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# STAKEHOLDER ENGAGEMENT PLAN

OCTOBER 2022

CONTRACT FOR PUBLIC WORKS FOR THE ELECTRIFICATION OF THE DEMBOS  
TRIANGLE INCLUDING NAMBUANGONGO - BONGO PROVINCE

**QUANTUM**  
SOLUTIONS

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Ambiente, Lda

**PROJECT DESIGNATION:** CONTRACT FOR PUBLIC WORKS FOR THE ELECTRIFICATION OF THE DEMBOS TRIANGLE INCLUDING NAMBUANGONGO - BENGU PROVINCE

**PROMOTING ENTITY:** Republic of Angola – Provincial Government of Bengo



**PERFORMING ENTITY:** QUANTUM-SOLTEC Consortium





**CONSULTANT ENTITY:** RESURB Ambiente, Lda.



(Company registered with the Ministry of Environment, as an Environmental Consultant, with Certificate No. 20816908221, valid until 08/09/2023)

Luanda, 28 October of 2022

Elaborated:	Aproved:
	
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## 1. INTRODUCTION

For the good performance of a project, it is essential to ensure an open and transparent stakeholder engagement process as it can improve the environmental and social sustainability of projects, improve acceptance and offer significant contributions to the effective design and implementation of the project. Consequently, the stakeholder engagement process must be an inclusive process carried out throughout the project life cycle.

When properly designed and implemented, it supports the development of strong, constructive and responsive relationships, which are important to the successful management of the project's environmental and social impacts. Stakeholder involvement is most effective when carried out early in the project development process, being a key part of initial project decisions, and the assessment, management and monitoring of its environmental and social risks and impacts.

### 1.1. Scope and Objective of the Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) applies to all projects supported by the Bank through Investment Project Financing. The project proponent will consult with stakeholders as a fundamental part of the environmental and social assessment process and project implementation.

The main objectives of the Stakeholder Engagement Plan are:

- Establish a systematic stakeholder engagement strategy that will help the Project Proponent/Team to create and maintain a constructive relationship with stakeholders and, in particular, those affected by the project;
- Assess the level of stakeholder interest and support for the project and allow their views to be considered in the project design and environmental and social performance; Promote and provide means for effective and inclusive engagement of project-affected parties throughout the project lifecycle on issues that could affect them;
- Ensure that appropriate information on the environmental and social risks and impacts of the project is disseminated to stakeholders in a timely, accessible, understandable and appropriate manner;
- Engaged with all the parties' interest in a first phase of the project implementation to inform them about the progress of the Project, the next steps, and phases that will

be started. See if the strategy of the disseminating information is effective and if need some adaptations;

- Ensure that project-affected communities have accessible and inclusive means to raise issues and grievances, and enable the Project Proponent/Team to respond to and manage such issues and grievances.

## 2. BRIEF DESCRIPTION OF THE PROJECT

### 2.1. Project Objectives and Justification

In Angola, as in most African countries, electricity production capacities are insufficient to sustainably meet the growth in demand. The energy crisis affects the competitiveness of companies, human resources and above all the socio-economic development of the country. It is undeniable that the development of the energy sector is essential to achieve the country's economic and social development goals and fight poverty according to the strategy defined in the National Development Plan 2018-2022 and Sustainable Development Goals (SDGs) established by the UN by in order to promote sustainable development in the world (see **Figure 1**).



**Figure 1** - Sustainable Development Goals established by the UN for Member States – 2030 Agenda.

In this sense, the Contract for Public Works for the Electrification of the Dembos Triangle including Nambuangongo - Bengo Province, registered in the Public Investment Program (PIP) and included in the Integrated Plan for Intervention in Municipalities (IPIM) in Bengo Province, its main objective is to provide the Province with basic infrastructure for the supply and distribution of energy to certain areas of the Province, with the aim of:

- Increase the level of socio-economic development of the Province, reducing the level of poverty, especially in rural areas;
- Support the necessary conditions for the creation of new small and medium enterprises, especially in rural areas;
- Promote the productive use of energy, not just as a source of illumination;
- Improve activity in other sectors, such as education, health, agriculture, tourism, etc.;
- Create new jobs in rural areas in order to reduce the migratory flow from rural areas to the capital or to urban areas;
- Contribute to the objectives defined in the National Strategy for Climate Change (NSCC) 2022-2035 through the implementation of a sustainable low carbon project.

## 2.2. Identification of the Entities Involved in the Project

The entity promoting the project is the Republic of Angola, represented by the Provincial Government of Bengo. The executing entity is the QUANTUM-SOLTEC Consortium.

The technical authorship of the elaboration of the documents is the responsibility of RESURB, which has a multidisciplinary team with extensive experience in similar works and which is a company registered with the Ministry the Environment, as an Environmental Consultant, which gives it the for this purpose (see **Annex I** – Certificate of the consulting company – Resurb Ambiente, Lda.).

The table below presents the relevant data of the entities involved in the project, as well as the main information related to it (see **Table 1**).

**Table 1** – Identification of the entities involved in the project

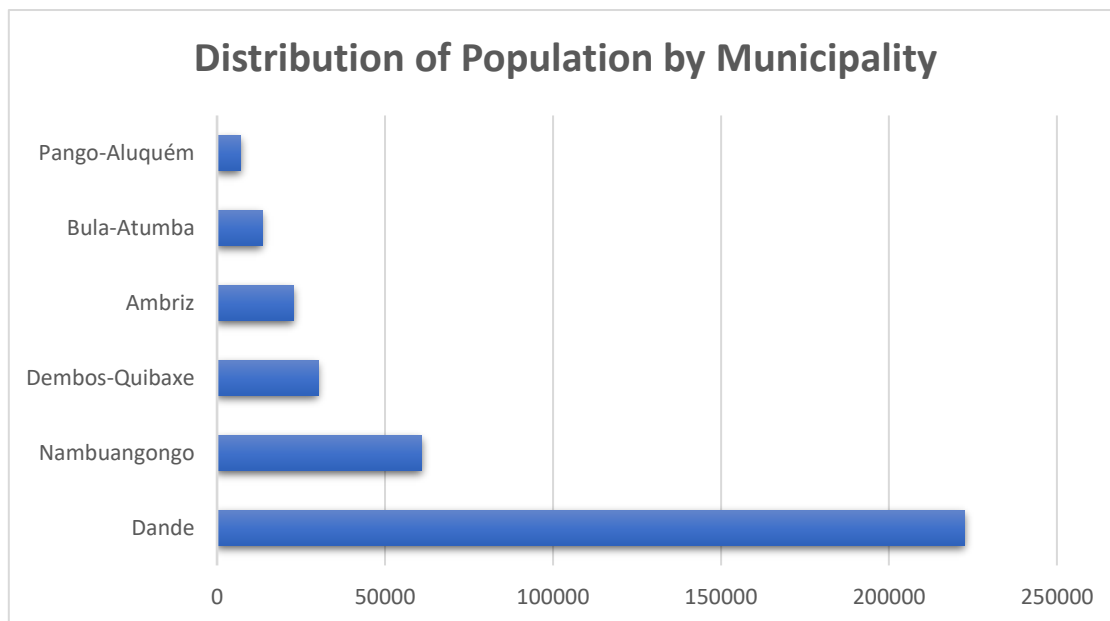
Identification of the Promoting Entity	
<b>Entity</b>	Provincial Government of Bengo – Provincial Office for Infrastructure and Technical Services
<b>Full address</b>	Açucareira neighborhood, Dande, Bengo Province, Angola
<b>Contact Person (s)</b>	Director Mafuana Simão Pedro
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<b>Registration of Environmental Consultant of the company RESURB in the Ministry of Environment</b>	Registration with the Ministry of Environment as an Environmental Consulting company, valid until 08/09/2023
<b>Project Data</b>	
<b>Project Name</b>	Contract for Public Works for the Electrification of the Dembos Triangle including Nambuanguo - Bengo Province
<b>Investment Value</b>	84. 600 000,00 Euros
<b>Project Location</b>	Bengo Province - Municipalities of Dande, Dembos, Nambuanguo, Bula-atumba and Pango Aluquém
<b>Geographic Coordinates</b>	Mabubas (A) - 13,6995130°E; 8,5349530°S Úcua (B) - 14,1617060°E; 8,6484350°S Piri (C) - 14,4400420°E; 8,5310620°S Muxaluando (D) - 14,2496960°E; 7,9864780°S Pango Aluquem (E) - 14,4573640°E; 8,7128530°S Quibaxe (F) - 14,5839490°E; 8,5057470°S Bula Atumba (G) - 14,7986480°E; 8,6744080°
<b>Number of Estimated Employees for the Project</b>	150

## 2.3. Sociodemographic and Cultural Characteristics of the Project Area

### 2.3.1. Demography

The final results of the 2014 Census indicate that on 16 May, about 356,641 inhabitants lived in the Province of Bengo, of which 177,949 were male and 178,692 were female. The Municipality of Dande is the most populous, concentrating around 62% of the total population of the Province. Next are the Municipalities of Nambuanguo (60,883 inhabitants), Dembos-Quibaxe (30,058 inhabitants), Ambriz (22,712 inhabitants), Bula-Atumba (13,454 inhabitants) and Pango Aluquem (7,006), as can be seen in the following figure (see **Figure 2**).



