REPÚBLICA DE ANGOLA
MINISTÉRIO DA ENERGIA E ÁGUAS
REDE NACIONAL DE TRANSPORTE DE ELECTRICIDADE

ANGOLA SOUTHERN TRANSMISSION NETWORK EXPANSION PROJECT (STNEP)

under the
REGIONAL ENERGY TRANSMISSION, TRADE AND DECARBONIZATION (RETRADE) MPA

Stakeholder Engagement Plan

ANNA TRANSACTION ADVISORY SERVICES

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Acronyms

Abbreviation	Definition
ANNA	Angola-Namibia Interconnector Project
DBSA	Development Bank of Southern Africa
DNPAIA	Direcção Nacional de Prevenção e Avaliação de Impactes Ambientais - National Direction for Prevention and Assessment of Environmental Impacts
EBRD	European Bank for Reconstruction and Development
EPC	Engineering, Procurement, Construction
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESMS	Environmental and Social Management System
ESS	Environmental and Social Safeguard Standard
GM	Grievance Mechanism
HIV/AIDS	Human Immunodeficiency Virus/
ICP	Informed Consultation and Participation
IFC	International Finance Corporation
IP	Indigenous People
LIDAR	Light Detection and Ranging
MANco	Management Committee
MINAMB	Angolan Ministry of Environment
NamPower	Namibia Power Corporation (Proprietary) Limited
RAP	Resettlement Action Plan
RNT	Rede Nacional de Transporte de Electricidade
RPF	Resettlement Policy Framework
SAPP	Southern African Power Pool
SDG	Sustainable Development Goal
SEP	Stakeholder Engagement Plan
STD	Sexually-Transmitted Disease
SR	Scoping Report
ToR	Terms of Reference
UNDP	United Nations Development Programme
UNFCCC	United Nations Framework Convention on Climate Change
VG	Vulnerable Group
VGP	Vulnerable Groups Plan
WB	World Bank
WHO	World Health Organisation
ESF	Environment and Social Framework
IPF	Investment Project Financing
IP/SSAHUTLC	Indigenous Peoples / Sub-Saharan African Historically Underserved Traditional Local Communities
IPP	Indigenous Peoples Plan
NGO	Non-Governmental Organisation
UNDRIP	United Nations Declaration on the Rights of Indigenous Peoples
ILO	International Labour Organisation
GBV	Gender Based Violence
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
LMP	Labour Management Plan
DVIG	Disadvantaged/Vulnerable Individuals or Groups
E&S	Environmental and Social
CLO	Community Liaison Officer
ESCP	Environmental and Social Commitment Plan

Sumário executivo

INTRODUÇÃO/DESCRIÇÃO DO PROJECTO

O Projecto de Interligação Eléctrica entre Angola e Namíbia (ANNA) tem como objectivo a ligação das redes eléctricas de Angola e Namíbia para aumentar a transferência de energia dentro Polo Energético da África Austral (SAAP - Southern African Power Pool) e, desta forma, aumentar a estabilidade da rede.

O projecto proposto corresponde a uma linha aérea de transmissão de electricidade a 400 kV, com um comprimento total de aproximadamente 362 km desde a subestação de Kunene, na Namíbia, em construção, até à subestação do Lubango, localizada em Angola. A maior parte do projecto proposto (aproximadamente 331 km) será localizada no Sul de Angola, e a restante (31 km) na Namíbia. As componentes permanentes do projecto incluem as infra-estruturas eléctricas (subestações e edifícios de controlo, transformadores, etc.), os apoios/postes da linha eléctrica aérea, as fundações dos apoios, os cabos das linhas eléctrica, as vias de acesso e áreas de servidão (será necessária uma servidão mínima de 27,5 m, com uma faixa de 20 m de largura livre de árvores e obstáculos dentro desta servidão).

O projecto ANNA é coordenado pelo SAPP e tem como proponentes a Rede Nacional de Transporte de Electricidade (RNT), em Angola, e a NamPower, na Namíbia.

Em Angola, as componentes integrantes do projecto de interconectividade ANNA serão implementadas pelo Projecto de Expansão e Transmissão de Redes (STNEP) sob o programa regional de Transmissão de Energia, Comercialização e Descarbonização com uma abordagem multifásica (RETRADE – MPA). O Projecto ira permitir o aumento da capacidade de transmissão de energia eléctrica para integrar o SAPP.

O Projecto ANNA tem vido a ser desenvolvido desde 2017 e já passou por diversas fases de análise e aperfeiçoamento, sendo de destacar que este projecto já foi alvo de processo de Avaliação de Impacte Ambiental e Social (AIAS) e encontra-se neste momento na fase prévia do lançamento do concurso para construção (o qual contempla nos seus termos de referência os compromissos ambientais e sociais assumidos até à data e a preparação do Plano de Acção para o Reassentamento – PAR).

Em Angola, o AIAS foi aprovado pela Direcção Nacional de Prevenção e Avaliação de Impactes Ambientais (DNPAIA), que emitiu a Licença Ambiental de Instalação do projecto em 17 de Maio de 2021.

Para incorporar as considerações sociais do projecto, disseminar informação na sia área de influência e dar às partes interessadas locais uma oportunidade de expressar os seus comentários, foi preparado um Plano de Envolvimento das Partes Interessadas (PEPI) o qual já teve três iterações compiladas até à data. Tendo em conta o tempo decorrido desde a sua última actualização este PEPI foi preparado ao abrigo do Quadro Ambiental e Social do Banco Mundial (BM) para fornecer uma visão geral do trabalho de consulta e actualização das partes interessadas do Projecto e afectadas (PI) realizado em 2024, bem como detalhes da revisão sobre o envolvimento dos Povos Indígenas / Comunidades Locais Tradicionais Historicamente Desfavorecidas da África Subsariana (IP/SSAHUTLC[1]) e outros potenciais grupos vulneráveis presentes na área do projecto, e como estes devem ser envolvidos no Projecto ANNA no futuro.

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[1] Indigenous Peoples / Sub-Saharan African Historically Underserved Traditional Local Communities, no original em Inglês

OBJECTIVOS/DESCRIÇÃO DO PEPI

O objectivo geral deste PEPI é definir o programa para o envolvimento das partes interessadas, incluindo as formas de consulta e divulgação de informação ao publico ao longo do ciclo de vida do projecto.

Para o Projecto STNEP, foi criada uma base de dados das PI a qual inclui indivíduos ou grupos susceptíveis de vir a serem afectados pelo projecto, outros indivíduos ou grupos que possam ter interesse no projecto e indivíduos ou grupos desfavorecidos/vulneráveis.

Foi dada especial atenção aos indivíduos ou grupos desfavorecidos ou vulneráveis (IGDV), uma vez que têm uma maior probabilidade de vir a ser afectados negativamente pelo projecto e que podem ficar mais limitados do que outros na sua capacidade de tirar partido dos benefícios do projecto. No âmbito do projecto, os IGDV podem incluir IP/SSAHUTLC; mulheres e raparigas; agregados familiares chefiados por mulheres, agregados familiares chefiados por órfãos, idosos, pessoas com deficiência e jovens desempregados, bem como indivíduos ou comunidades directamente afectados pelo projecto, mas incapazes de gerar ou receber benefícios do projecto.

Em Angola, 25 000 pessoas, ou seja, 0,1% da população angolana, pertencem a grupos de IP/SSAHUTLC, entre os quais se incluem os pastores semi-nómadas de língua Otjiherero e as comunidades San. A Norma Ambiental e Social (NAS) 7 do BM reconhece que os IP/SSAHUTLC têm identidades e aspirações distintas dos grupos dominantes nas sociedades nacionais e são frequentemente desfavorecidos pelos modelos tradicionais de desenvolvimento. Em muitos casos, encontram-se entre os segmentos economicamente mais marginalizados e vulneráveis da população, como é o caso de Angola, onde Curoca, classificado como o seu município mais pobre e mais remoto (devido à falta de estradas pavimentadas), é também reconhecido pela sua riqueza cultural e étnica.

