existing and independent of the Project, it is reflected in an individual or groups ability to access socioeconomic or environmental resources, low status in certain socioeconomic indicators (health, education, income etc.), limited education. Vulnerable individuals and groups are often less able to adapt to socioeconomic or bio-physical change and may find it hard to access benefits from Project related changes.</p>	<p>It will be important to ensure that these groups are afforded the opportunity to engage in discussions about the Project and their interactions with it.</p>

3. PRINCIPLES OF THE STAKEHOLDER ENGAGEMENT

According to the International Finance Corporation (IFC) Performance Standards (PS), a Project's stakeholder engagement process should follow the following principles:

- Begin early in the process of identification of environmental and social risks and impacts and continue on an ongoing basis as risks and impacts arise.
- Be based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information which is in a local language(s) and in a culturally appropriate format understandable to Affected Communities.
- Focus inclusive engagement on those directly affected as opposed to those not directly affected.
- Be free of external manipulation, interference, coercion, or intimidation.
- Enable meaningful participation, where applicable.
- Be documented.

The present SEP has been prepared taking into consideration these principles to establish an effective and meaningful engagement process throughout the different phases of the Project's lifecycle.

In line with the requirements of IFC's PS1, during engagement activities, stakeholders will be provided with the following minimum information:

- Purpose, nature, and scale of the Project.
- Duration of the proposed Project activities.
- Any risks and potential impacts with regard to the environment, worker health and safety, other social impacts on communities and the planned mitigation measures and management plans.
- The envisaged engagement process and opportunities and ways in which the public can participate and can submit their grievances.

The following principles apply:

- Timely disclosure of objective information with the aim of providing relevant information to targeted Stakeholders in advance of any required decision-making. Stakeholders will be provided with the information required to participate in any consultation process.
- Access to information - dissemination of information to Stakeholders in ways that make it easy to access allowing participatory approaches and opportunities to request and to be provided with relevant information.
- Gender inclusive - Inclusiveness and representation of views including but not limited to women, vulnerable and/or minority groups.
- Respect for local traditions, languages and traditional decision-making processes
- Managing Stakeholders' expectations.

- Processes free of intimidation or coercion.
- Clear mechanisms for responding to people’s concerns, suggestions, and grievances.

Stakeholder engagement encompasses a range of activities and interactions over the life of a project. These can be divided into eight components:

- Stakeholder Identification and Analysis.
- Information Disclosure.
- Stakeholder Consultation.
- Negotiation and Partnerships.
- Grievance Management.
- Stakeholder Involvement in Project Monitoring.
- Reporting to Stakeholders.
- Management Functions.

Participation of the communities affected by the Project is essential to establishing the strong, constructive, and appropriate relationships essential to the implementation of a successful project.

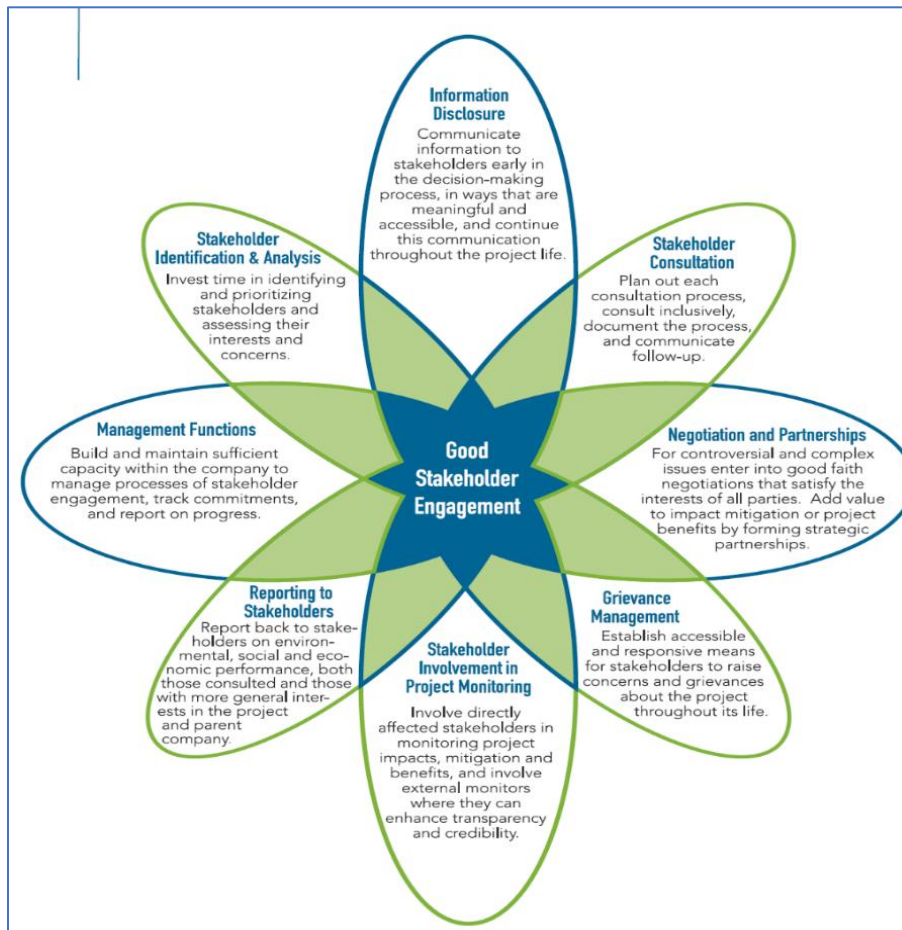


Figure 1. Key Components of a Stakeholder. (Source: Stakeholder Engagement Plan. A Good Practice Handbook for Companies Doing Business in Emerging Markets. IFC 2007)