**Figure 2** Graphical distribution of the population of the Province of Bengo by Municipality (Source: adapted from Census, 2014).

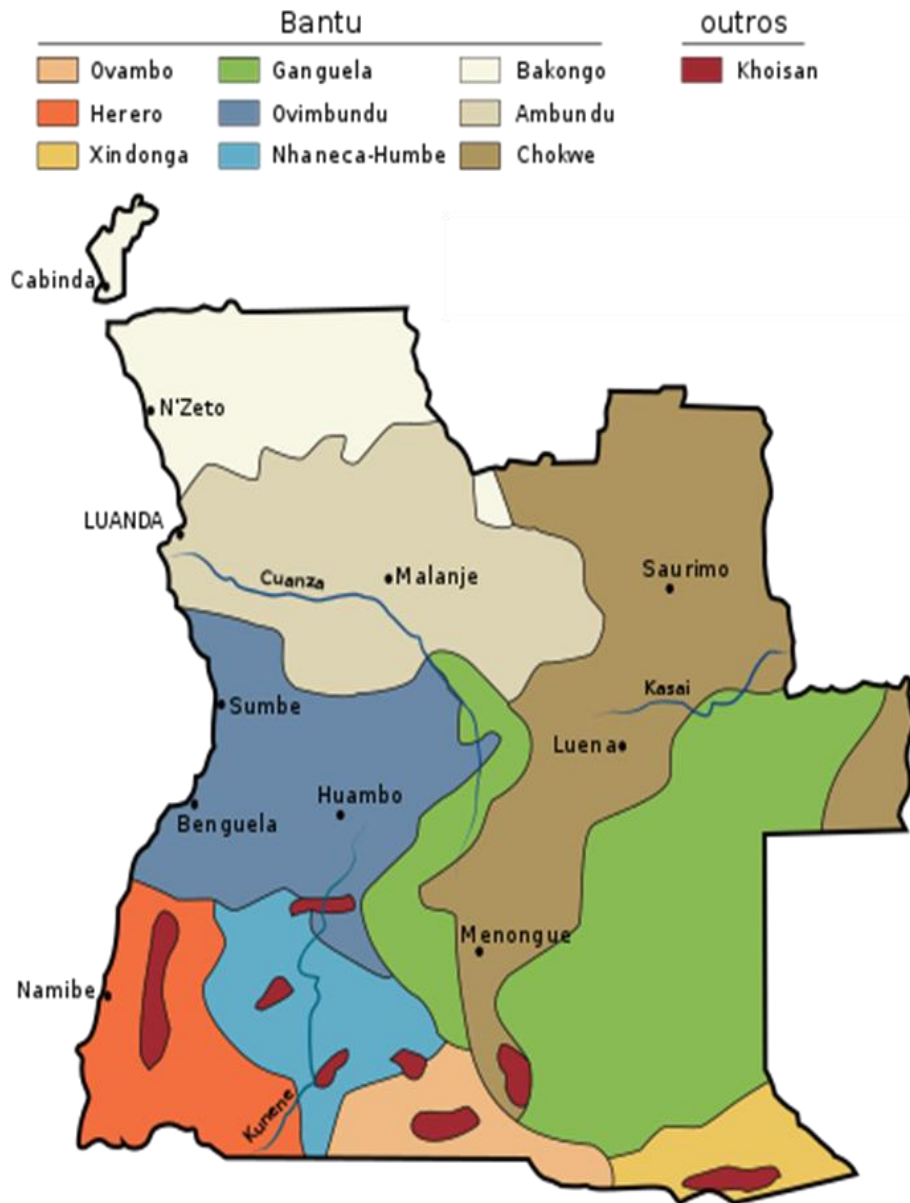
According to data from the 2014 Census, the masculinity index at the Province level is 98, that is, in the Province of Bengo there are 98 men for every 100 women, which means that the population of Bengo is made up mostly of women. At the level of Municipalities, Pango Aluquém and Ambriz have higher rates than the Province, with 107 and 103 men for every 100 women, respectively. Bula-Atumba Municipality has the lowest rate in the province (95 men for every 100 women). On average, each household consists of 4.1 people.

For every square kilometer in the Province of Bengo, 24 people live. The Municipality with the highest population density is Dembos-Quibaxe (46 inhabitants per square kilometer), followed by the Municipality of Dande (37) and the Municipality of Ambriz (8) (Census, 2014).

According to data from the 2014 Census, Portuguese is the only official language in Angola, however, given the existence of different ethnic groups, there are several dialects, the main languages spoken by families in Bengo Province is Portuguese (86.8%), followed by Kimbundu (25.4%), Kikongo (11.2%), Umbundu (8.5%), Cômbe (2.3%), Luvale (2.1%), Muhumbi (1.0%), Ngangela (0.9%), Fiote (0.7%), Nyaneca (0.3%), Kwanyama (0.3%) and another language (3.2%).

According to the indicators of the Republic of Angola available on the official website of the Embassy of Angola in Japan, the main ethnic groups in Angola are the Ovimbundu (about 37%), Ambundu (25%), Bakongo (13%), Mestizos (2%), White Africans/Europeans (1 to 2%). The remaining African ethnic groups represent around 22% of the Angolan population.

The following figure (see **Figure 3**) shows the distribution of the main ethnic groups in Angola.



**Figure 3** – Ethnic groups in Angola (Source: adapted from Portraits of the Herero peoples of Angola, 2011).

From the analysis of the previous figure, it appears that the project implementation area mainly includes the Bakongo and Ambundu ethnic groups.

### 2.3.2. Health

**Table 2** shows the number of doctors, nurses and technicians in the public sector by province in 2009. The total coefficient of health workers per 1,000 inhabitants in Angola is close to the value recommended by the World Health Organization (WHO) of 2.28 workers per 1,000 inhabitants (WHO 2006), however, there is a serious problem of their irregular distribution in the country, given the high variation of health workers per 1,000 inhabitants at provincial level.

**Table 2 – Personnel at Service in the Health Sector in Angola, by Province, 2009**

Province	Doctors*		Nurses		Technical		Total	
	Nº	No. per 1,000 inhab	Nº	No. per 1,000 inhab	Nº	No. per 1,000 inhab	Nº	No. per 1,000 inhab
<b>Bengo</b>	<b>87</b>	<b>0,41</b>	<b>954</b>	<b>4,49</b>	<b>99</b>	<b>0,47</b>	<b>1.140</b>	<b>5,36</b>
Benguela	184	0,09	2.809	1,37	391	0,19	3.384	1,65
Bié	106	0,18	1.468	2,45	80	0,13	1.654	2,76
Cabinda	126	0,29	1.256	2,90	278	0,64	1.660	3,83
Cunene	103	0,28	922	2,51	73	0,20	1.098	2,99
Huambo	163	0,17	1.796	1,89	343	0,36	2.302	2,42
Huila	187	0,10	2.052	1,11	495	0,27	2.734	1,48
Kuando Kubango	39	0,13	642	2,14	65	0,22	746	2,49
Kwanza Norte	115	0,46	1.051	4,20	88	0,35	1.254	5,02
Kwanza Sul	182	0,19	1.026	1,08	131	0,14	1.339	1,41
Luanda	982	0,22	8.750	1,97	2.590	0,58	12.322	2,78
Lunda Norte	94	0,16	839	1,40	89	0,15	1.022	1,70
Lunda Sul	87	0,33	753	2,90	67	0,26	907	3,49
Malange	147	0,33	1.146	2,55	82	0,18	1.375	3,06
Moxico	81	0,14	1.233	2,06	93	0,16	1.407	2,35
Namibe	103	0,56	941	5,13	257	1,40	1.301	7,10
Uíge	94	0,10	1.222	1,36	132	0,15	1.448	1,61
Zaire	76	0,38	732	3,66	82	0,41	890	4,45
<b>Total</b>	<b>2.956</b>	<b>0,17</b>	<b>29.592</b>	<b>1,74</b>	<b>5.435</b>	<b>0,32</b>	<b>37.983</b>	<b>2,24</b>

\* Includes foreign doctors (Source: MINSA 2009<sup>1</sup>)

In the case of Bengo, the Province under study, there are 87 doctors, which corresponds to about 2.94% of the total number of doctors, giving a ratio of 4.1 doctors per ten thousand inhabitants, taking into account the estimated population values in 2009. Regarding nurses, the ratio is 44.9 nurses per ten thousand inhabitants. In terms of technical personnel, the ratio stands at 47 technicians per ten thousand inhabitants (see **Table 2**).