Os IP/SSAHUTLC estão indissociavelmente ligados à terra em que vivem e aos recursos naturais de que dependem e, por isso, são particularmente vulneráveis se as suas terras e recursos forem transformados, invadidos ou significativamente degradados. Os projectos podem também prejudicar a utilização da língua, as práticas culturais, as disposições institucionais e as crenças religiosas ou espirituais que os IP/SSAHUTLC consideram essenciais para a sua identidade ou bem-estar. No entanto, os projectos podem também criar oportunidades importantes para os IP/SSAHUTLC melhorar a sua qualidade de vida e bem-estar, através da criação de condições de melhor acesso a mercados, escolas, clínicas e outros serviços. Os projectos podem criar oportunidades para que os IP/SSAHUTLC participem e beneficiem de actividades com eles relacionadas e que podem ajudá-los a concretizar a aspiração de desempenhar um papel activo e significativo como cidadãos e parceiros no desenvolvimento. Considerando a vulnerabilidade dos IP/SSAHUTLC, a NAS7 identifica a necessidade de obter o Consentimento Prévio, Livre e Informado (CPLI[2]) nos casos em que um projecto possa:

► Ter impactes adversos nas terras e recursos naturais sujeitos a propriedade tradicional ou sob uso ou ocupação consuetudinária;
► Provoquem a deslocação de IP/SSAHUTLC de terras e recursos naturais sujeitos a propriedade tradicional ou sob uso ou ocupação consuetudinária;
► Tenham impactes significativos no património cultural de IP/SSAHUTLC que seja material para a identidade e/ou aspectos culturais, cerimoniais ou espirituais das suas vidas.

A NAS7 reconhece ainda que as IP/SSAHUTLC desempenham um papel vital no desenvolvimento sustentável e podem deter conhecimentos críticos que podem contribuir para a adaptação local às alterações climáticas.

A NAS7 tem por objectivo assegurar que o processo de desenvolvimento promove o pleno respeito pelos direitos humanos, dignidade, aspirações, identidade, cultura e meios de subsistência baseados nos recursos naturais das IP/SSAHUTLC para:

► evitar impactes adversos sobre IP/SSAHUTLC ou, quando não for possível, evitar, minimizar, mitigar e/ou compensar esses impactes.

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[2] FPIC – "Free, Prior, Informed Consent", sigla original em Ingles.

- ► promover benefícios e oportunidades de desenvolvimento sustentável para os IP/SSAHUTLC de uma forma que seja acessível, culturalmente apropriada e inclusiva.
- ► melhorar a concepção do projecto e promover o apoio local através do estabelecimento e manutenção de uma relação contínua baseada em consultas significativas com os IP/SSAHUTLC afectados ao longo do ciclo de vida do projecto.
- ► obter o CLPI das comunidades ou indivíduos afectados nas circunstâncias descritas na NAS 7 para reconhecer, respeitar e preservar a cultura, os conhecimentos e as práticas dos IP/SSAHUTLC, e para lhes dar a oportunidade de se adaptarem às mudanças de uma forma e num prazo aceitável para eles.

As mulheres em Angola continuam a ser vítimas de desigualdades generalizadas, entre os géneros e no seio da família. O aumento da actividade económica das mulheres fora de casa não reduziu o volume de trabalho não remunerado em casa, o que contribui grandemente para aumentar a sua carga de tarefas, dificultando o cuidado das crianças, entre outras actividades domésticas. Adicionalmente, nas zonas rurais, as mulheres desempenham um importante papel na agricultura, o que torna os desafios que enfrentam ainda maiores pois as suas condições de vida são mais difíceis e as diferenças de género são ais acentuadas (a participação na tomada de decisões continua a ser predominantemente masculina e as mulheres desempenham frequentemente papéis secundários, em silêncio e sem participação).

Igualmente importantes são os obstáculos enfrentados pelas mulheres no que respeita ao VIH/SIDA. Existe uma elevada concentração da infecção nas mulheres em idade fértil (mais de metade dos casos de VIH/SIDA são detectados em mulheres), e estas são duplamente discriminadas pelos seus parceiros sendo frequentemente expulsas das suas casas. Nas zonas rurais, as mulheres com VIH/SIDA enfrentam problemas adicionais, para além da elevada incidência da pobreza, pelo facto de o tratamento ser frequentemente abandonado devido à fraca disponibilidade de serviços de saúde.

Além disso, as mulheres são ainda susceptíveis à violência baseada no género (VBG), e que pode deixar as mulheres e as raparigas, vulneráveis à violência e ao assédio e impedi-las de denunciar os abusos. Numa obra de grandes dimensões, a mão-de-obra da construção inclui trabalhadores não locais o que pode exacerbar a VBG através do aumento da procura de trabalho sexual (aumentando de tráfico de mulheres este fim), o risco de casamento precoce, ou o aumento do risco de incidentes de sexo entre trabalhadores e menores, entre outros.

Adicionalmente, estes projectos podem provocar alterações nas dinâmicas de poder entre os membros das comunidades e dentro dos agregados familiares, e o ciúme masculino, um dos principais impulsionadores da VBG, pode ser desencadeado pelo afluxo de mão de obra. Assim, o comportamento abusivo pode ocorrer não só entre o pessoal relacionado com o projecto e as pessoas que vivem nas suas imediações, mas também dentro das casas das pessoas/famílias afectadas.

A prevenção da exploração e abuso sexual e/ou assédio sexual (SEA/SH[3]) no âmbito do Projecto ANNA requer a implementação de políticas claras, formação, monitorização e sistemas de apoio. Estas medidas e planos de gestão abrangentes serão compilados e incluídos no Quadro de Gestão Ambiental e Social (ESMF[4]) e no Procedimentos de Gestão de Mão-de-Obra (LMP[5]) do Projecto e incluirão medidas como o estabelecimento de um código de conduta; envolvimento, formação e sensibilização das comunidades, empreiteiros e seus trabalhadores; implementação de mecanismos de reporte/reclamação, controlo e responsabilização; providenciar acesso a sistemas de suporte; e implementação de medidas específicas nos estaleiros de obra.

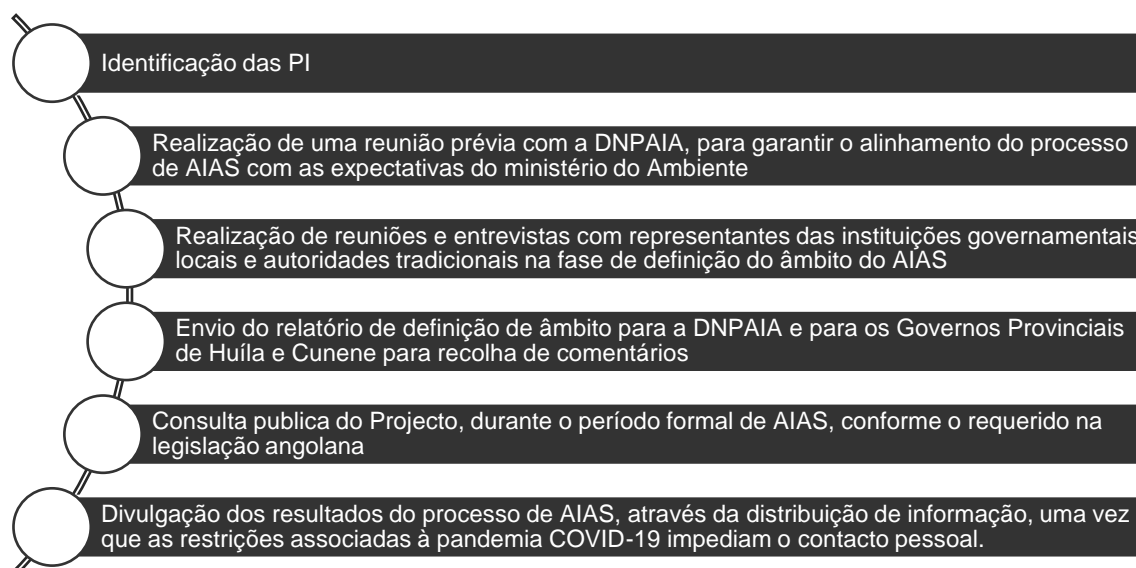## PROGRAMA DE ENVOLVIMENTO DAS PARTES INTERESSADAS

Durante a fase de preparação do projecto e da AIAS, de 2019 a 2021, foram realizadas as seguintes actividades de envolvimento das PI:

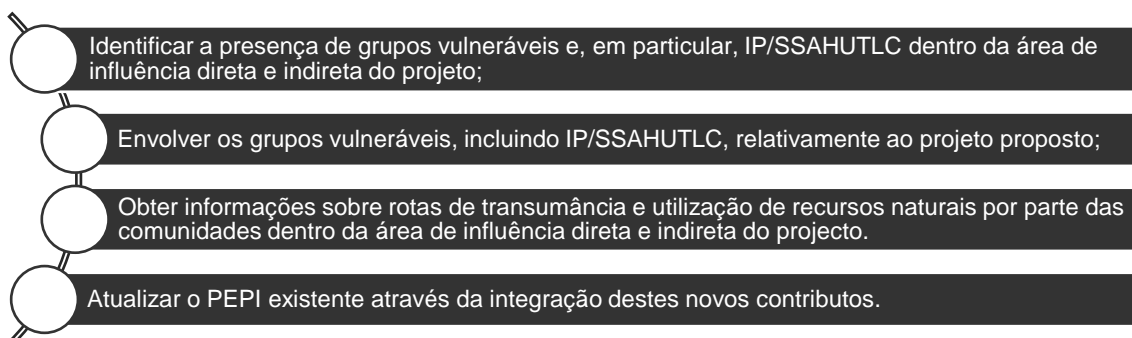[3] SEA/SH - Sexual Exploitation and Abuse/Sexual Harassment, no original em Inglês
[4] ESMF - Environmental, Social and Management Framework, no original em Ingles.
[5] LMP – Labour Management Procedures, no original em Ingles.

Identificação das PI

Realização de uma reunião prévia com a DNPAIA, para garantir o alinhamento do processo de AIAS com as expectativas do ministério do Ambiente

Realização de reuniões e entrevistas com representantes das instituições governamentais locais e autoridades tradicionais na fase de definição do âmbito do AIAS

Envio do relatório de definição de âmbito para a DNPAIA e para os Governos Provinciais de Huíla e Cunene para recolha de comentários

Consulta publica do Projecto, durante o período formal de AIAS, conforme o requerido na legislação angolana

Divulgação dos resultados do processo de AIAS, através da distribuição de informação, uma vez que as restrições associadas à pandemia COVID-19 impediam o contacto pessoal.

Resumo do envolvimento das PI durante a preparação do projecto (2024)

Em 2024, procedeu-se a uma nova ronda de envolvimento das PI, sendo que os seus objectivos eram:

Identificar a presença de grupos vulneráveis e, em particular, IP/SSAHUTLC dentro da área de influência direta e indireta do projeto;

Envolver os grupos vulneráveis, incluindo IP/SSAHUTLC, relativamente ao projeto proposto;

Obter informações sobre rotas de transumância e utilização de recursos naturais por parte das comunidades dentro da área de influência direta e indireta do projecto.

Atualizar o PEPI existente através da integração destes novos contributos.

Na preparação da consulta e envolvimento das PI teve-se o cuidado de preparar materiais acessíveis aos membros analfabetos ou parcialmente alfabetizados das comunidades através do uso de imagens e gráficos. Foi, ainda, contactada a OCADEC, para garantir a inclusão do máximo de PI, em particular os San, incluídos nos IP/SSAHUTLC.

Foram realizadas reuniões de divulgação do projecto com várias entidades, bem como apresentações públicas. Para assegurar a disseminação da informação, em cada local de reunião foram entregues, aos representantes das entidades locais, folhetos com informação sobre o projecto formulários de participação, para ser disponibilizados a quem queira participar posteriormente, bem como um poster de divulgação e um Sumário Executivo do desenvolvimento actual do Projecto. Foram enviados emails a todas as entidades incluídas na base de dados de PI e website em português (www.zutari.com/anna-pt/) foi actualizado tendo sido disponibilizado o Sumário Executivo e o conjunto completo da documentação da AIAS.

As principais questões resultantes das actividades de envolvimento das PI realizadas em 2024, juntamente com as questões identificadas durante a preparação do projecto entre 2019 e 2021, forneceram informações e orientações para as fases seguintes do projecto e são apresentadas seguidamente:

► Devido à sua história recente de Angola, um grande número de mulheres são chefes de família e têm dificuldades acrescidas para assegurar a subsistência das suas famílias.

► A população das zonas rurais confia em pessoas como funcionários da administração local, assistentes sociais, padres, enfermeiros ou pessoal de ONGs locais para obter mais informações sobre projectos e esclarecer dúvidas/questões.

- ► As povoações são bastante dispersas e, em alguns casos, remotas, pelo que, quando se realiza uma reunião, as pessoas, e mais especificamente as mulheres, podem não ser incluídas na notificação e/ou não ter possibilidade de se deslocar para participar.
- ► A identificação dos recursos sensíveis a evitar ou a compensar, a realizar por especialistas em património, ecologia e sociais, deve ser acompanhada por representantes das comunidades e administrações locais, para estes estes possam fornecer informações sobre a sua localização e aconselhar relativamente à sua importância e formas de preservação.
- ► O projecto pode exacerbar a VBG e a SEA/SH e levar a gravidezes indesejadas
- ► Ao nível da administração provincial e municipal, alguns dos técnicos pediram mais informações para incluir o corredor nos seus futuros instrumentos de ordenamento do território.
- ► Como parte das medidas de mitigação e compensação dos impactes do projecto, foi sugerida a plantação de árvores para compensar as que forem destruídas durante a fase de construção.
- ► As comunidades estão preocupadas com questões relacionadas com a corrupção, a proteção ambiental, o respeito cultural e oportunidades de emprego justas. As comunidades solicitam que sejam adoptadas medidas para assegurar a supervisão (fiscalização), o acompanhamento e a avaliação por uma entidade independente, das obras a fim de evitar a corrupção dos organismos governamentais, a má conduta das entidades contratadas (empreiteiros) e garantir que as suas preocupações são ouvidas e devidamente tratadas.
- ► As comunidades estão preocupadas com o aumento do volume de tráfego e, especificamente, com os acidentes de viação que põem em perigo a vida das pessoas e do gado.
- ► A zona onde o projecto está a ser proposto tem muito má rede móvel. A falta de rede foi referida como uma questão recorrente pelas comunidades.
- ► As escolas rurais são mal mantidas e encontram-se num estado muito degradado. A maioria das escolas precisa de ser reabilitada. Os membros da comunidade questionaram se é possível fornecer painéis solares aos edifícios comunitários e às escolas que necessitam de cuidados ou que não têm electricidade.
- ► O projecto tem de respeitar o modo de vida nómada de povos como os Munchimba e os Mútua, uma vez que o gado é essencial para a sua sobrevivência e eles não recorrem à agricultura.
- ► As comunidades pediram para ser informadas e actualizadas sobre o estado do projecto, para que saibam o que esperar e quando.
- ► As propostas de projectos anteriores na área de Gambos prometeram benefícios e melhorias para as comunidades, tais como contribuições para escolas e instalações de saúde, tanques de armazenamento de água, etc., mas estas foram promessas vazias e nada aconteceu. As comunidades solicitam que as promessas feitas sejam concretizadas/implementadas com a fase de construção do projecto.
- ► As indústrias extractivas localizadas na área de influência do projecto solicitaram a sua inclusão no planeamento da distribuição de electricidade.

Resumo das necessidades, métodos, ferramentas e técnicas para o envolvimento das PI

O PEPI deu especial atenção à inclusão dos IGDV e obtenção dos seus pontos de vista, sendo que serão tomadas as seguintes medidas para eliminar os obstáculos à participação/acesso à informação:

- ► **Identificação dos IGDV**: Durante a concepção final do projecto, os inquéritos sociais detalhados do PAR identificarão o número e a localização dos IGDV afectados pelo projecto. Os líderes tradicionais (sobas e outros líderes/idosos específicos dentro dos grupos IP/SSAHUTLC), serão contactados juntamente com as ONG locais para identificar organizações ou grupos que possam ajudar na identificação de IGDV. Será criada uma lista preliminar dos IGDVs afectados, juntamente com seu o método de comunicação preferido. Os detalhes dos IGDVs devem ser actualizados à medida que este PEPI for sendo actualizado e incluídos na base de dados do projecto. Esta lista será actualizada como um documento vivo ao longo da execução do projecto.
- ► **Divulgação de informação**: A divulgação da informação será clara, significativa, transparente e compreensível para garantir o seu acesso ao maior número possível de PI. Toda a informação relacionada com o projecto será simplificada e traduzida para a língua local. Dado que muitos dos IGDV podem ser analfabetos, serão utilizados meios alternativos para ilustrar a informação,

como cartazes com imagens e diagramas. Serão efectuadas reuniões comunitárias e os debates em grupos de discussão (em especial com os IGDV) e estas plataformas também permitirão que as contribuições dos IGDV sejam documentadas, consideradas pela equipa do projecto e respondidas. As PI serão informadas das diferentes opções para a apresentação de contribuições, incluindo comentários escritos e verbais, de forma anonima e outras opções para IGDVs específicos, tais como reuniões especificas só com mulheres ou só com IP/SSAHUTLC, para que estes possam contribuir de forma adequada, sem que fiquem numa posição vulnerável. A divulgação dos documentos ocorrerá pelo menos 20 dias antes das reuniões.