4. INITIAL STAKEHOLDER ENGAGEMENT ACTIVITIES

To understand the local context and develop an effective stakeholder engagement strategy for the Project, initial engagement activities were conducted with all affected communities identified during the stakeholder identification phase. During these activities, prepared disclosure materials were used to explain key aspects of the Project, including general information, Project phases, planned asset field surveys, the cut-off date, and the grievance mechanism to be implemented.

These initial engagements and consultations play a critical role in ensuring openness and transparency while shaping a tailored stakeholder engagement approach. Early disclosure of the Project's scope and description provides an opportunity to initiate dialogue, prevent misunderstandings, mitigate biases, and minimize the risk of uninformed third-party interventions.

4.1. By sharing detailed Project information and outlining both opportunities and constraints, stakeholders can engage in informed discussions, facilitating the early identification of concerns and fostering open communication. Initial disclosure material

Before commencing the initial engagement activities, Quantum and SinoHydro prepared an information poster outlining the basic Project description, grievance mechanisms, asset field survey details, and other information required to comply with IFC disclosure requirements for affected communities (see Figure 2). These documents were tailored to the local population and translated into Kikongo. They were installed in all communities affected by the Project (see GPS coordinates in Table 6 and location map in Figure 3).



Figure 2. MBanza Congo's first Project Mural (see updated version in Section 5. Table 6. GPS Coordinates of Poster Locations

Location of flyers /settlement	Coordinates	
	X	Y
Community of Vinda pinned on the wall of Soba Lelo Nascimento's residence	383353	9282441
Aldeia Novo fixed on the wall of the Soba's residence, Maria Helena	387915	9285430
Community of Sangi pinned on the wall of the Soba's residence, António Tavares	389742	9286850
Community of NKiende II pinned on the wall of the Soba's residence, Manuel Simão	394234	9290296
Community of NKiende I fixed on the wall of the Kiende Communal Administration	396385	9291140
Community of Luanica pinned on the wall of the Soba's residence, Miguel Lopes	401534	9296738
Community of Ntoni pinned on the wall of the Soba's residence, Álvaro Inocêncio	402429	9298077
Tuku Community fixed on the wall of the Soba's residence, Diabanza Kiabankuezi	405652	9301213

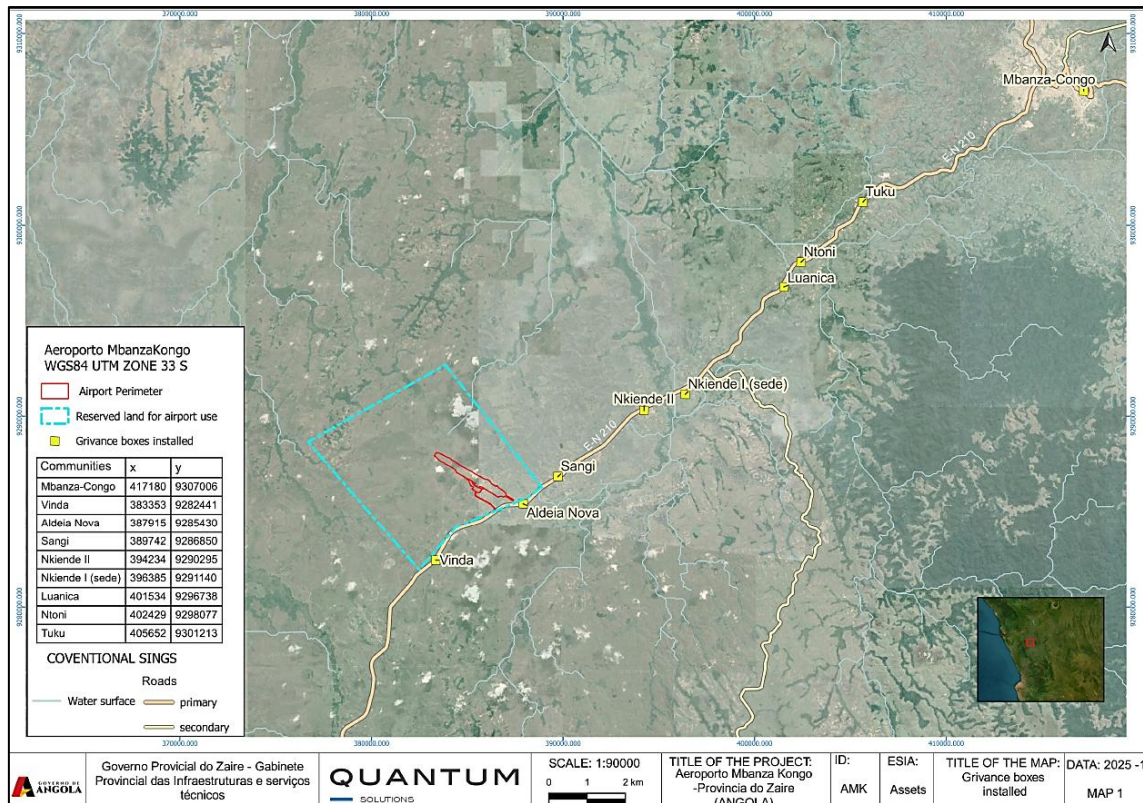


Figure 3. Communities' mural's location.