The biggest health problem is the lack of basic sanitation that leads to the emergence of malaria and other diseases, but most of these are preventable as long as vaccination campaigns are promoted, thus raising the protection rates of the population. Public health campaigns mobilize community members and local organizations such as churches and schools, community groups and city administration to work together to promote a healthy environment. These types of campaigns help people to understand how to prevent epidemics such as polio, malaria and yellow fever and also to distribute vaccines. Volunteers are essential for the success of the campaigns as they visit people directly in their homes, thus reaching a wider range of population (adapted from Fórum de Viana | 2014 Atlas).

It also refers to the lack of access to drinking water, which results in a high incidence of waterborne diseases such as acute diarrheal diseases, cholera, typhoid, meningitis, etc. which

<sup>1</sup> Table presented from: "Assessment of the Health System in Angola 2010", USAID – 2010. Available at: <http://www.healthsystems2020.org/content/resource/detail/2770/>

have decimated a high number of human lives, especially children. This problem is more related to the quality and distribution of drinking water, not having its origin in natural factors. This is because the Province of Bengo, as well as the entire country, has an exceptional water potential whose relative lack is only seasonal.

In 2012, the provincial health network consisted of 73 health posts, 16 health centers and 7 hospitals. Bengo is one of the provinces with the highest health coverage.

In general, the major causes of infant mortality in the Province are malaria, acute diarrheal diseases and acute respiratory diseases. In turn, diseases such as trypanosomiasis and schistosomiasis are not causes of mortality but have high prevalence rates. Adult mortality is mainly caused by malaria, followed by road accidents. Difficulties are still felt in terms of access to drinking water, sanitation, food and housing conditions, which are the main social determinants of health. In fact, in Bengo Province, access to potable water and sanitation are among the sectors where most investment will be needed.

At a more local level, it was found that at the municipal headquarters Pango Aluquém there were 4 health infrastructures, namely 2 medical centres, 1 health post and 1 municipal hospital. At Bula Atumba municipal headquarters there was 1 municipal hospital, 1 medical center and 9 health posts. At the Dembos Municipal headquarters (Quibaxe) there were 4 medical centers, 6 medical posts and 1 hospital. In the Commune of Piri there was 1 medical post and 1 medical center. At the municipal headquarters of Nambuanguongo (Muxaluando) there was 1 hospital.

### **2.3.3. Education and Training**

At the national level, there are several problems related to education: the country's weak monetary capacities, as well as the lack of qualified teachers, insufficient public schools, high dropout rates and children excluded from school because they do not have a birth certificate or because they are people with a disability. In addition to these, there is also corruption, sexual harassment and teacher absenteeism. The levels of schooling at the national and provincial level are mostly in Primary Education, but the percentage of the population without any level of education remains high.

During the visit carried out to the site of implementation of the project in question, it was found that the majority of the population only attends primary education. The continuity of studies corresponds to a small fraction of the population.

The literacy rate expresses the relationship between the population aged 15 or over who can read and write and the total population aged 15 or over. In this sense, it is important to mention that the literacy rate in the Province of Bengo is 65%. In 2014, in Bengo Province, 12% of the

population aged 18 or over had no completed level of education, and 2% of the population had completed higher education (Census, 2014).

In 2012, the School Network of the Province of Bengo consisted of 285 schools, 231 of which are in primary education, 39 in the I Cycle of secondary education and 15 in the II Cycle. In the field of professional training, the Province had 11 training centres, eight public and three private. Private centers invest, above all, in information technology training. Public centers offer a more diversified range of training, including courses in the areas of Agriculture, Masonry, Plumbing, Carpentry, Ceramics, Cutting and Sewing, Electricity, Cold, IT, Mechanics, Bakery, Pastry and Metalworking.

It should be noted that the Municipality of Pango Aluquém is the only Municipality of the Province of Bengo that does not have children outside the education system (*in* <https://bengo.gov.ao/>), with 8 schools. At the Dembos Municipal headquarters (Quibaxe) there were 6 schools and 1 vocational training centre. In the Commune of Piri there were 4 schools and 1 vocational training centre. At the municipal headquarters of Nambuanguongo (Muxaluando) there were 4 schools.

#### **2.3.4. Economic Activities**

##### **Agriculture, Livestock and Fisheries**

Regarding the types of farm, Angola has three distinct zones. The zone essentially of rainfed exploration (large part of the territory), where the vegetative cycle of the annual cultures coincides with the rainy season, which is very expressive, irrigation becomes necessary only in the dry period and in relation to certain long-lasting crops (orchards) or horticulture. In the transition zone, rainfed farming is restricted to crops that are resistant to drought or that do not require moisture (cotton, cassava, massambala, massango), while irrigated farming is required for many other annual cycle crops. Finally, in the irrigation area, which covers the entire coast, including the Province of Bengo, irrigation is the priority for agricultural production, while rainfed is only viable in the case of crops that are quite resistant to drought and provided that specific soil and topographic conditions are provided for them. This Province is also a coffee producer. Livestock is geared towards beef cattle.

With the exception of the capital of the Province, agriculture is alongside fishing and commerce, the main area of or occupation of labor, having more than 1,200,000 hectares of arable land.

The dominant crops are maize, beans, cassava, peanuts, sweet potatoes, vegetables, bananas, coffee, palm trees, citrus fruits and other diverse fruits. In the past, Bengo was important in the production of coffee, but nowadays this is insignificant.

Sea fishing is mainly practiced in Barra do Dande and Ambriz (to the north), where crustaceans, such as shrimp and lobster, are important fishing resources. Inland fishing, in turn, is carried out on the small insulas of the Bengo and Ndanji rivers, with the most sought-after lagoon species being African tilapia, locally known as cacusso.

Livestock is specialized in raising cattle, goats and pigs, mainly for meat and milk, there are also activities for raising poultry (for meat and milk) and fish (sea and river fishing). Farming by peasants has several purposes. The small ones (goats, pigs and chickens) are particularly used for food and commerce. Cattle are mainly used for animal traction and meat consumption.

### **Trade and Industry**

Before the administrative division in 2011, Bengo Province had a relatively dynamic economy, but very dependent on the economic engine of Luanda. The loss of Ícolo and Bengo and Quissama affected, respectively, the industrial and commerce and services sectors, as both municipalities were specialized in such segments.

The Province's current industrial park is limited to the activities carried out in the Bom-Jesus Commune by the COCA-COLA soft drink factory, as well as in the extractive industry, namely the exploitation of gypsum, asphalt and phosphate. In the meantime, there are already some actions that could emerge in the near future, namely in the forestry sector with the implantation of a sawmill in Caxito, in the construction materials sector the brick factory in Catete, as well as in the fields of the transformation industry with the planned construction of the meat drying plant and also the production and extraction of table water, and the bottling of mineral water.

The commerce sector is concentrated in Caxito, being limited to the wholesale distribution centers of food and basic products for the Province, and; the service sector is linked to tourism in the public parks and maritime beaches of Bengo.

### **2.4. Potential Social Risks and Impacts**

During the process of involving stakeholders, potential risks and social impacts may arise, related to:

#### **a) Poor dissemination of information/messages about the project**

Communication is the pillar of all interventions or activities initiated to carry out the project. The project must be based on a clear, dynamic and inclusive communication strategy.

Communication must evolve according to the stages of the project and be adapted to the social context of each stakeholder. It will be addressed not only to the people concerned, but to all entities interested in or likely to support the implementation of the project, such as administrative authorities, elected officials, civil society organizations (CSOs) or community, religious, press, among others.

In fact, inadequate communication or a communication gap can lead to the construction of false information or rumors and lead to stakeholder resistance or other behaviors detrimental to the success of the project.

**b) Poor integration of the press, elected officials, CSOs, training and employment stakeholders**

The media should be based on a dynamic strategy built and implemented in partnership with the press, civil society organisations, elected officials and training and employment stakeholders. The option of collaborating with the aforementioned actors can help to convey fair, targeted and real-time information to improve the social support of project stakeholders. Its low level of integration can present the risk of building false rumors that can lead to a bad perception of the project and generate frustrations, sources of social revolt, but also to constitute an obstacle to the project. These entities must be partners and their collaboration in carrying out the Project is more than useful.

**c) Failure to consider the needs of vulnerable groups**

Because of their cognitive, physical or visual impairments, or related to their health status, gender or marital or expatriation status, some stakeholders and their families are at risk of not taking advantage of the opportunities offered by the Project. These people and groups must be identified, their socio-economic situation and specific needs well understood in order to adequately define targeted and sustainable support measures, allowing them to improve their situation (eg access for girls and people with disabilities to training and to employment).

Qualitative research on the expectations of vulnerable young people was carried out as part of the elaboration of the SEP and made it possible to identify and analyze their difficulties and needs in order to be able to offer relevant and appropriate assistance measures.

The definition of risk assessment mitigation measures for gender-based violence and the implementation and follow-up of the Action Plan will make it possible to assess their implementation during the project. The same applies to monitoring exploitation at work.

Project ownership to better meet community expectations will have to establish strong communication and citizen engagement to receive feedback from beneficiaries, especially women.