► **Notificação**: Para garantir que o projecto é comunicado o mais amplamente possível, as notificações das reuniões serão distribuídas através de comunicação directa com os representantes dos IGDVs (cara a cara). Estas notificações convidarão os IGDV a envolverem-se no processo de participação e fornecerão informações sobre o seguinte (i) data, hora e local das reuniões; (ii) objectivo das reuniões, indicando os tópicos a abordar e os oradores; (iii) onde podem obter mais informações sobre o projecto; (iv) como e quando podem apresentar comentários; e (v) oportunidades para qualquer parte interessada levantar questões de preocupação no dia da reunião. Além disso, serão utilizados outros meios de comunicação, conforme apropriado: (i) avisos colocados nas imediações do projecto (em português e na língua local, se aplicável); (ii) avisos públicos afixados em áreas estratégicas (administração municipal e comunal, mercados, etc.); e (iii) anúncios na rádio. A notificação deve ocorrer pelo menos 20 dias antes das reuniões comunitárias.

► **Registo:** Todas as cópias, comentários, datas e locais exactos das actividades efectuadas serão registados no relatório de participação das PI.

RECURSOS E RESPONSABILIDADES PARA A IMPLEMENTAÇÃO DO PEPI

A equipa da RNT será responsável pelas actividades de envolvimento das PI. As entidades responsáveis pela realização das actividades de envolvimento das partes interessadas são o Empreiteiro EPC, os subempreiteiros e os consultores. A responsabilidade global pela implementação do PEPI cabe ao director da Unidade de Implementação do Projecto.

As modalidades de execução do PEPI do projecto são as seguintes:

► A responsabilidade pela implementação do PEPI e pela gestão e resolução de reclamações é da RNT. O mesmo se aplica a situações em que estejam envolvidos terceiros, nomeadamente o Empreiteiro EPC, subempreiteiros e consultores.

► É da responsabilidade da RNT estabelecer as estruturas de reporte adequadas com o Empreiteiro EPC nomeado. A RNT deve nomear um Gestor Social que será responsável por assegurar o sucesso da implementação do PEPI.

► O Empreiteiro EPC informará o Gestor Social da RNT de quaisquer questões relacionadas com o seu envolvimento das PI. O Empreiteiro EPC irá: (i) Antes do início da construção, implementar um Código de Conduta dos Trabalhadores, procedimentos de Saúde e Segurança, formação de sensibilização para a VBG e formação em IP/SSAHUTLC.(ii) Formar todos os trabalhadores sobre o Código de Conduta dos Trabalhadores, procedimentos de Saúde e Segurança e sensibilização para a VBG, bem como qualquer outra formação estipulada nos Planos de Gestão Ambiental e Social (PGAS) aprovados; (iii) Registar, através dos métodos estipulados abaixo, e comunicar à RNT todas as queixas recebidas; (iv) Divulgar o seu processo de recrutamento e cumprir os compromissos assumidos em matéria de recrutamento local; (v) Cumprir os compromissos assumidos em todos os PGAS; (vi) Divulgar todos os PGAS; (vii) Assegurar que é feita a notificação prévia de todas as actividades de construção.

Durante a construção, o Empreiteiro EPC terá a responsabilidade primária na resolução de reclamações causadas pelas actividades de construção. Este processo será monitorizado pela RNT.

Os requisitos da AIAS e dos PGAS serão integrados nos sistemas de gestão do Empreiteiro EPC e dos seus subcontratados para garantir que os compromissos são cumpridos por cada parte responsável. Recomenda-se que Empreiteiro EPC integre os seguintes recursos humanos dedicados à gestão ambiental do projecto, permanentemente instalados na obra:

- ► Um gestor ambiental e social.
- ► Um supervisor ambiental e social.
- ► Um especialista em VBG para cada local de trabalho.
- ► Um especialista em IP/SSAHUTLC para cada local de trabalho.
- ► Uma pessoa responsável pelas relações com as PI externas (comunidades locais, autoridades administrativas).

O(s) agente(s) de ligação à comunidade da RNT assistirá(ão) a equipa do Empreiteiro EPC na organização de reuniões públicas e na divulgação de informações nas comunidades.

O Empreiteiro EPC é responsável por todos os subcontratados nomeados para realizar os trabalhos e por assegurar que estes cumprem os sistemas de gestão aprovados. Recomenda-se, no entanto, que todos os subcontratados sejam obrigados a incluir:

- ► Agentes de ligação com a comunidade (ALC): Dado o comprimento da linha de transmissão, bem como os desafios de acessibilidade, devem ser nomeados ALCs separados para diferentes partes da linha, responsáveis pelas comunidades específicas nessa área.
- ► Especialistas em VBG: Dada a extensão da linha, bem como os desafios de acessibilidade, deve ser nomeado um especialista em VBG separado para diferentes troços da linha responsável pelas comunidades específicas nessa área.
- ► Especialistas IP/SSAHUTLC: Dada a existência de diferentes grupos etnolinguísticos ao longo do corredor e dada a extensão da linha eléctrica, bem como os desafios de acessibilidade, deve ser nomeado um especialista separado em IP/SSAHUTLC para diferentes troços da linha responsável pelas comunidades específicas nessa área.

As actividades de envolvimento das PI serão registadas numa base de dados específica. Após cada actividade formal de envolvimento das PI, será elaborado um relatório que será disponibilizado ao público. O relatório deverá, no mínimo, documentar o seguinte: Data e local de cada reunião, com cópia da notificação às PI; Objectivo do envolvimento; Forma de envolvimento e consulta (reuniões comunitárias, debates em grupos de reflexão, etc.); Número de participantes e categorias de participantes; Pormenores da documentação divulgada aos participantes; Resumo dos principais pontos e preocupações suscitados pelas PI; Resumo do modo como as preocupações das partes interessadas foram respondidas e tidas em conta; Questões e actividades que exigem acções de acompanhamento e modo como as PI serão informadas dos resultados.

Mecanismo de Reclamações

Um Mecanismo de Reclamações (MR) é um sistema que permite que as queixas, as questões, sugestões, feedback positivo e preocupações das PI relacionadas com o desempenho ambiental e social de um projecto sejam apresentadas e respondidas atempadamente.

Para que o MR funcione eficazmente, o processo deve ser conhecido e considerado legítimo pelos potenciais reclamantes. Assim, o MR e as vias para apresentação de reclamações serão amplamente divulgados na área do projecto e, especificamente, nas comunidades potencialmente afectadas.

Durante a fase de construção, o(s) Empreiteiro(s) deverão colocar uma placa do projecto nas áreas a intervencionar e mantê-la durante todo o período de construção. Esta placa deverá conter os números de telefone e endereço de correio electrónico para os quais as reclamações poderão ser apresentadas. Tendo em conta a iliteracia de muitos GV, o mecanismo deverá também ser comunicado verbalmente nas comunidades ao longo das acções de envolvimento das PI, para garantir que os procedimentos, as decisões e os resultados sejam compreendidos na íntegra. Durante a fase de operação, a RNT colocará uma placa de aviso em locais visíveis ao longo da faixa de servidão da linha ou em locais públicos das povoações distribuídas ao longo da sua rota. Estas placas fornecerão os detalhes de contacto (telefone e e-mail) onde as reclamações poderão ser apresentadas.