4.2. Initial disclosure meetings

To comply with both Angolan regulations on formal and informal land acquisition during the notification stage and international standards, and to support the development of this SEP, extensive consultations with community stakeholders and disclosure meetings were conducted with the support of the respective Sobas to ensure effective community engagement.

The first disclosure activity, aimed at communicating the start of the asset field survey, was conducted with the community of NKiende, involving the participation of Sobas, local Quantum technicians, and the PSET. Subsequent disclosure activities were carried out with the communities of Vinde, Aldeia Nova, NKiende II, Sangi, Toni, and Luanica (see Photography 1).



Photography 1. First meeting before commencing asset field survey.

Further, as part of this disclosure process, two (2) meetings were held between the Provincial Government of Zaire government and potentially affected farmers within the Airport perimeter. One of these meetings took place on August 28th, 2022, and a list of attendees is included in Annex I. Since that meeting, several additional meetings have been conducted by the Project Stakeholder Engagement Team (PSET), with records provided in Annex II,

To further promote awareness and understanding of the grievance mechanisms, periodic information meetings have also been held every three months. These meetings address other relevant topics, including but not limited to, health concerns and traffic safety.

5. STAKEHOLDER ENGAGEMENT PROGRAM

Stakeholder engagement is the continuing and iterative process by which Quantum and Sinohydro identifies, communicates and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the Project.

To this end, a Stakeholder Engagement Program was established for the Project, taking into account Angola’s national requirements and international standards, as well as previous stakeholder identification and initial engagement activities.

5.1. Engagement methods

The Table 7 summarize the engagement methods to be used for disclosing and gathering information during the Stakeholder activities related to this Project. The Project commits to using methods that are culturally appropriate for the specific Stakeholder groups being engaged.

Table 7. Stakeholder Engagement Methods for the Project

Method	Description
One-to-one interviews	Face-to-face or telephone interviews with individuals using a semi-structured interview guide. Interviews may be formal or informal. A broad range of topics may be covered.
Key-informant interview	Qualitative, in-depth interviews with individuals who are well-informed about a specific topic. Conversations can be formal or informal, often simply using a checklist of points to discuss.
Focus group discussions	A planned discussion with a small group, facilitated by a moderator. Such discussions focus on a topic(s) of specific relevance to the group. Meetings are designed to obtain information about preferences and opinions in a relaxed environment. Participants are actively encouraged to express their opinions.
Community meetings	Public meetings with community members invited to discuss aspects of the Project of relevance to their community. Such meetings are advertised in advance. In general, everyone is offered the opportunity to speak, and the meetings cover a broad range of topics.
Questionnaire	An instrument designed for data collection and information gathering, usually concise with pre-planned questions. Questionnaires are used for surveys and aid with statistical analysis.
Other	Phone calls, messaging.

It is essential to inform stakeholders about upcoming meetings and key Project disclosures. To facilitate this, announcements will be coordinated with community leaders (Sobas), and the timing and location of all such meetings will be advertised in advance.

Nevertheless, the following methods have already been implemented:

- Community Meetings: Public meetings have been held where community members are invited to discuss Project aspects relevant to their community. Vulnerable groups have

been specifically engaged, with activities tailored to consider factors such as education, ethnicity, gender, age, and language. Culturally appropriate consultations have been conducted, and special consideration have been given to consulting with women, girls, and female-headed households.

- Interviews with Community Groups: Individual and group interviews have been conducted with community members, including vulnerable groups such as Sobas.
- Focus Group Discussions: Discussions have been held with selected groups of participants who share similar characteristics (e.g., women, youth, etc.). These participants are members of the affected population or local residents near the Airport perimeter.

5.2. Disclosing Material

During the different phases of the Project, several tools will be used to support the Project Stakeholder Engagement Team (PSET) in providing Project information to affected communities and other Stakeholders (i.e., SEP, EIS and NTS). The Table 8 presents the engagement materials that have already been identified for use during Project Engagement activities. All the materials will be issued, updated and reissued as necessary in order to ensure accuracy of information at any given time.