**d) Potential exclusion of vulnerable or disadvantaged groups from accessing information services and/or media**

Vulnerable groups may not have access to information and communication services, a situation that could promote the process of marginalization. It should be noted that marginalization is a sociological concept that is related to social, cultural, political or economic exclusion.

**e) Potential breach of data privacy or misuse of data.** These different risks and social impacts were considered in the project design through the following measures:

- The identification system is designed to be universal. All people in the territory will be included, regardless of their nationality or socio-economic characteristics;
- Development of data protection mechanisms;
- The data to be collected will be limited to biometrics, name, gender, date of birth, etc.;
- Conducting awareness-raising campaigns and developing communication strategies in order to eliminate barriers in the overall process.

**2.5. Methodology for Developing the Stakeholder Engagement Plan**

This Stakeholder Engagement Plan will follow the following methodology:

1. Carrying out visits to the project implementation site;
2. Identification of stakeholders who may be affected by the project;
3. Identification of the information to be disclosed in the public domain, languages and places/means where it will be disclosed;
4. Dissemination of project information and explanation of the possibilities for public consultation;
5. Call for identified interested parties to present the project and gather relevant information to analyze their needs and expectations;
6. Presentation and brief description of the project and activities to interested parties;

7. Description and explanation of the project's grievance mechanism;
8. Commitment to the publication of routine information on the project's environmental and social performance, including additional consultation possibilities, as well as monitoring the handling of complaints.

### **3. IDENTIFICATION AND ANALYSIS OF INTERESTED PARTIES**

For the purposes of this plan, the term “Stakeholders” refers to individuals or groups that:

- a) Intervene or have a specific interest in any level of project implementation;
- b) Are affected or likely to be affected by the project;
- c) Individuals or groups that may be less favored or vulnerable.

In the following subchapters, each of these interested parties is detailed.

#### **3.1. Potential Project Stakeholders**

Project stakeholders bring together actors or groups of actors who intervene or have a specific interest at any level of project implementation. They are composed of:

- Actors from Ministries and Agencies;
- Teaching and research institutions;
- Public and private structures for professional training and employment;
- Local Authorities;
- Traditional neighborhood leaders (“sobas”)
- Religious Organizations;
- Non-Governmental Organizations (NGOs);
- Environmental and Social Associations;
- Entities executing the project;
- Funding entities.

#### **3.2. Stakeholders likely to be affected by the project**

With regard to the planned activities, the stakeholders likely to be directly affected by the project may include, in addition to the community surrounding the project, land and ecosystem service user’s within the Project direct area of influence (DAoI). Also, direct and indirect workers. Direct workers are project employees (technicians assigned and/or recruited staff) with formal contracts. Indirect workers are agents of partner companies in the project and agents of subcontracted companies, etc.

### 3.3. Disadvantaged or vulnerable individuals or groups

It is particularly important to identify the people and groups who may have the most difficulty in participating and those who may be unequally or otherwise disproportionately affected by the Project because of their vulnerable situation, such as:

- women and youth without identity documents and likely to be excluded from the single identification system due to their marginalization;
- disabled people;
- elderly people, especially those living in rural areas;
- refugees;
- people in situations of extreme precariousness and/or specific difficulties (adult orphans, poor people living alone, widows, people without a fixed home or living on the street, etc.);
- people belonging to "disadvantaged" minority groups, such as minority communities in numbers or with a specific way of life (transhumants), people with a specific sexual orientation, sex sellers/prostitutes, chronic diseases, etc.

## 4. STAKEHOLDER ENGAGEMENT PLAN

### 4.1. Objectives and Schedule of the Stakeholder Engagement Plan

The purpose of the Stakeholder Engagement Plan is to identify stakeholders as well as their concerns, define the roles and responsibilities of the various actors that will intervene in its implementation, as well as the deadlines for carrying out activities and costs (if necessary) consultations and engagement and participation activities.

Thus, the stakeholder involvement and participation plan will be translated into a budgeted program of activities that clearly defines the phases of project implementation (beginning and end of activities), as well as the costs of the various interventions and responsibilities of the stakeholders. During the implementation of the Stakeholder Engagement Plan and its continuous monitoring, it may be adjusted according to the management of social risks and the implementation phase of the project.

### 4.2. Proposed strategy for disseminating information

The notification and dissemination of information will be carried out through the media including radio, television, newspapers, social networks, Local Administrations, educational and research institutions, churches, sobas ("the chief of the village") and communal administrators, associations and NGOs, among other channels adapted to the local context.

Posters will also be placed in strategic locations so that they are clearly identified and accessible to all interested parties, including vulnerable groups. In addition, brochures and information leaflets will be distributed in order to spread the information. Information and awareness campaigns will be carried out dedicated to local communities, mainly the most disadvantaged, in order to promote inclusive communication and participation.

To avoid poor disclosure of information about the Project, especially regarding managing expectations and assumptions about asset registration and automatic compensation, clear and tailored communication will be used. Messages will be delivered in a straightforward and customized manner, ensuring they are understood by all interested parties. Simple, clear, and direct messages will be used consistently, and the information will be reiterated as many times as necessary to ensure full comprehension by all stakeholders. By consistently providing clear, direct, and transparent communication, the Project aims to effectively manage any confusion that might arise and build trust with all stakeholders.

The following table (see **Table 3**) presents a synthesis matrix of the project's dissemination strategy.

**Table 3 – Summary of the Project Dissemination Strategy**

PROJECT PHASE	LIST OF INFORMATION TO COMMUNICATE	MEANS	PROPOSED METHOD	PLACES/DATES	TARGET STAKEHOLDERS	RESPONSABILIDADES
Project preparation	<ul style="list-style-type: none"> <li>- Presentation of the Project (purpose, nature, dimension of the project and duration of activities);</li> <li>- Participation in the definition of social risk management instruments for the project;</li> <li>- Facilitation of consultations and stakeholder participation.</li> </ul>	<ul style="list-style-type: none"> <li>- email;</li> <li>- Letter;</li> <li>- Telephone;</li> <li>- Face-to-face meetings;</li> <li>- Videoconference meetings (eg Teams Platform, Zoom, Skype, etc.);</li> <li>- Social networks;</li> <li>- Digital/physical didactic material.</li> </ul>	<ul style="list-style-type: none"> <li>- Dissemination of project documents through brochures, posters, PPT presentation, among other channels adapted to the local context;</li> <li>- Carrying out the relevant stakeholder consultation.</li> </ul>	<ul style="list-style-type: none"> <li>- Meeting room for institutional and/or other actors;</li> <li>- Strategic physical locations;</li> <li>- Housing.</li> </ul> <p><i>To be carried out before and during the project evaluation phase.</i></p>	<ul style="list-style-type: none"> <li>- Actors from Ministries and Agencies;</li> <li>- Teaching and research institutions;</li> <li>- Public and proven structures for professional training and employment;</li> <li>- Local Authorities;</li> <li>- Traditional leaders of the neighborhoods (“sobas”) and community;</li> <li>- Leaders of vulnerable groups;</li> <li>- Religious Organizations;</li> <li>- Non-Governmental Organizations (NGOs);</li> <li>- Environmental and Social Associations;</li> <li>- Local community;</li> <li>- Entities executing the project;</li> <li>- Funding entities.</li> </ul>	<ul style="list-style-type: none"> <li>- Project team;</li> <li>- Consulting company.</li> </ul>
	<ul style="list-style-type: none"> <li>- Objectives, impacts and mitigation measures of the project, opportunities, means of participation and stakeholder involvement;</li> <li>- Process and means for grievances to be presented and addressed.</li> </ul>	<ul style="list-style-type: none"> <li>- Conducting relevant stakeholder consultation on the development of social risk management tools for the project;</li> <li>- Dissemination of the project's social risk management documents and instruments.</li> </ul>	<ul style="list-style-type: none"> <li>- Meeting room for institutional and/or other actors;</li> <li>- Strategic physical locations;</li> <li>- Housing.</li> </ul> <p><i>To be carried out before and during the project evaluation phase.</i></p>			
Project implementation	<ul style="list-style-type: none"> <li>- Dissemination of the project's social risk management contents;</li> <li>- Methods of implementing mitigation measures;</li> <li>- Role of the different actors responsible for implementing the Project Stakeholder Engagement Plan;</li> <li>- Process and means for grievances to be presented and addressed.</li> </ul>	<ul style="list-style-type: none"> <li>- email;</li> <li>- Letter;</li> <li>- Telephone;</li> <li>- Face-to-face meetings;</li> <li>- Videoconference meetings (eg Teams Platform, Zoom, Skype, etc.);</li> <li>- Social networks;</li> <li>- Digital/physical didactic material.</li> </ul>	<ul style="list-style-type: none"> <li>- Carrying out the relevant stakeholder consultation;</li> <li>- Dissemination of documents and instruments for managing the social risks of the project and those responsible for implementing the plan;</li> <li>- Simple, clear and direct communication strategy to avoid poor disclosure of information, especially regarding managing expectations and assumptions about asset registration and automatic compensation;</li> <li>- Informed about the opportunity of collect goods (fruits, wood, etc) resulted from the clearance vegetation activity;</li> <li>- Disclose the contact information in case of emergencies related to the project with communities and workforce;</li> <li>- Training and awareness-raising for interested parties;</li> <li>- Support in the complaints and grievances management process.</li> </ul>	<ul style="list-style-type: none"> <li>- Project Influence Areas;</li> <li>- Strategic physical locations.</li> </ul> <p><i>Throughout the project life cycle.</i></p>	<ul style="list-style-type: none"> <li>- Project team;</li> <li>- Implementation and monitoring technical team;</li> <li>- Actors from the Ministries and Agencies involved;</li> <li>- Teaching and research institutions;</li> <li>- Traditional leaders of the neighborhoods (“sobas”) and community;</li> <li>- Leaders of vulnerable groups;</li> <li>- Local authorities;</li> <li>- NGOs/Associations;</li> <li>- Local community.</li> </ul>	<ul style="list-style-type: none"> <li>- Project team;</li> <li>- Consulting company.</li> </ul>
Monitoring and Evaluation	<ul style="list-style-type: none"> <li>- Activity implementation indicators;</li> <li>- Results indicators;</li> <li>- Functions of the various actors in collecting information/data;</li> <li>- Information/data collection period;</li> <li>- Data Verification Source.</li> </ul>	<ul style="list-style-type: none"> <li>- Project implementation report.</li> </ul>	<ul style="list-style-type: none"> <li>- Processing of the information collected during the relevant consultations and monitoring visits to the websites.</li> </ul>	<p><i>During the project life cycle</i></p>	<ul style="list-style-type: none"> <li>- Project team;</li> <li>- Monitoring Technical Team.</li> </ul>	<ul style="list-style-type: none"> <li>- Project team;</li> <li>- Financing Entity/Inspector.</li> </ul>