Com o tempo, será feita uma avaliação da eficácia dos procedimentos do MR. Não existir nenhuma reclamação é geralmente visto como sinal pouco positivo da eficácia do mecanismo, sendo mais

provável que a comunidade não acredita que a apresentação de uma reclamação leve a qualquer acção ou não saiba que o mecanismo existe.

O MR seguirá as etapas seguintes, iniciando com a recepção da reclamação e terminando com sua resolução ou encerramento.

1. Receber
- Qualquer PI que tenha uma crença razoável de que um projecto pode resultar num risco ou impacte adverso para a saúde ou meio ambiente, pode relatar uma reclamação ou preocupação pessoalmente, através de um representante.
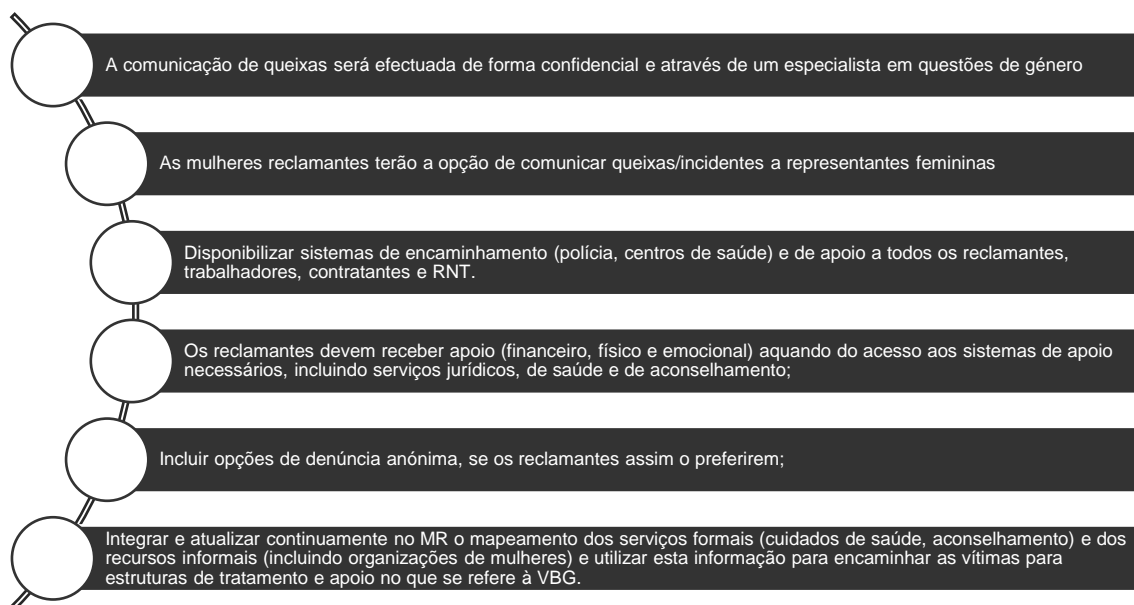
2. Confirmar a recepção
- Os reclamantes deverão receber a confirmação da sua entrada no sistema. O coordenador de reclamações prepara uma carta de aviso de recepção, indicando as próximas etapas e respectivos prazos. A entrega da carta ao reclamante ou seu representante é feita pessoalmente, explicando verbalmente o seu conteúdo. Quando não for possível entregar a carta, o reconhecimento deve ser feito de outra forma culturalmente apropriada (p.e. telefone).

3. Avaliar e atribuir
- A reclamação é triada para determinar se: (i) é uma reclamação (e não uma preocupação ou problema); (ii) está relacionada com as o projecto ou deve ser encaminhada para terceiros; ou (iii) é uma denúncia sobre a violação de direitos humanos ou uma actividade criminosa. Se a avaliação da reclamação indicar que a esta é complexa ou pouco clara, dá-se inicio a uma investigação no terreno para obter evidências e atribuir a sua resolução ao departamento técnico competente.

4. Investigar
- Em função da natureza da reclamação a investigação ter que envolver especialistas e outas medidas apurar os factos: (i) será conduzida o mais rápido possível e os resultados / plano de acção comunicados ao reclamante dentro de três semanas; (ii) é preparado um relatório com a recolha de informação e os resultados da investigação (iii) os reclamantes são informados sobre o progresso da investigação. Se a resposta à reclamação não puder ser dada dentro do período estabelecido, é fornecido um prazo actualizado.

5. Responder
- Os resultados da investigação da reclamação permanecem activos até que esta seja resolvida e fornecida uma resposta oficial ao reclamante. Nalguns casos, a resolução proposta tem de ser discutida com o reclamante, para que este possa aceitar ou rejeitar o que lhe é proposto ou oferecer uma alternativa para discussão. Se a resposta for rejeitada, poderá ser iniciado outro processo de resolução. O acordo final entre ambas as partes é ser feito verbalmente e por escrito.

6. Resolver ou recorrer
- O MR deverá considerar um mecanismo de recurso para os casos em que não haja acordo entre o reclamante e o projecto. Se o acesso ao processo judicial for complexo, muito dispendioso ou indisponível, o projecto/Empreiteiro(s) e o reclamante poderão recorrer, por mútuo acordo, a negociações facilitadas por um terceiro neutro. As conclusões não serão vinculativas para nenhuma das partes e não impedirão que uma das partes prossiga para uma acção legal.

7. Acompanhar ou encerrar
- A implementação da resposta de resolução deverá ser monitorizada e o encerramento da reclamação ocorre após a verificação da implementação da resolução acordada. Os resultados deverão ser documentados e a avaliação do processo pelas partes deverá ser solicitada (formulário de encerramento). Mesmo quando um acordo não é alcançado, é importante encerrar o caso.

Nos casos em que há queixas relativas a questões de EAS/AS, aplicam-se todos os procedimentos acima mencionados, mas devem ser integrados ainda alguns processos adicionais:

A comunicação de queixas será efectuada de forma confidencial e através de um especialista em questões de género

As mulheres reclamantes terão a opção de comunicar queixas/incidentes a representantes femininas

Disponibilizar sistemas de encaminhamento (polícia, centros de saúde) e de apoio a todos os reclamantes, trabalhadores, contratantes e RNT.

Os reclamantes devem receber apoio (financeiro, físico e emocional) aquando do acesso aos sistemas de apoio necessários, incluindo serviços jurídicos, de saúde e de aconselhamento;

Incluir opções de denúncia anónima, se os reclamantes assim o preferirem;

Integrar e atualizar continuamente no MR o mapeamento dos serviços formais (cuidados de saúde, aconselhamento) e dos recursos informais (incluindo organizações de mulheres) e utilizar esta informação para encaminhar as vítimas para estruturas de tratamento e apoio no que se refere à VBG.

MONITORIZAÇÃO E COMUNICAÇÃO DE RESULTADOS DO PEPI

O PEPI será monitorizado tendo por base dados qualitativos (relatórios de progresso) e quantitativos, associados a indicadores de resultados sobre o envolvimento das PI e o desempenho do mecanismo de reclamações.

O PEPI será revisto e actualizado, se necessário, durante a execução do projecto e será efectuada a comunicação e divulgação regular com as comunidades e PI.

1   Introduction/Project Description

The Angola-Namibia (ANNA) Transmission Interconnection Project aims to connect the Angolan and Namibian power systems to increase the power transfers within the Southern African Power Pool (SAPP) network and to increase the stability in the power pool.

The proposed project is a 400 kV overhead transmission line, with a total length of approximately 362 km, extending from the proposed Kunene substation in Namibia, to the proposed Lubango substation in Angola, of which 331 km will be located in southern Angola, with the remaining 31 km in Namibia (Figure 1-1). Permanent project components include the electrical infrastructure (substations and control buildings, transformers, transformer bays, line bays, busbars, reactive power compensation, etc.), the pylons that will support the overhead transmission line, foundations to support the pylons, powerline markers, and access roads and servitude areas (a minimum servitude of 27.5 meters will be required, with a 20 meter wide strip cleared of trees and obstacles within the servitude).

The project is co-ordinated by SAPP and has, as Project Sponsors/Proponents, Rede Nacional de Transporte de Electricidade (RNT) in Angola, and NamPower in Namibia.