Table 8. Stakeholder Engagement Material to be used for the Project

Materials	Description
Official Project Brochure (flyer)	This brochure will be simple and will include a description of the Project, the Project contact details and information on the grievance mechanism. This brochure will be handed to the community members at events and field surveys to allow them to get to know the Project and how to contact the PSET. The brochure will be updated as necessary. Quantum and SinoHydro will prepare a brochure during the engagement activities.
Project ESIA, NTS and SEP	These documents offer a good overview of information to be presented. They can be handed out in meetings or be available to stakeholders in strategic points of the project area of influence.
Poster (or mural)	The Project will evaluate the necessity of design, develop, and print posters with the basic information of the Project. Such can be used during the disclosure meetings with local communities or could be available in public and frequented places along the communities and settlements affected by the Project.
Letters	Letters will be submitted to relevant authorities (Provincial Government, Municipal and Communal Authorities) and interested and affected parties to schedule meetings as appropriate.
Power point presentations	Presentations will be useful as a support material when presenting the Project to official institutions or to discuss specific topics.
Quantum's Website	The essential information and materials used during stakeholder engagement activities will be updated in Quantum's Official Website. This platform will serve as an accessible channel for dissemination and transparency, fostering trust throughout the process (Manza Kongo Airport Information – see Related Documentation)
Questions and Answers document	This document could be prepared, if needed, to help providing consistent responses during regular community and stakeholder engagement. It will be an internal document and will not be shared with the stakeholders.

Materials	Description
Reporting to Stakeholders	Project team will provide Project updates to different stakeholder groups at agreed timelines.
Stakeholder Engagement Log	The E&S team will maintain a stakeholder engagement Log to plan and track engagements related to the different phases of the Project. This register has already been prepared and is already implemented
Grievance forms	Additionally, the Project will evaluate the necessity of installing grievances mailboxes, as part of the community grievance mechanism. With these mailboxes, population may be able to submit any complaint through the grievance forms and the complaint mailboxes.
Grievance Log	E&S team will maintain a stakeholder grievance log to record and track grievances as well as resolution status as part of the grievance mechanism. The grievance Log has already been developed as part of the Grievance mechanism

To ensure the relevance and comprehension of the material presented during Stakeholder disclosure meetings, the content will be tailored to the target audience. Since both Portuguese and Kikongo are spoken in this area, all materials will be developed in both languages. Additionally, local particularities will be taken into account, with adjustments made to both written and oral presentations as needed. This approach ensures that the information shared is appropriate and understandable for all participants.

Furthermore, the materials will be disseminated in various formats, including printed copies, electronic versions, and public notice board displays, prior to the Stakeholder Engagement activities. This allows stakeholders to review a comprehensive overview of the information before the meeting.

Nevertheless, the following engagement materials have already been updated:

- **Poster (or murals):** Reinstalled in the same local communities (see Figure 3), these murals provide updated information about the Project, including contact details and information on the grievance mechanism (see new template on Figure 4).
- **ESIA Non-Technical Summary (NTS):** A summarized document providing an overview of the environmental and social impacts of the Project. These summaries have been distributed to the Sobas to facilitate understanding and dissemination (see Figure 4).
- **Quantum’s Official Website:** The essential information and materials used during stakeholder engagement activities was updated in Quantum’s Official Website ([Manza Kongo Airport Information](#) – see **Related Documentation**). This platform served as an accessible channel for dissemination and transparency, fostering trust throughout the process.



Figure 4. Updated poster (mural) on the right and the ESIA Non-Technical Summary (NTS) on the left

5.3. Stakeholder Engagement Program

Through the information gathered from the previous engagements, a Stakeholder Engagement Program was established for the Project to maintain productive relationships with all individuals, groups, and organizations. Key stakeholders were identified, and a methodology and materials defined to facilitate open communication, collaboration, and consultation (see previous sections). This adaptable program ensures that the content presented during disclosure meetings is tailored to the specific needs of the attendees. Whether in meetings with local communities or with district, province, or communal institutions, all materials are relevant and easy to understand. Local particularities were considered, with adjustments made to both written and oral presentations. The Project will provide Project updates to different stakeholder groups at agreed timelines. The Table 9 outlines the Stakeholder Engagement Program implemented for the Project.

Table 9. Stakeholder Engagement Program

Stakeholder	Engagement method	Objective	Location and frequency
Local authorities: <ul style="list-style-type: none"> Local Government – Mbanza Congo District National authorities and control bodies Religious authorities 	One-to-one meetings.	<ul style="list-style-type: none"> Present updated Project information and schedule of activities. Discuss issues or problems emerged during the initial construction activities. 	Authority's office. Once after 1-2 months from the beginning of activities, and then on an as-needed basis/when relevant changes to the Project construction schedule occur.
Local NGOs and other representative stakeholders in the Area of Influence.	One-to-one meetings.	<ul style="list-style-type: none"> Present updated Project information and schedule of activities. 	NGO/stakeholder's office. Once after 1-2 months from the beginning of activities, and then on

Stakeholder	Engagement method	Objective	Location and frequency
		<ul style="list-style-type: none"> Discuss issues or problems emerged during the initial construction activities. 	an as-needed basis/when relevant changes to the Project construction schedule occur.
Local community living within the Project's Area of Influence: Kiende, Vinde, Aldeia Nova, Kiende II, Sangi, Toni, Luanica	Information – posters at communities	Present project information and periodic updates on progress of activities.	At specific locations, every 3 months
	ESIA, NTS, and SEP physical and digital copies.	Present project information, environmental impact assessment, mitigation measures, and SEP issues.	At specific locations (communities and government), quarterly
	Informal meetings with stakeholders in the Project Area.	Present updated Project information and schedule of activities. Discuss mitigation measures. Seek views and opinions.	All villages and towns within the Project's Area of Influence. On an as needed basis

5.4. Vulnerable Groups

Community consultations will be guided by the principle of inclusion, ensuring the participation of all segments of the population, including people with reduced mobility and other vulnerable groups. Logistical assistance, such as transportation, will be provided when needed to enable individuals from remote communities, those with limited mobility, to attend public meetings organized by the Project.