The following figure (see **Figure 4**) presents the mockup of the leaflet prepared for the auscultation and consultation of interested parties, which briefly and appealingly discloses the following information:

- Scope, objective and location of the project;
- Duration of the contract;
- Project Management Policies, including the Complaints and Grievances Management and Data Protection Mechanism;
- Explanation of the environmental and social impact assessment process and main expected impacts;
- Explanation of the consultation and public consultation process and objectives of these processes.



**Figure 4** - Mockup of the brochure prepared by RESURB Ambiente, Lda., for the dissemination of information to interested parties.

**Annex II** presents the Public Consultation leaflet prepared for the dissemination of project information to interested parties (stakeholders).

### 4.3. Proposed Strategy for the Consultation

The stakeholder consultation methods will be adapted according to the target audience:

- Interviews will be carried out with the various State actors (ministries and structures concerned, etc.);
- Interviews and questionnaires will be used to obtain the opinions of those consulted;
- Information workshops for stakeholders,
- Public or community meetings or focus groups will be regularly organized for the most distant and/or vulnerable actors. Stakeholders will be clearly identified and involved according to the topics to be addressed and/or discussed.

As previously mentioned, when choosing an appropriate consultation technique, it is necessary to take into account that the consultation methods are adapted to the culture and purpose of the participation of a particular group or individual of stakeholders. The most used techniques for the planned activities are shown in **Table 4** below:

**Table 4 – Engagement techniques envisaged for carrying out stakeholder consultations**

Engagement technique	Appropriate application of the technique
Correspondence (phone/e-mail)	<ul style="list-style-type: none"> <li>- Distribute information to government officials, Provincial Government, Local Administrations, NGOs and associations and organizations/agencies;</li> <li>- Invite stakeholders to meetings and follow-up.</li> </ul>
Individual Meetings	<ul style="list-style-type: none"> <li>- Survey Research;</li> <li>- Allow stakeholders to speak freely about sensitive issues;</li> <li>- Build personal relationships;</li> <li>- Conducting questionnaires;</li> <li>- Record the content of the meetings.</li> </ul>
Formal meetings	<ul style="list-style-type: none"> <li>- Present project information to a stakeholder group;</li> <li>- Allow the group to comment opinions and points of view;</li> <li>- Build an impersonal relationship with high-level stakeholders;</li> <li>- Disseminate technical information;</li> <li>- Record the content of the meetings.</li> </ul>
Public meetings	<ul style="list-style-type: none"> <li>- Present project information to a large group of stakeholders, especially communities;</li> <li>- Allow the group to give their views and opinions;</li> <li>- Build relationships with communities, especially those affected;</li> <li>- Distribute non-technical information;</li> <li>- Facilitate meetings with oral presentations, PowerPoint presentations, posters, etc.;</li> <li>- Record comments, questions and discussions.</li> </ul>
Group meetings discussion ( <i>focus group</i> )	<ul style="list-style-type: none"> <li>- Present project information to a stakeholder group;</li> <li>- Allow interested parties to give their opinion on the intended background information;</li> <li>- Build relationships with communities;</li> </ul>

Engagement technique	Appropriate application of the technique
	- Record the answers.
Web-Site of the project/project page on social networks	- Display project information and progress updates; - Disclose environmental and social assessment documents; (eg ESMP) among other relevant project documents.
Project brochure	- Brief project information to provide regular updates; - Site project specific information.

**Annex III** presents the questionnaire model used within the scope of the consultation and consultation process.

#### 4.4. Proposed strategy to take into account the views of vulnerable groups

Community consultations will be carried out based on the principle of inclusion, namely the participation of all segments of the community, including people with reduced mobility and other vulnerable people. If necessary, logistical assistance will be provided for remote communities, people with reduced mobility and/or with insufficient financial means to enable them to attend public meetings organized by the project. In situations where vulnerable status may result in people's reluctance or physical inability to participate in meetings, the project team will organize separate discussions in small groups and in an easily accessible location.

To facilitate contact with vulnerable groups, some options are presented below:

- Identify the leaders of vulnerable and marginalized groups in order to reach the group;
- Involve community leaders, Civil Society Organizations, Associations and NGOs;
- Organize individual interviews and focus groups with vulnerable people in different municipalities;
- Facilitate the access of these people to the complaint management mechanism established by the project.

This approach will be used throughout project implementation, based on the results of the project's social risk assessment.

#### 4.5. Treatment of Information from the Consultation and Participation of Stakeholders

When interested parties are consulted, all written comments will be collected and processed. Suggestions, complaints and other contributions from interested parties will be compiled in a specific form, created for this purpose, and which will be filled in during the consultations carried out. Interested parties will also be able to send their feedback via email, phone and social media.

For people living in remote rural areas, in addition to correspondence, they will have the opportunity to send their feedback through field technicians who will carry out visits to the communities.

All feedbacks will be compiled by a technical team and will be shared with the Project Coordinator.

A report will be delivered that will include the following information:

- A summary of the understanding of the comment/feedback submitted by the stakeholder;
- Explanation of the proposed solution(s);
- The accepted solution;
- The procedure for implementing the accepted solution, including deadlines.

#### **4.6. Project Implementation Phase**

As the Project is implemented, the activities carried out and those that are programmed will be communicated to the interested parties. Thus, they will be aware of the progress of project execution. The dissemination of activities will be carried out through quarterly, half-yearly and annual summary reports.

## **5. BRIEF DESCRIPTION OF THE CONSULTATION AND PARTICIPATION ACTIVITIES OF INTERESTED PARTIES**

Stakeholder consultation and participation is based on an inclusive and participatory approach carried out throughout the project cycle, with the aim of building around stakeholders, effective and efficient buy-in and involvement for the assessment and management of risks and environmental and social impacts of the project.

As part of the preparation of the project's public consultations with stakeholders, they should be informed on the one hand of the project's activities, objective and expected results, potential impacts and planned mitigation measures and, on the other hand, collect concerns, needs and expectations of the interested parties before the same in order to define complementary mitigating and/or compensatory measures for the various phases of the project, if necessary.

At the same time, the complaint mechanism of the project will be described and explained.

The Environmental and Social Management Plan and the Stakeholder Engagement Plan specify the modalities and planning for implementing the measures.

The relevant consultation process is also intended to provide the opportunity for interested parties to express their opinions on risks, impacts and mitigation measures, allowing them to respond to them.

Relevant consultation is a two-way process that begins at the early stage of the planning process, during project preparation, to receive initial input on the project proposal and inform project design and continues uninterrupted throughout project implementation and external dissemination.

### **5.1. Relevant inquiry - Project Preparation Phase**

Based on the strategies defined within the scope of this document for the process of listening, participating and consulting the various identified stakeholders, several visits were made to the project's areas of influence in order to present the project and collect contacts and authorization requests from the Provincial Government of Bengo, Municipal and Communal Administrations, Sobas and/or representatives of the neighborhoods to carry out surveys to the local community, within the scope of the public consultation process.

The calculation of the representative sample of the community to be consulted within the scope of the Public Consultation of the Project took into account the following assumptions:

- Population resident in the Province of Bengo (2014 Census);
- Population distribution;
- Margin of error (5%);
- Reliability (95%).