In Angola, the components of the ANNA interconnectivity project will be implemented by the Southern Network Transmission and Expansion Project (STNEP) under the regional programme for Energy Transmission, Commercialization and Decarbonization with a multi-phase approach (RETRADE - MPA). The project will increase electricity transmission capacity to integrate the SAPP.

The ANNA projects aims to alleviate the current electricity supply constraints and to contribute towards the security of energy supply by enhancing the distribution of electricity in the region. From its conception, the ANNA Project has had the objective of promoting the highest positive economic, social and environmental impact possible whilst ensuring that all negative social and environmental impacts are addressed by avoiding negative impacts or, where they can't be avoided, minimising and compensating over-and-above the estimated impacts. This philosophy aims to ensure that the project attains a positive social and environmental impact and contributes to the overall sustainable development of Angola and Namibia.

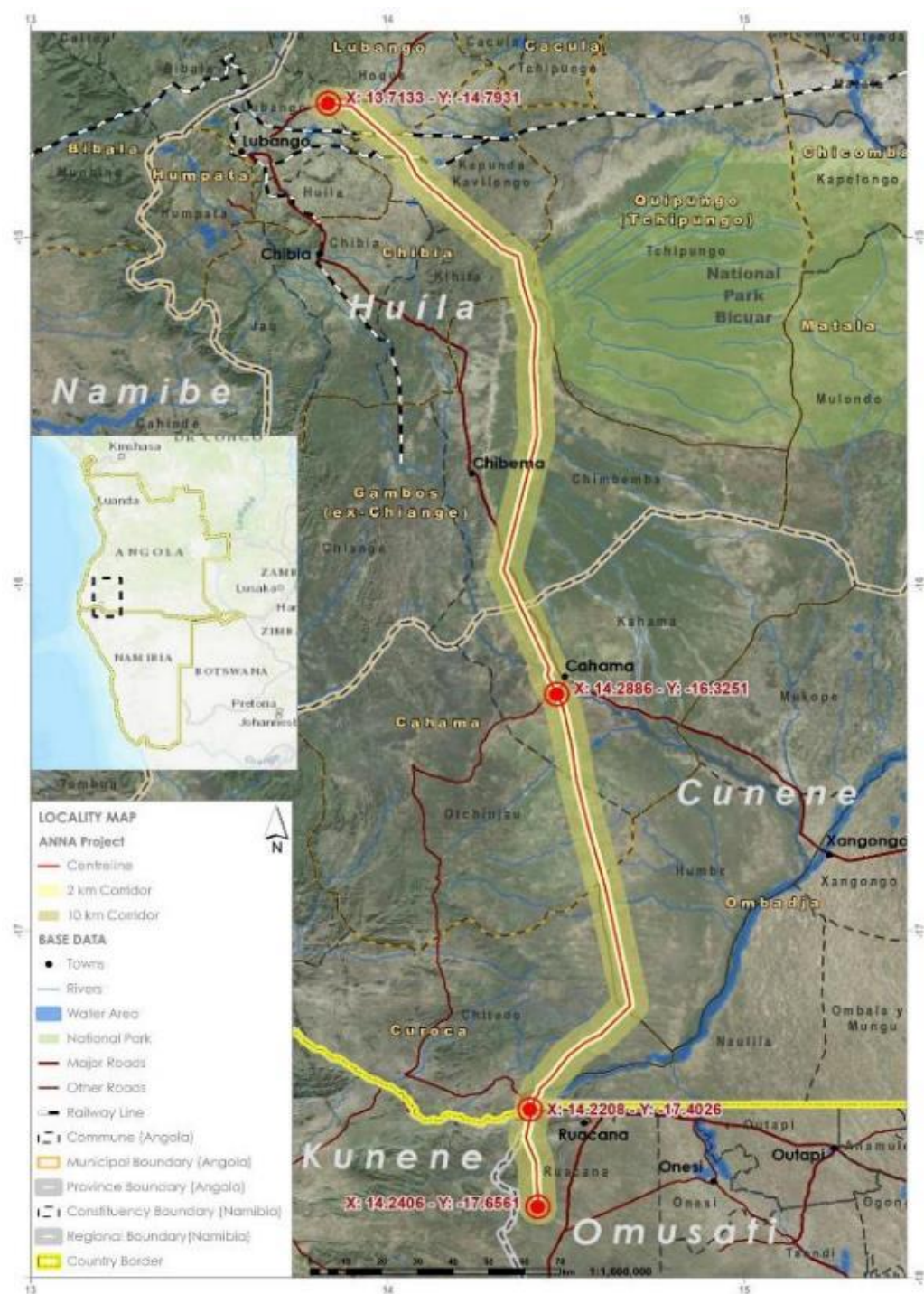To date the following work has been completed:

- Pre-feasibility study, including corridor identification and screening (which included environmental and social sensitivities and constraints),
- Feasibility study, including detailed market analysis, development of a commercial structure and business case (including detailed financial and economic modelling), and a legal and governance analysis,
- Detailed network studies, including selected network and sensitivity analysis to inform the preliminary design,
- Preliminary design analysis, including a LiDAR survey on the selected line route, preliminary terminal equipment, substation and transmission line design and profiling, and preliminary design cost estimates,
- Environmental and social impact assessment (ESIA), including stakeholder engagement (see next section), and
- A Procurement Strategy and draft tender documents (including an environmental and social commitment register and terms of reference for a resettlement action plan) has been prepared.

In Angola the ESIA was undertaken in accordance with the Environmental Framework Law (Law no. 5/98 of 19 June) and associated EIA Regulations. The ESIA report was submitted to the Angolan Ministry of Environment (MINAMB): National Directorate for the Prevention and Evaluation of Environmental Impacts (DNPAIA) for decision making. DNPAIA issued their Installation Environmental Licence on 17 May 2021. The licence remains valid.

The main ESIA Report includes an Environmental and Social Management Plan (ESMP) that is supported by a Stakeholder Engagement Plan (SEP), an Indigenous People Plan (IPP) and a Resettlement Policy Framework (RPF).

To appropriately and fully incorporate social considerations, disseminate project information in the area of influence and provide the local stakeholders with an opportunity to express their comments, a Stakeholder Engagement Plan (SEP) was prepared as part of the project ESMP. Since the compilation of the original SEP two iterations of the document have been compiled, with the first revision prior to the preparation of the ESIA Report and the second following the decision by DNPAIA to issue the 'Installation Environmental Licence' i.e. post-assessment phase.

Given the time that has lapsed since stakeholders were last updated regarding the project status this SEP has been prepared under the World Bank's Environment and Social Framework (ESF) to provide an overview of stakeholder engagement undertaken in 2024 with the intention of providing an update to stakeholders regarding the project as well as provide specific details on Indigenous Peoples / Sub-Saharan African Historically Underserved Traditional Local Communities (IP/SSAHUTLC) and other potential vulnerable groups present in the project area, and how they should be engaged around the STNEP Project going forward.

Figure 1-1: Preferred route from Kunene (Namibia) to Lubango (Angola)

2 Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the RNT will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

This SEP must be considered a dynamic document to be updated continuously throughout the lifecycle of the project in order to adapt to conditions on the site, or to meet the needs of affected parties as these changes become evident.

3 Stakeholder identification and analysis per project component

3.1 Methodology

For the ANNA Project, the following stakeholders have been identified and analysed per project component. A stakeholder database was developed through a literature review, internet search and by establishing which authorities may be considered stakeholders in the project. The stakeholders include individuals or groups affected or likely to be affected by the project ('affected parties', as defined in Section 3.2), individuals or groups who may have an interest in the project ('other interested parties', as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

3.2 Affected Parties

Affected parties include local communities, community members and other parties that may be subject to direct impacts from the Project.

Specifically, the following individuals and groups fall within this category:

- Persons who use or reside, in areas through which the transmission line traverses are primary stakeholders.
- Relevant NGOs, schools, religious centres, hospitals and other social infrastructure within the project area of influence;
- Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities (IP/SSAHUTLC), namely ethnolinguistic minorities such as Otjiherero-speaking semi-nomadic pastoralists (Mundimbas / Herero) and San (Khoi-San) communities, and remote rural areas where African ancestral ways of life still prevail.
- Businesses along the route.
- The Angolan community, the academia and other private stakeholders.
- Communal administration:
  - Lubango;
  - Hoque;
  - Capunda Cavilongo (also Kapunda Kavilongo);
  - Quihita (also Kihita);
  - Chimbemba;
  - Cahama (also Kahama);
  - Otchinjau;
  - Chitado;
  - Humbe;and
  - Naulila

3.3   Other Interested Parties

The projects' stakeholders also include parties other than directly affected communities including national or local government authorities, politicians, religious leaders, civil society organisations and groups with special interests, the academic community, or other businesses, parties with interest in conservation, energy, cultural and heritage.