In cases where vulnerable individuals may feel reluctant or face physical barriers to attending larger meetings, the PSET will arrange smaller group discussions in easily accessible locations. This approach fosters a safe, inclusive environment where their voices can be heard without being overshadowed by more dominant stakeholders. These separate consultations ensure that the concerns, questions, and suggestions of vulnerable groups are given the attention they deserve, allowing them to actively contribute to decision-making processes that directly impact their lives and interests.

Also, to strengthen engagement with vulnerable groups, the following steps will be taken:

- Identify leaders of marginalized and vulnerable groups to establish direct communication.
- Involve community leaders, Civil Society Organizations (CSOs), associations, and NGOs to enhance outreach.
- Organize individual interviews and focus groups with vulnerable individuals across different communities.
- Ensure easy access to the Project's grievance redress mechanism for these groups.

This inclusive approach will be applied consistently throughout the Project's implementation to ensure all voices are considered.

6. GRIEVANCE MECHANISM

In line with the IFC PS 1, the Project has established a Grievance Mechanism (GM) to receive and facilitate resolution of Affected Communities' concerns and grievances about the Project's environmental and social performance.

The GM will receive stakeholder complaints and will address all these complaints within a reasonable time. The GM serves as a critical avenue to allow all the key users and stakeholders to send their complaints and/or concerns.

All complaints be addressed within a reasonable time, to protect against retaliation will allow for escalation of complaints if not resolved by the GM process to the Project Manager. A summary of the status of handling of the grievances received should be included monthly and reported to the Financing Parties. All complaints will be treated with the utmost confidentiality. The Project Staff Code of Conduct will be publicly available. If grievances are repeated, unresolved or submitted by several people, this should be escalated to the Project Manager. The GM should be broadly communicated to all stakeholders.

The Project aims to minimize grievances by managing impacts and through proactive community engagement to address potential issues before they become grievances.

A separate grievance mechanism will be in place to address issues or grievances raised by the Project workforce.

6.1. Definition, purpose and good practice

The IFC's Good Practice Guide to addressing grievances from Project-affected communities describes a grievance as⁴:

'...a concern or complaint raised by an individual or a group within communities affected by company operations. Both concerns and complaints can result from either real or perceived impacts of a company's operations and may be filed in the same manner and handled with the same procedure.'

It describes a Project-level grievance mechanism for affected communities as:

'...a process for receiving, evaluating, and addressing project-related grievances from affected communities at the level of the company, or project.'

The community grievance mechanism should be broadly and regularly publicised, especially during the pre-construction and construction phase to ensure that comments, questions and grievances are appropriately channelled and registered.

The community grievance mechanism enables any stakeholder to make a complaint or a suggestion about the way the Project is being implemented. Grievances may take the form of

⁴ Good Practice Note: Addressing Grievances from Project-Affected Communities (IFC 2009).

specific complaints for damages/injury, concerns about routine Project activities, or perceived incidents or impacts.

The purpose of the community grievance mechanism procedure is to implement a formalized process (identification, tracking and redirect) to manage complaints/grievances from communities and other local stakeholders in a systematic and transparent manner that could potentially arise from the Project. All complaints will be handled without prejudice. The Project GM; serves to:

- Minimise any adverse impacts of the Project on local Stakeholders, through the proactive management and resolution of grievances.
- Identify any emerging trends so that early action can be taken to avoid escalating disputes.
- Strengthen the Project's relationship with Stakeholders.

6.2. Grievance procedure

A grievance is defined as a concern or complaint raised by an individual or a group within communities affected by Project activities. Both concerns and complaints can result from either real or perceived impacts.

Sinohydro and Quantum will be responsible for the GM during the Project construction. During the Project operations the mechanisms will fall under the responsibility of SGA. Sinohydro and Quantum will perform a handover of the GM to SGA at the end of construction activities. The Project's GM has been designed taking into account the location of the airport; the GM was therefore discussed with sobas and communities.

As indicated, the Environmental and Social Expert will act as the operational manager for the grievance mechanism, reporting to the Head of Environmental & Social, who will be responsible for the supervision the mechanism.

In order to ensure that the grievance mechanism is inclusive and culturally appropriate, complainants will have several methods of communication to submit a grievance:

In person: complainants will be able to submit grievances directly to the Environmental and Social Expert present on Site.

Through the following contact details:

- Alberto Alfredo – Environmental & Social Expert
 - Email: aalfredo@quantump.com
 - Phone number: +244 921 589 917
- Paulino Domingos Fernando – Social Senior Expert
 - Email: pdomingos@quantump.com
 - Phone number: +244 933 307 505

- Milton Quaresma– Health & Safety Senior Expert:
 - Email: mquaresma@quantump.com
 - Phone number: +244 932 834 822
- Lisboa Januario – Social & Environmental Senior Expert:
 - Email: ljuanario@quantump.com
 - Phone number: [+244 922 24 87 02](tel:+244922248702)

Community Grievance Mechanism is made available to affected communities through collection boxes. Each community has a complaint mechanism box installed next to the project information mural for collecting written grievances, which is regularly monitored by Quantum. In addition, complaint forms are available in every affected community, accessible at the Sobas' residence. This procedure will be as well informed in the stakeholder's disclosure meetings.