The following table (see **Table 5**) shows the number of inquiries carried out by the Commune within the scope of the Public Consultation process, considering the above-listed assumptions.

**Table 5** – Number of inquiries carried out within the scope of the Public Consultation, distributed by Commune

COMMUNE	NO. OF INQUIRIES
Mabubas	98
Úcua	42
Cage	33
Muxaluando	27
Bula Atumba	46
Paredes	8
Piri	32
Quibaxe	72
Pango Aluquém	27
<b>REPRESENTATIVE SAMPLE</b>	<b>385</b>

In-person Public Consultations with the Community, during the Project Preparation Phase, were held between August 22<sup>nd</sup> and September 4<sup>th</sup>, 2022. **Annex IV** presents the List of Stakeholders consulted and interviewed within the scope of the Consultation process public.

Then, in **Table 6**, a summary of the dates, locations and respective photographic record, when available, of the project presentation meetings and public consultations carried out, in the preparation phase of the project under analysis, is presented.

**Table 6** – Locations, dates and respective photographic record of project presentation sessions and public consultations held in groups

PLACE	DATE	PHOTOGRAPHIC REGISTER
Provincial Government of Bengo	06/07/2022	N/A Register of Activities with Stakeholders presented in <b>Annex V</b>

PLACE	DATE	PHOTOGRAPHIC REGISTER
Dande Administration	22/08/2022	
Administration of Mabubas	30/08/2022	
Talelo neighborhood	30/08/2022	

PLACE	DATE	PHOTOGRAPHIC REGISTER
Km neighborhood 29	31/08/2022	
Jungo neighborhood	31/08/2022	
Úcua Communal Administration	22/08/2022 and 30/08/2022	

PLACE	DATE	PHOTOGRAPHIC REGISTER
Menha Wadi neighborhood	30/08/2022	
Administration of Pango Aluquem	01/09/2022	
Muando-Gombe neighborhood	01/09/2022	

PLACE	DATE	PHOTOGRAPHIC REGISTER
Administration of Bula Atumba	02/09/2022	
Administration of Piri Commune	02/09/2022	
Dembos Municipal Administration	02/09/2022	

PLACE	DATE	PHOTOGRAPHIC REGISTER
Municipal Administration of Paredes	02/09/2022	
Kidi Cota neighborhood	04/09/2022	

**Annex VI** presents the summary report of the consultations carried out within the scope of the project, based on the information collected during the public (group) meetings held for the presentation of the project and individual meetings during the investigations.

**5.2. Relevant inquiry – Project Implamenation Phase**

To continuum the stakeholder engagement in a first phase of the project implementation, during 2023 and 2024, engagement activities were held with different stakeholder’s groups to disseminate information about the Project, and its progress. The main objective was engaged with all the parties’ interest, maintaining them informed about the progress of the Project, the next steps, and phases that will be started.

In the case of the local communities, in Section I (Mabubas to Úcua) and II (Úcua, Piri and Quibaxe), a total of 38 communities were identified. In all of them murals and grievances boxes were installed, and disclosure activities were conducted with the participation of locals, sobas, religious entities, and vulnerable groups. A total of 61 disclosure activities was carried out, with 5166 stakeholders informed about:

- Project activities;
- ESIA Non-Technical Summary;
- Socio-economic survey for the asset identification;
- Cut-off date;
- Communication channels;
- Grievance mechanisms;
- Local of the installation of murals and grievances boxes.

Also, a total of 5 official meeting with local authorities was done, with 59 attendances. The objective of this meetings were:

- Disclose environmental and social information about the Project;
- Communicate about the main results related with the disclosure activities with local communities;
- Communicate the main results from the asset surveys;
- Next steps;
- Main concerns and support needed.

The **Table 7**, graphic and photographic illustrates the engagement activities carried out in 2023 and 2024. The full information can be consulted in the **Annex VII**. Also, in July 2024, it will be initiated the engagement activities in Section IV (Quibaxe to Bula Atumba) as it was already demined.

**Table 7** – Disclosing activities, official meetings, and its attendees, per section during 2023 and 2024.

Section	I	II	Total
Official meetings	4	1	5
Nº attendance	44	15	59
Disclosure activities	30	31	61
Nº attendance	2670	2496	5166

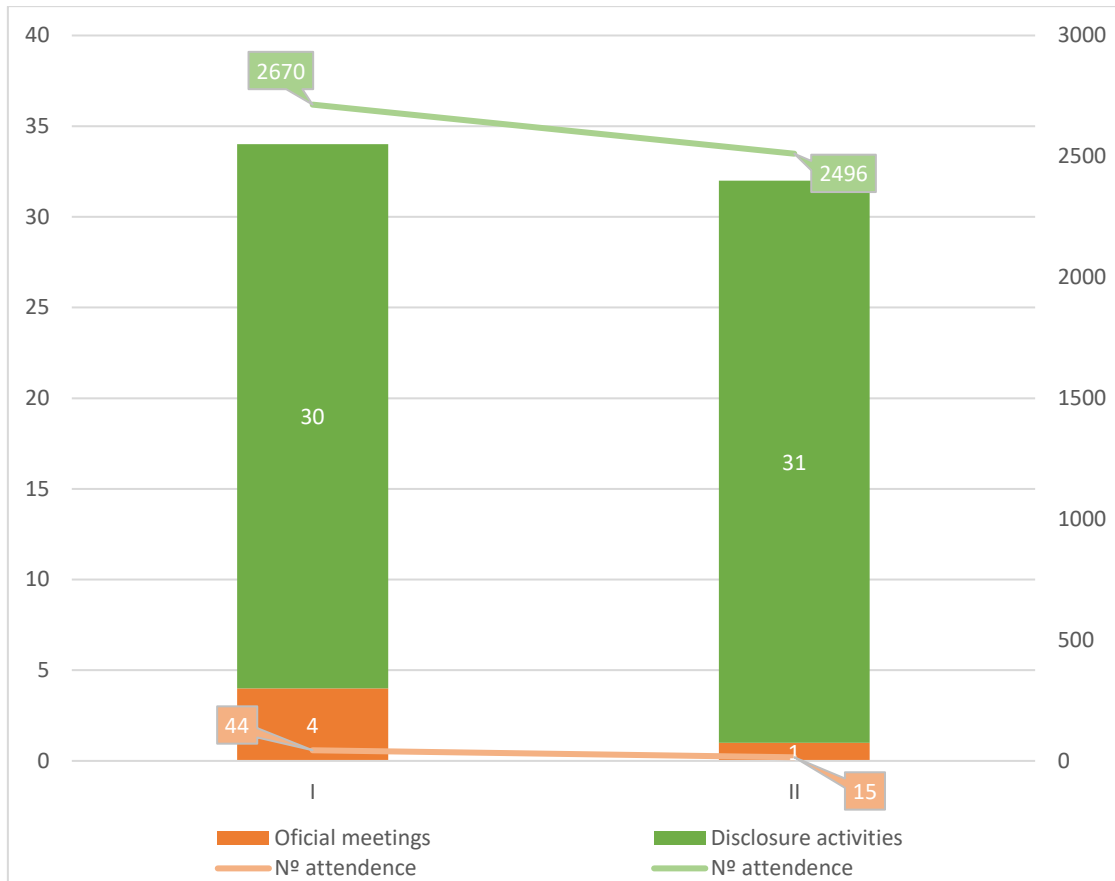


Figure 5 - Graphic illustrating engagement activities, official meetings, and its attendees, per section during 2023 and 2024.