A list of other interested parties is provided in Table 3.1. An updated list of all stakeholders identified to date provided as a standalone (separate) document to this SEP.

Table 3.1: Other interested parties identified as stakeholders

Category	Stakeholder
Acting at International and National Level	
Media	
Newspapers	Jornal de Angola
	Novo Jornal
Television	Televisão Pública de Angola (TPA) 1
	TPA 2
	TV Zimbo
Radio	Radio Nacional
	Luanda Antena Comercial
	Radio Ecclesia
Specialised government agencies	
	Fundo de Apoio Social (FAS)
International agencies	
	United Nations Development Program (UNDP)
	United Nations Educational, Scientific and Cultural Organization (UNESCO)
	United Nations Environment Program (UNEP)
	Norwegian Agency for Development Cooperation
	Department for International Development (DfID)
	USAID
	European Union
	World Bank
	African Development Bank
	Food and Agriculture (FAO) Angola
Political and governmental institutions	
Parliamentary committees	Permanent Joint Technical Commission (PJTC)
Political parties	National Liberation Front of Angola (Frente Nacional de Libertação de Angola – FNLA)
	National Union for the Total Independence of Angola (União Nacional para a Independência Total de Angola – UNITA)
	Popular Movement for the Liberation of Angola (Movimento Popular de Libertação de Angola - MPLA)
National governmental ministries	Ministry of Environment
	Ministry of Social Action, Family and Women's Promotion
	Ministry of Fisheries and Sea
	Ministry of Agriculture and Forests
	Ministry of Industry

Category	Stakeholder
	Ministry of Telecommunications and Information Technologies
	Ministry of Territorial Planning and Housing
	Ministry of Tourism
	Ministry of Energy and Water
	Ministry of Mineral Resources and Oil
	Ministry of Culture
State-owned organisations	Angola Telecom
	Road Institute of Angola (INEA)
	National Electricity Distribution Company (ENDE)
	Civil Aerial Authority
	Military Aerial Authority
Research institutions	
	Africa Research Institute
	Chr. Michelsen Institute (CMI)
	Southern African Institute for Environmental Assessment (SAIEA)
	Southern African Regional Universities Association (SARUA)
	Angolan National Institute of Public Health (INSP)
Acting at Regional/Local Level	
NGOs	
Environmental NGOs	ADRAA - Acção para o Desenvolvimento Rural e Ambiente
	International Rivers Network
	Earthlife Africa
	World rainforest movement
	Scientific society
	Rede Ambiental Maiombe
Social development NGOs	HALO Trust (demining)
	Oxfam
	Development Workshop
	Save the Children UK
	Population Services International (PSI)
	Catholic Relief Services (CRS)
	Médecins Sans Frontières
	HIV/AIDS Alliance
	OJDS - Organização Juvenil para o Desenvolvimento Social
	OCADEC - Organização Cristã de Apoio ao Desenvolvimento Comunitário
	GADEC - Grupo de Apoio ao Desenvolvimento Comunitário
	ASPALSIDA - Associação dos Serepositivos e Activistas de Luta Contra o Sida
	ALDA (associacao lutherana para o desenvolvimento de Angola)
Women's NGOs	Rede Mulher
	Promaica
	AMEH - Associação das Mulheres Empreendedoras de pequenos Negócios
	ADCESV - Acção para o Desenvolvimento e Combate para á Exclusão Social e Vulnerabilidade
	NHADEM - Núcleo Huila no de Apoio ao Desenvolvimento da Mulher

Category	Stakeholder
	IMAS – ENA - Instituto da Mulher para a Acção Social
Civil organisations	
	PRESTIGIO – Youth Association of Angola
	Associação para o Desenvolvimento Rural de Angola (ADRA)
	Associacão Mãos Livres
	Associação Justiça, Paz e Democracia
	Centro MOSAIKO
	Associação de Conservação do Ambiente e Desenvolvimento Integrado Rural (ACADIR)
	Forum of the Angolan NGOs (FONGA)
	Angola Red Cross
	National Society for Human Rights
Research institutions	
	Mandume ya Ndemufayo University (Lubango)
	Instituto Politécnico de Ondjiva (Ondjiva)
Political and governmental institutions	
Provincial representation of governmental ministries	Ministry of Environment
	Ministry of Social Action, Family and Women's Promotion
	Ministry of Fisheries and Sea
	Ministry of Agriculture and Forests
	Ministry of Industry
	Ministry of Telecommunications and Information Technologies
	Ministry of Territorial Planning and Housing
	Ministry of Tourism
	Ministry of Energy and Water
	Ministry of Mineral Resources and Oil
	Ministry of Culture
State-owned organisations	Bicuar National Park Administration
	Communal authorities and traditional structures (these can be complex and involve a variety role players)
Provincial authorities	Huíla
	Cunene
Municipal authorities	Lubango
	Chibia
	Gambos
	Cahama
	Curoca
	Ombadja

3.4   Disadvantaged/vulnerable individuals or groups

Disadvantaged or vulnerable individuals or groups are those with an increased likelihood of being adversely affected by the project, as well as those who, due to their circumstances, may be more limited than others in their ability to take advantage of a project's benefits. These individuals or groups may also be more likely to be excluded from or unable to participate fully in the mainstream consultation and therefore specific measures may need to be implemented, or assistance provided, to allow full participation.

Within the Project, the vulnerable or disadvantaged groups may include but are not limited to the following:

- **Indigenous peoples / Sub-Saharan African Historically Underserved Traditional Local Communities (IP/SSAHUTLC)**

Due to their status, as IP/SSAHUTLC livelihoods may be more susceptible to project impacts and they may be less able to participate meaningfully in project related engagement.

- **Women and Girls**

Due to their status in communities, women may be less able to participate in project related engagement, may be less likely to access project benefits and maybe more susceptible to project impacts including GBV and SEA/SH risks.

- **Female headed households, orphan headed households, elderly, persons with disabilities, and unemployed youth.**

May be more susceptible to project impacts and may be less able to participate meaningfully in project related engagement.

- **Individuals or communities directly affected by the project but unable to generate or receive benefits from the project.**

Individuals and communities living or making use of land and natural resources, in close proximity to the project site may experience negative impacts associated with the project however are unlikely to benefit from increased access to electricity. Other benefits such as employment opportunities will also be limited and will not benefit all affected individuals.

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

3.4.1 Indigenous peoples / Sub-Saharan African Historically Underserved Traditional Local Communities

Large-scale infrastructure projects could have positive and negative impacts on Indigenous Peoples (IPs), due to their inherent connection with the land, natural resources, proximity to project sites, or their ways of life (e.g. the San live as hunter-gatherers, staying in rudimentary shelters and moving within their ancestral territories (IWGIA, 2009). Positive impacts could include employment creation, opportunities for education and training, local economic development such as procurement from indigenous sources, and community investment projects, whereas negative impacts may include environmental impacts, economic volatility and impacts on livelihoods and changes to social dynamics and well-being (Teck, 2017).

The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), the International Labour Organisation (ILO) Convention C107 on Indigenous and Tribal Populations Convention, 1957 (No. 107), and the WB ESS 7, provide guidance to governments and the private sector on interaction with Indigenous Peoples (IPs). While these treaties provide an important framework and guidance, every country with indigenous populations has unique circumstances that require a unique way forward.

In Angola, 25 000 people, or 0.1% of Angola's population, belong to the San and Himba groups (IWGIA, 2011). In 2016, funding of smaller NGOs working with IPs, was reduced, and some organisations closed as a result. In the same year, land expropriation for tourism development, commercial logging, and national projects were undertaken, affecting indigenous peoples' settlements. There are no specific references to IPs or minorities in the Constitution, nor in other domestic law. The Government of Angola does not recognise the concept of indigenous peoples, as affirmed in international law (FAS, 2017a).