Photography 2. Grievance Box and updated mural at Soba's residence

6.3. Grievance mechanism flow

The diagram below gives a short description of the sequence of steps of the GM:

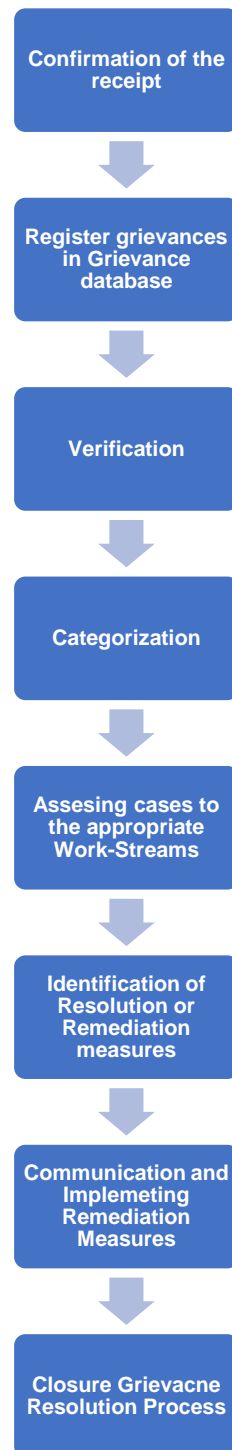


Figure 5. Grievance mechanism process of the Project

Project Stakeholders are offered written and verbal channels for submitting a complaint, by Grievance forms if written and by telephone.

All grievances are registered in the Grievance Log. Once registered, a grievance is categorised by priority 1, 2 or 3 as described in the GM Procedure and redirected for investigation and resolution.

Once a resolution to a registered grievance is identified details of the solution will be communicated to the claimant. Additionally, feedback will be sought from the claimant and will be included in the Grievance Log (Grievance Mechanism Procedure of the Project).

Grievance will be managed according to the following steps:

Confirmation of receipt: For grievances received in the field, the Environmental and Social Expert will verbally acknowledge the receipt of the grievance. For other grievances, the Environmental and Social Expert will issue an acknowledgement receipt form within 7 days of receiving a grievance.

Register grievances in Grievance database: The Environmental and Social Expert will register all grievances in specific forms. Each case will receive a unique registration number in the grievance database to enable tracking.

Verification: The Environmental and Social Expert will verify if the grievance is related to the Project. If the grievance is not related to the Project or the construction activities, the Environmental and Social Expert will send a rejection letter to the complainant indicating this point.

Categorising: The Environmental and Social Expert will categorise each grievance according to:

The type of aggrieved party (individual, group, Non-Governmental Organisation).

The type of grievance.

The severity of the grievance, according to the following classification:

- High risk: the grievance presents a risk for the health and safety of an individual or a group of persons
- Medium risk: the grievance presents a minor risk due to Project activities.
- Low risk: the grievance does not require the implementation of resolutions but a simple response to the grievant.

Assigning cases to the appropriate Work-Streams: The Environmental and Social Expert will send the grievance to the relevant department within Sinohydro and Quantum (or contractor) for investigation and resolution. The department will be informed of the applicable time frames for resolving the type of grievance and the format of the official response required.

Resolution or Remediation measure: When a resolution or remediation measure to a grievance has been reached, the department will send the details of the remediation measure to the to be recorded in the database.

- The Environmental and Social Expert will alternatively:

- Immediately discuss the proposed resolution/remediation with the complainant and agree to the timing of the remediation process.
- Send a rejection letter in case the grievance has been assessed as unjustified, not related to the Project or its contractors or has been rejected for any other sound reason, explaining the grounds for rejection.
- If the case is complex and the resolution will take longer than anticipated, inform the complainant of the reasons for the delay, and indicate when the resolution is expected.

Communicating and Implementing Remediation Measures: The implementation of remediation measures will start immediately after the complainant has been consulted about the planned remediation measure and broad agreed reached that the measures are appropriate.

Closing Grievance Resolution Process: When the complainant has accepted the proposed resolution and is satisfied with the remediation measure implemented, the Environmental and Social Expert will have the complainant sign a grievance close out form. The Grievance will be marked as resolved/closed in the grievance database.

The time frames in the table below shall be followed in the administration of the grievance process. In the case that the Environmental and Social Expert is not able to follow the timeframe indicated below, due to practical reasons, the complainant will have to be duly informed on possible delays.