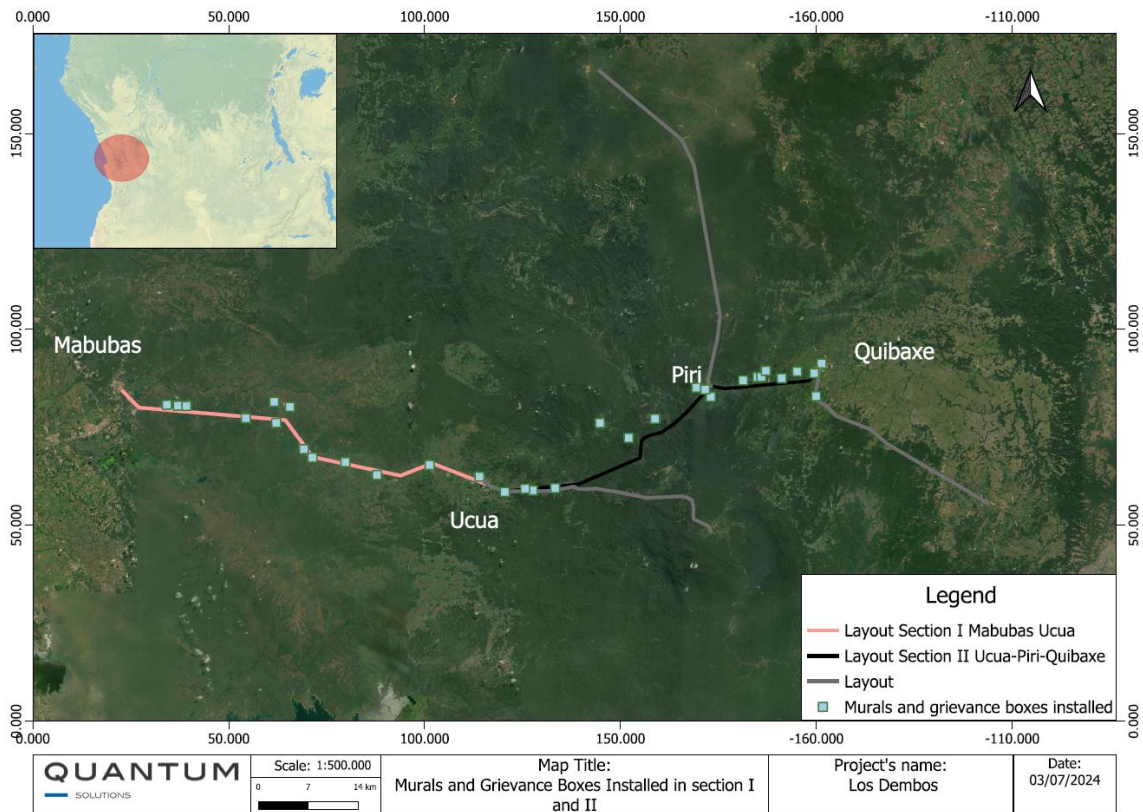




Figure 6 - Some examples of disclosure activities on section I and II during 2023 and 2024.



Figure 7 - Installation of murals and grievances boxes in local communities from section I and II during 2023 and 2024.



**Figure 8** - Location of murals and grievance boxes installed in section I and II during 2023 and 2024.



**Figure 9** - Some examples of official meetings during 2023 and 2024.

15 trainings and drills, with participation of 309 project workers, were conducted in 2024 to explain the main topics related to H&S, Environmental and Social. There were done trainings and drills regarding:

**Table 8 – Trainings and drills conducted, and its attendees, during 2024.**

Date	Company trained	Training	Nº attendance
12/04/2024	PACTO Consult	Asset Survey Induction	10
29/04/2024	Soltec and SAEMA	Biodiversity Training	30
29/04/2024	Soltec and SAEMA	Workers and Communities Grievance Mechanism Training	30
29/04/2024	Soltec and SAEMA	Cultural Heritage Training	30
13/05/2024	Soltec and SAEMA	Human Rights and Private Security Training	8
14/05/2024	PACTO Consult	Asset Survey Induction	15
16/05/2024	PACTO	QGIS Training	8
29/05/2024	Soltec and SAEMA	Policy and Code of Conduct Induction	26
29/05/2024	Soltec and SAEMA	Waste Management Training	27
29/05/2024	Soltec and SAEMA	Defensive Driving Training	20
15/06/2024	SAEMA	First Aid and Rescue of Victims Training	22
15/06/2024	SAEMA	Spill drill	20
15/06/2024	SAEMA	Hazardous Waste Management Training	21
15/06/2024	SAEMA	Spill Management and Prevention Training	19
15/06/2024	SAEMA	Labor and Human Rights Training	23
	<b>TOTAL</b>	<b>15</b>	<b>309</b>

The photographic illustrates the trainings and drills carried out in 2024. The full information can be consulted in the **Annex VII**.





**Figure 10** - Some examples of trainings and drills conducted during 2024.

Throughout the engagement activities held in 2023 and 2024, it was detected that:

- All the stakeholders are well-informed about the Project, phases and next steps;
- The local communities, traditional entities and vulnerable groups recognized and respected the E&S local team;
- Disclosure activities with all the local communities, traditional entities, and vulnerable groups from Section I (Mabuba to Ucuá) and Section II (Ucuá to Piri to Quibaxe) have already been finalized;
- Local authorities participated and are well-informed about the process that have been made in the Project;
- Project workers are being trained.

Also, after the audit mission carried out between 6<sup>th</sup> and 10<sup>th</sup> May 2024, it was raised some concerns not reported, or identified, throughout the engagement activities held in 2023 and 2024:

- General expectation from the local community to be provided with electricity;
- Socio-economic survey for the asset identification would automatically result in compensation;
- Lack of attention to the impact on ecosystem services that may affect local communities.

From these concerns, the sections 3.2 and 4.2 were updated. The main adjustment for the disclosure activities that will be held from now on are:

- Management of expectation: reinforced and employed a clear and tailored communication. Ensured that all stakeholder understands the primary objective of the Project - to provide the necessary infrastructure to transport the electrical energy generated by the Mabubas hydroelectric plant to the four substations that will be built (Ucua, Piri, Muxaluando, and Quibaxe). Explicitly stated that the Project does not include the supply of energy to local communities to avoid creating unrealistic expectations. However, depending on how will come the Project financing, might be possible to agree on direct benefits to communities related to electricity supply;
- Misunderstanding on asset identification and compensation: stakeholders are being made aware that being interviewed does not necessarily result in compensation. Simple, clear, and direct messages have been used consistently, and it will be explained as many times as necessary to ensure full understanding by all parties. Furthermore, the grievance mechanism, along with direct consultation channels with the Project's E&S team, will always be available to address any questions or concerns from the local population regarding the Project. It will be explained, as many times as necessary, didactically, that being interviewed as part of the project processes does not imply eligibility for compensation;
- Impact on ecosystem services: it will be explained to all interest parties that one of the activities from the Project is vegetation clearance. This might imply cutting down some important trees for the local population. However, the products of these public use trees (fruit, wood, etc.) will be made available for collection by the local population. The collection period will be announced in advance, giving everyone the opportunity to gather the materials they wish to use. For those who own trees affected by the

project, appropriate compensation will be provided in coordination with sobas and communities. In the same way, the collection period will be announced in advance.

## **6. RESOURCES AND RESPONSIBILITY TO IMPLEMENT STAKEHOLDER ENGAGEMENT ACTIVITIES**

### **6.1. Resources**

The resources that will be allocated to the management and implementation of the Stakeholder Engagement Plan mainly include:

- a) Human Resources;
- b) Material resources; and
- c) Financial resources.

### **6.2. Management Functions and Responsibilities**

Stakeholder engagement activities form an integral part of the project's environmental and social mitigation measures. Based on the project's reduced social and environmental risk classification, it is not considered necessary that the monitoring of the involvement, participation and consultation process be carried out by a specialist sociologist.

The implementation of the activities foreseen for the involvement and participation of the interested parties will be the responsibility of the project proponent and of the respective technical project team appointed for this purpose. These must ensure the implementation of this Stakeholder Involvement Plan and monitor the degree of implementation of the actions defined therein, so that periodic feedback can be given to interested parties.

## **7. PROJECT COMPLAINTS AND GRIEVANCES MANAGEMENT MECHANISM**

In line with the IFC PS 1, a Grievance Mechanism (GRM) has been established to receive and facilitate resolution, if needed, of Stakeholders' concerns and grievances about the Project's environmental and social performance. The GRM will be communicated to all Stakeholders.

The GRM will receive Stakeholder complaints and will address all these complaints within a reasonable time. The GRM serves as a critical avenue to allow all interested parties and Stakeholders to submit complaints and/or concerns.

All grievances will be treated with the utmost confidentiality, handled without prejudice, and will be addressed within a reasonable time, and the procedure will allow for escalation of complaints if not resolved by the GRM process, directly to the Quantum's Head of Environmental Health & Safety and Social. If grievances are repeated, unresolved or the same, submitted by several people, such will be escalated to the Project Manager.

The Project aims to minimize grievances by managing impacts and through proactive Stakeholder Engagement with the aim of addressing potential issues before they become grievances.

Grievances raised by the Project workforce will be addressed through a separate Worker's Grievance Mechanism that will be in place to address issues relative to workers (Refer to **Section 4.11** of the CESMP).

### **a) Grievance procedures**

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.