Table 10. Grievance time frame

Action	Time frame
Acknowledge Grievance	Within 7 days
Register grievance	7 days
Issue grievance rejection or resolution letter	10 days
Issue grievance resolution letter	On agreement of grievance remediation action
Issue grievance closure letter	On completion grievance remediation implementation

If wider consultation is necessary or if the resolution found is not considered satisfactory by the complainant, grievances will be addressed through an external resolution process with the involvement of an external third party. This third party should be neutral and well-respected, and could include legal advisers, local or international NGOs, or technical experts. The third party will be involved, after agreement with the complainant, to find a satisfactory resolution measure. The third party will be provided with all the available documentation related to the grievance and will propose an alternative resolution measure. Once this resolution is identified and agreed with the responsible entity, it will be discussed with the complainant, following the same steps previously described.

At all times, complainants may seek other legal remedies in accordance with the legal framework of Angola, including formal judicial appeal. A separate grievance mechanism is available for workers. An example of Grievance Form is attached at Annex III and the Grievance Log is attached at Annex IV.

7. DATA MANAGEMENT, MONITORING AND REPORTING

It is important to manage Stakeholder data properly and to monitor Stakeholder engagement on an ongoing basis to ensure that consultation and disclosure efforts remain meaningful, effective and to confirm that Stakeholder engagement activities are accomplishing their objectives, particularly when addressing adverse impacts to stakeholders.

Quantum will be responsible for keeping track through a specific SEP Log of all activities performed within the framework of stakeholder engagement. The record keeping process will include the following aspects:

- Stakeholder identification periodically updated.
- Stakeholder engagement activities register and forms.
- Copies of all the communication material distributed to stakeholders.
- SEP versions.

7.1. Data management

Stakeholder engagement activities will be documented in order to track the delivery of commitments made to Stakeholders. The following Stakeholder records and documentation will be used and maintained by Quantum and Sinohydro:

- Stakeholder Engagement Log: Used to store, analyse and report on stakeholder dialogue activities. The database will also be used to track frequency of meetings over the life of the project. The Project has already designed a Stakeholder Engagement Log.
- Stakeholder List: On-going updates to the list, including key contacts and contact details (telephone number) as additional stakeholders are identified. The Project has already designed a Stakeholder List.
- Meeting Attendance Sheet: used to record attendees the ESPT has already developed a Stakeholder Engagement Attendance sheet.
- Meeting Minutes: Used to record meeting minutes to be filed within the stakeholder database.
- Grievance Log: part of the GRM used to record all grievances received, management actions and whether it has satisfactorily been closed out The Project has already developed a Grievance Log as well all the documents related to the grievance mechanism.

Records will be reviewed by the ESPT and E&S Quantum and Sinohydro team to ensure that the needed information is being recorded.

7.2. Monitoring and reports

Measurable indicators to evaluate Stakeholder engagement activities will be agreed for the Project and monitored over time. Effectiveness of consultation activities will be evaluated against the goals and objectives of the SEP. This evaluation will examine the extent to which activities

were implemented in accordance with the plan. The results and any lessons learned will then be incorporated into further updates of the SEP as the Project evolves.

The following **Key Performance Indicators (KPI)** will be monitored during the pre-construction and construction phases of the Project:

Table 11. Monitoring activities and KPIs

ID	Monitoring Activity	KPI	Target	Frequency	Responsible
SE01	Engagement records, information disclosure materials, etc.	N ^o of activities during the monitoring period N ^o of people attending stakeholders' activities during the monitoring period Engagement records (% registered) Communication materials (% displayed)	100%	Quarterly	E&S Team SE Manager
SE02	Grievance Mechanism	N ^o of grievances received during the monitoring period, per category/type. N ^o of grievances solved during the monitoring period, including timing for resolution (if any) N ^o grievances recorded in the Grievance Log (if any)	100%	Quarterly	E&S Team HSE Manager
SE03	Grievances related to compensation process	N ^o of grievances received related to compensation process that has been paid compensated N ^o total of grievance received related to compensation process	100%	Quarterly	E&S Team HSE Manager

Quantum and Sinohydro E&S team will periodically monitor the effectiveness of the engagement activities as well as the GRM.

Biannual reports will be sent to lenders incorporating KPI's results.

7.3. Internal Reporting

The Quantum and Sinohydro E&S team will be responsible for liaising with Quantum's management on a regular and on an as-needed basis, to inform the general progress of the Plan's implementation and obtain advice when needed.

The Quantum and Sinohydro E&S team will prepare a report on a six-monthly basis and once at the end of construction activities. Reports will contain the following information:

- Overall data on number and typology of activities performed.

- Attendance and feedback from stakeholders.
- Problems and critical issues emerged.
- Status of grievance mechanism performance and critical issues emerged.
- Corrective actions taken within the Plan and schedule.
- Decisions to be taken in consultation with management.

Reports will be shared with Quantum’s management and with any other party deemed necessary. These reports are considered to be a tool to periodically inform internal stakeholders on progress of activities as well as a tool to assist in making relevant decisions. If critical issues on engagement emerge during the implementation of the Plan and requires an immediate resolution, the Quantum and Sinohydro E&S team will consult with the management to agree on the appropriate actions. This will then be documented in the periodic internal report.

7.4. External Reporting

To continue a close relationship with the external stakeholders, Quantum and Sinohydro E&S team will prepare dedicated reports to keep them informed on the Project activities. The following information will be reported in a suitable format:

- Outcomes of environmental monitoring activities.
- Outcomes of stakeholder engagement activities, with an outline of initiatives carried out and main issues that emerged.
- Information and data on grievances (in anonymous form).
- Data on local employment and local procurement (if available).
- Any other relevant information to the external stakeholders.

The report will be prepared once per year during the Project construction phase and once at the end of the construction phase; frequency of reporting during the operation phase will be determined by the SGA based on the outcomes of the previous engagements and reporting activities performed. The report will be made available to stakeholders on the Project website, upon request and during engagement activities.

ANNEX I. LIST OF PRESENCE AND PHOTOLOG



Nome da Atividade		SEP. Divulgação DO Estudo de Impacte Ambiental - PNT				
Objetivo da Atividade		DIVULGAR DE IA, A POLITICA E O CONTRA DE CONDUTA JUNTO DAS COMUNIDADES				
Data de Atividade		3.12.2023 03/12/2023				
Endereço/localidade		Administração Comunal de Kiende				
Partes interessadas		Sobas de Kiende, QUANTUM, ADM. COMUM. KIENDE				
Participantes						
Nº	Nome	Empresa/Organização	Função	Assinatura	Telefone	Email
1	Victor Neta	KIENDE	Adm. C. Neta	[Assinatura]	923255208	
2	Eduardo Musinda	KIENDE	Presidente		925468334	
3	Fernando Mambaze	KIENDE	Chf. da area	Fernando	935519658	
4	Simão Mambaze dos Santos	KIENDE	Função não Ad.	Simão	924292150	
5	José-Edombe	KIENDE	Soba			
6	Pedro Chico	LUANDA	Soba-Adj.	[Assinatura]		
7	Manuel Masuana Francisco	VINDA	N. F. M. a S. M. B. A.			
8	Miguel Lopes	LUANDA	Soba Titular			
9	MEVIANA VAKANDA	VINDA	Soba Adj.	[Assinatura]		932732302.VINDA
10	Antonio Tawana	SANGI	Soba	[Assinatura]		

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11	Maria Helena	Soba	Novo			
12	Pedro Kanga	Sob. Adjunto	Novo			
13	Manuel Simão	Soba	N. Kiende II			
14	Simão Mbandu	Soba	Luanda			
15	Alvaro Inocencio	Soba	Alvaro			
16	Pedro Lebo	Soba	Vinda			
17	Manuel da Silva	Secul. da Regio	N. Kiende II			
18	Lebo Nascimento	Adjunto Regio	Vinda			
19	Francisco Kubansadio	Adjunto	N. Kiende I			
20	Milton Quaresma	Quantum	HS&	[Assinatura]	92219600	miquaresm@quantum.ao
21	Carolina Domingos A. Fernandes	Quantum	Project Manager	[Assinatura]		carolina@quantum.ao
22						
23						
24						
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27						

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ANNEX II. REGISTERED ACTIVITY LOG

ANNEX III. GRIEVANCE FORM TEMPLATE

FORMULÁRIO DE RECLAMAÇÃO/QUEIXA

Data: _____ Número de referência **TL-** _____

Nome do Reclamante:

- Não desejo me identificar
 Não autorizo a divulgação de minha identidade sem meu consentimento

Município: _____ _____ _____
 _____ _____ _____

Comunidade:

Nome do Soba ou Coordenador:

Informação para contacto:
 Telefone Número: _____
 Email Email: _____
 Soba ou Coordenador Número: _____

Você tem uma reclamação? Não Sim Dirija-se a casa do soba ou a administração comunal para apresentar a sua queixa ou reclamação por escrito. Se preferir, pode usar os contactos abaixo para falar diretamente com o Comité de Reclamações do Projeto

 (+244)022248702  lianuario@quantump.com
 (+244)032834822

Descrição da Reclamação/Queixa:

Como você gostaria de ver sua reclamação resolvida:

Em qual língua você gostaria de ter a resposta de sua reclamação/queixa:
 Português
 Outra _____

SE a reclamação/queixa tem origem em algum incidente:
Qual o incidente:

Aconteceu uma única vez Data: _____
 Aconteceu várias vezes Quantas vezes: _____
 Acontece com frequência

Assinatura: _____

ANNEX IV. GRIEVANCE LOG TEMPLATE

REGISTRO DE RECLAMAÇÕES

No.	Nº de Referência	Data do Recebimento	Nome do Reclamante <i>N/I - Não identificou-se</i>	Nome do Soba o Coordenador	Gênero	Comunidade	Município	Reclamação recebida: A - Soba B - Coordenador C - Administração; D -Outro,	Contato (Telefone)	Breve descrição da Reclamação	Expectativa de resolução	Em qual lingua o reclamante deseja receber a devolutiva?
1												

A reclamação tem origem em algum incidente? Qual?	O incidente acontece: A - uma única vez B - Várias vezes C - Sempre acontece	Data de Confirmação do Recebimento	Resposta rápida dada por	Encaminhamento para (Departamento ou contratadora responsável/Terceiros)	Solução proposta (Breve descrição)	Data preliminar de resolução	Devolutiva ao reclamante (Data)	Reclamante satisfeito com a solução proposta? (Sim/Não)	Se não, porque?	Data conclusiva da solução	Reclamante satisfeito com a solução realizada? (Sim/Não)	Se não, porque?	Data de finalização