Quantum/Soltec will be responsible for the GRM during the Project construction. The 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 of 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:

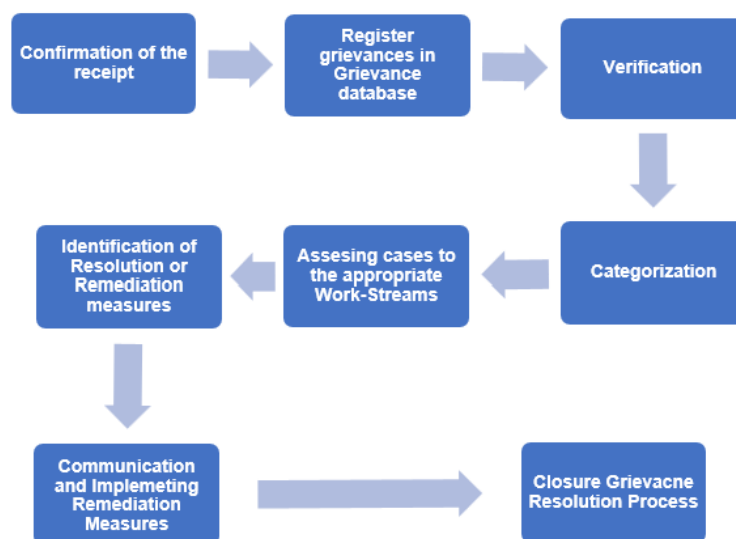
**Table 9 – Ways to submit a grievance of the Project**

How to submit a grievance	Description
In person	Complainants will be able to submit grievances directly to the HSE Manager or Social Expert present on Site
By email/telephone	<ul style="list-style-type: none"> <li>○ Milton Quaresma– Health &amp; Safety Senior Expert: Email: <a href="mailto:mquaresma@quantump.com">mquaresma@quantump.com</a> Phone number: +244 932 834 822</li> <li>○ Lisboa Januario – Social &amp; Environmental Senior Expert: Email: <a href="mailto:ljanuario@quantump.com">ljanuario@quantump.com</a> Phone number: +244 922 248 702</li> <li>○ Paulino Domingos Fernando Email: <a href="mailto:pdomingos@quantump.com">pdomingos@quantump.com</a> Phone number: +244 933 307 505</li> <li>○ Domingos Guilherme Nicolau Email: <a href="mailto:dguilherme@quantump.com">dguilherme@quantump.com</a> Phone number: +244 924 488 927</li> </ul>
Through collection boxes	The project site will have a complaint mechanism box installed in each working site and information mural for collecting written grievances, which will be regularly monitored by Quantum. In addition, complaint forms are available in the manager project office. This procedure will be as well informed in the training meetings for workers.

The concerned person shall indicate in his/her communication if he/she wishes his/her name to be kept confidential. To facilitate anonymity, grievance forms will be made available at the locations where Quantum/Soltec staff will be located. This will enable individuals to submit their concerns without revealing their identity, thus maintaining confidentiality in their communication. Women who prefer being assisted by female personnel when expressing their grievances have the option to approach a specified group of female workers of the project or may contact the feminine Quantum’s HSE team. The form to carry out this process is attached to this SEP (**Annex I**).

**b) Grievance mechanism flow**

Grievance will be managed according to the following steps:



**Figure 11** - Grievance mechanism flow

**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 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 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 Social Expert will send a rejection letter to the complainant indicating this point.

**Categorising:** The Social Expert will categorise each grievance according to:

- The type of aggrieved party (individual, group, Non-Governmental Organization).
- 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 Social Expert will send the grievance to the relevant department within Quantum/Soltec 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 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 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 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 process time frames**

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.

## 8. MONITORING AND PREPARATION OF STAKEHOLDER ENGAGEMENT PLAN REPORTS

The activities related to the Stakeholder Engagement Plan will be detailed in the periodic reports (monthly, quarterly and annually) that will specify for each action or activities planned, those responsible, the actors involved, the necessary resources (budget) and the deadline for its implementation.

The person responsible for monitoring the implementation of the activities described in the Stakeholder Engagement Plan should monitor the degree of implementation of the actions.

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

### Data management

Stakeholder Engagement activities will be documented to track the delivery of commitments made to Stakeholders. The following Stakeholder records and documentation will be used and maintained by Quantum /Soltec:

- *Stakeholder Engagement Log*: to record, analyse and report on stakeholder dialogue activities. It will track frequency of meetings over the life of the project. The Project has already designed a Stakeholder Engagement Log (**Annex III**).
- *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 a Stakeholder Engagement Attendance sheet has been created.
- *Meeting Minutes*: Used to record meeting minutes to be filed within the Stakeholder Engagement Log.
- *Grievance Log*: part of the GRM used to record all grievances received, management actions taken and to confirm whether a grievance has been satisfactorily. The Project has already developed a Grievance Log (**Annex II**) as well all the documents related to the grievance mechanism.

Records will be reviewed by the Social Expert and E&S Quantum /Soltec team to ensure that the needed information is being recorded.

**Monitoring**

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 (KPIs)** will be monitored throughout all phases of the Project:

**Table 11 – Key Performance Indicators for the SEP**

ID	Monitoring Activity	KPI	Target	Frequency	Responsible
SE01	Information disclosure and consultations	<ul style="list-style-type: none"> <li>○ N° of activities during the monitoring period.</li> <li>○ N°. of people who participated in stakeholder activities during the monitoring period.</li> <li>○ Percentage of activities registered in the stakeholder register.</li> </ul>	100% of Stakeholders activities recorded in the Stakeholder's activity register ( <b>Annex III</b> )	Quarterly	E&S Team HSE Manager
SE02	Grievance Redress Mechanism	<ul style="list-style-type: none"> <li>○ N° of grievances received during the monitoring period, per category/type.</li> <li>○ N° of grievances solved during the monitoring period, including timing for resolution (if any).</li> </ul>	100% of grievances received are registered in the Grievance Log ( <b>Annex II</b> )	Quarterly	E&S Team HSE Manager
SE03	Grievances related to compensation process	<ul style="list-style-type: none"> <li>○ N° of grievances received related to compensation process that has been paid compensated / N° total of grievance received related to compensation process</li> </ul>	100% grievances related with compensation process compensated	Quarterly	E&S Team HSE Manager

## 9. CONCLUSION

The Stakeholder Involvement Plan is an essential tool for managing the potential social risks of the Contract for the Public Works for the Electrification of the Dembos Triangle including Nambuanguongo – Bengo Province project. As part of the provisions of the World Bank's new environmental and social policy framework, the Stakeholder Engagement Plan is an integral part of the contractual documents to be prepared prior to the approval of any project.

It should be noted that this document was developed in a comprehensive and participatory approach, with 14 public meetings/project presentation group and 385 surveys carried out to the local community, including disadvantaged or vulnerable individuals or groups. The public consultations carried out covered the various neighborhoods of the following Communes in the Province of Bengo:

- Bula Atumba;
- Mabubas;
- Úcua;
- Cage;
- Muxaluando;
- Paredes;
- Piri;
- Quibaxe; and
- Pango Aluquém.

The public consultation process in the project preparation phase allowed the conclusion that the main economic activity developed in the Province of Bengo is agriculture, which was mentioned by 88% of the sampled population. The average number of people per household is around 5.4. Of the stakeholders consulted, 89% reported not having enough food during the year for the whole family, mainly due to drought (40%), lack of money (36%), little land to cultivate (5%) and illness in the family (2%). The top three needs mentioned by stakeholders were access to electricity with 44%, followed by access to water with 28% and access to medical services with 11%. Regarding the type of improvements that the community considered that the project could bring, the economic (49%), employability (29%) and social (14%) improvements stand out. In view of the data obtained, it is expected that the project, under analysis, of electrification of the Dembos Triangle, including Nambuanguongo, will meet

the needs and expectations of the interested parties who were present at the public consultation sessions, in addition to the fact that 94% of interested parties reported not having access to the electricity grid.

The preferred means of communication of the interested parties to obtain information about the project were verbal with 92% and paper format with 4%, having been mentioned that most interested parties prefer to obtain information about the project implementation through the "Project Members" (61%), "Community Leader" (31%), "Public Entity" (5%) and the remaining 3% had no opinion and/or did not respond.

Finally, it should be noted that most stakeholders agree with the project (98%) and the rest did not respond and/or do not know.

For the conclusions regarding the relevant inquiry that have been carried out during the project implementation phase, 81 disclose activities/meetings/trainings/drills were held in 2023 and 2024, with 5534 stakeholders well-informed and trained. Through this engagement it was concluded that:

- All the stakeholders are well-informed about the Project, phases and next steps, the local communities;
- The traditional entities and vulnerable groups recognized and respected the E&S local team;
- Project workers are been trained.

Also, it was raised that:

- General expectation from the local community to be provided with electricity;
- Socio-economic survey for the asset identification would automatically result in compensation;
- Lack in addressing the ecosystem services impacted that local communities maybe suffer.

The main concern detected were used to update the strategy for the disseminating information, that is:

- Simple, clear and direct communication strategy to avoid poor disclosure of information, especially regarding managing expectations and assumptions about asset registration and automatic compensation;

- Informed about the opportunity to collect goods (such as fruits, wood, etc.) resulting from vegetation clearance activities, both for public-use trees and those owned by individuals affected by the project.

After the update of the strategy for the disseminating information, it is concluded that the this document are adjusted to the various interested parties, and its preoccupation, and that since no other objections were raised to the project preparation and implementation phase, all conditions are met to proceed with the next phases of environmental and social impact assessment, considered to be an excellent starting point for the whole process of participation and involvement of the Stakeholders and success of the project implementation.

It is important to mention that the Stakeholder Involvement Plan is a dynamic document that will evolve throughout the various phases of the project in order to consider the needs and expectations of the interested parties whose actions should provide added value in achieving the objectives defined for the project.