The WB ESS 7 recognizes that Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities (IP/SSAHUTLC) have identities and aspirations that are distinct from mainstream groups in national societies and often are disadvantaged by traditional models of development. In many instances, they are among the most economically marginalized and vulnerable

segments of the population, which is the case in Angola, were Curoca, classified as the poorest and the most remote (due to the lack of paved roads) municipality, is also recognised for its cultural and ethnical richness[6].

IP/SSAHUTLC economic, social, and legal status frequently limits their capacity to defend their rights to, and interests in, land, territories, and natural and cultural resources, and may restrict their ability to participate in and benefit from development projects. In many cases, they do not receive equitable access to project benefits, or benefits are not devised or delivered in a form that is culturally appropriate, and they may not always be adequately consulted about the design or implementation of projects that would profoundly affect their lives or communities. ESS 7 also recognizes that the roles of men and women in indigenous cultures are often different from those in the mainstream groups, and that women and children have frequently been marginalized both within their own communities and as a result of external developments, and may have specific needs.

IP/SSAHUTLC are inextricably linked to the land on which they live and the natural resources on which they depend. They are therefore particularly vulnerable if their land and resources are transformed, encroached upon, or significantly degraded. Projects may also undermine language use, cultural practices, institutional arrangements, and religious or spiritual beliefs that IP/SSAHUTLC view as essential to their identity or well-being. However, projects may also create important opportunities for IP/SSAHUTLC to improve their quality of life and wellbeing. A project may create improved access to markets, schools, clinics, and other services that seek to improve living conditions. Projects can create opportunities for IP/SSAHUTLC to participate in and to benefit from project-related activities that may help them fulfil an aspiration to play an active and meaningful role as citizens and partners in development. Considering the vulnerability of IP/SSAHUTLC, ESS7 identifies the need to obtain Free, Prior and Informed Consent (FPIC) in cases where a project may:

► Have adverse impacts on land and natural resources subject to traditional ownership or under customary use or occupation;
► Cause relocation of IP/SSAHUTLC from land and natural resources subject to traditional ownership or under customary use or occupation; or
► Have significant impacts on IP/SSAHUTLC cultural heritage that is material to the identity and/or cultural, ceremonial, or spiritual aspects of their lives.

ESS7 recognizes that IP/SSAHUTLC play a vital role in sustainable development, and may hold critical knowledge that can contribute to local climate change adaptation.

The objectives of ESS7 aim to ensure that the development process fosters full respect for the human rights, dignity, aspirations, identity, culture, and natural resource-based livelihoods of IP/SSAHUTLC to:

► avoid adverse impacts of projects on IP/SSAHUTLC, or when avoidance is not possible, to minimize, mitigate, and/or compensate for such impacts.
► promote sustainable development benefits and opportunities for IP/SSAHUTLC in a manner that is accessible, culturally appropriate, and inclusive.
► improve project design and promote local support by establishing and maintaining an ongoing relationship based on meaningful consultation with the IP/SSAHUTLC affected by a project throughout the project's life cycle.
► obtain the FPIC of affected communities or individuals in the circumstances described in ESS 7 to recognize, respect, and preserve the culture, knowledge, and practices of IP/SSAHUTLC, and to provide them with an opportunity to adapt to changing conditions in a manner and in a time frame acceptable to them.

3.4.2   Gender Considerations

Women in Angola continue to experience pervasive gender and intra-household inequalities. Increasing women's economic activity outside the home has not reduced the volume of unremunerated work required to be done in the home. This contributes greatly to increasing their workload, making it difficult to care for children, amongst other duties.

In addition, in rural areas, women play an important role in agriculture, but the challenges they face are even higher. Firstly, because living conditions are more difficult in a variety of ways, and secondly, because gender differences are even more pronounced (participation in decision-making is still predominantly male and, despite their role in agriculture, women often fulfil secondary roles, remaining silent, and are not encouraged to participate).

Also important are the obstacles faced by women with regards to HIV/AIDS. There is a high concentration of infection in women of childbearing age (over half of the HIV/AIDS cases are found in women), and they are twice-discriminated against by their partners, first as women and then as women with HIV/AIDS (often being banished from their homes). In rural areas, women with HIV/AIDS face additional problems over and above the high incidence of poverty, namely that treatment in the retroviral program is often abandoned, particularly as a result of the poor availability of health services[7].

Furthermore, women are also susceptible to Gender Based Violence (GBV), an umbrella term that covers a range of behaviours, including sexual, physical, psychological and economic abuse. What sets it apart from other types of violence and harassment is that it is directed at people because of their sex or gender, or disproportionately affects people of a particular sex or gender. GBV is rooted in gender inequality and unequal power, which can leave people, especially women and girls, vulnerable to violence and harassment and prevent them from reporting abuse, and is fuelled by gender stereotypes, which encourage men to be seen as naturally aggressive and dominant. GBV is also often targeted at those who do not adhere to gender stereotypes as a way of punishing them for deviating from what is viewed as normal or expected behaviour (EBDR, CDC & IFC, 2020)

The construction workforce may include non-local workers and, in this regard, women and girls constitute vulnerable groups, susceptible to potential gender-based violence (GBV). GBV can be defined as (World Bank, 2018):

► Physical violence (such as slapping, kicking, hitting, or the use of weapons);
► Emotional abuse (such as systematic humiliation, controlling behavior, degrading treatment, insults, and threats);
► Sexual violence, which includes any form of non-consensual sexual contact, including rape;
► Early/forced marriage, which is the marriage of an individual against her or his will often occurring before the age of 18, also referred to as child marriage;
► Economic abuse and the denial of resources, services, and opportunities (such as restricting access to financial, health, educational, or other resources with the purpose of controlling or subjugating a person);
► Trafficking and abduction for exploitation; and,
► Intimate Partner Violence (IPV) perpetrated by a former or current partner, includes a range of acts of violence.

Major civil works can exacerbate GBV through the following (World Bank, 2018):

► Projects with a large influx of workers may increase the demand for sex work - even increase the risk for trafficking of women for the purposes of sex work - or the risk of forced early marriage in a community where marriage to an employed man is seen as the best livelihood strategy for an adolescent girl. Furthermore, higher wages for workers in a community can lead to an increase in transactional sex. The risk of incidents of sex between laborers and minors, even when it is not

transactional, can also increase. An increase in the use of alcohol and / or illegal drugs due to higher wages for workers in communities may further exacerbate incidents of GBV and sexual exploitation.

► Projects create changes in the communities in which they operate and can cause shifts in power dynamics between community members and within households. Male jealousy, a key driver of GBV, can be triggered by labour influx on a project when workers are believed to be interacting with community women. Hence, abusive behaviour can occur not only between project-related staff and those living in and around the project site, but also within the homes of those affected by the project.

► When land redistribution occurs, for example due to resettlement for civil works, women may be extremely vulnerable to GBV. This is particularly true in countries where the legal systems preclude women from holding land titles.

Women and girls' job opportunities are limited due to a lack of appropriate transportation options. When creating job opportunities for women within projects, teams should be aware that traveling to and from work in some settings can force women and girls to use unsafe, poorly lit commuter routes, or unsafe public transport. Increased risk of violence is experienced when women are confronted with traveling long distances to access work opportunities or forced to travel at night.

3.4.3   Preventing Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH)

Preventing Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) for the proposed ANNA Project requires clear policies, training, monitoring, and support systems. This is made more complex by the distance covered by the project as well as the remote nature of major sections of the transmission line.

According to WB requirements, in particular, to ESS10, all projects need to have proportional pathways to ethically receive and handle SEA/SH complaints. In ANNA project, adverse social impacts may derive from issues related to worker-community interaction, particularly related to the labour influx in the major civil works, due to the need to hire workers from outside the subproject areas (ideally maximizing the recruitment of local workers) and working conditions. Incidents related to gender-based violence (GBV) and, in particular, to SEA/SH, may arise, either in work environment, but also in the vulnerable communities/populations in the Project implementation areas.

The ANNA project will prepare appropriate mitigation measures for the influx of labour, including a Contractor/Worker Code of Conduct (CoC) with specific measures to mitigate GBV/SEA/SH risks in accordance with Environmental and Social Framework, outlined in the Environment and Social Standards (ESS1, ESS10, ESS2 and ESS4) and Good Practice Notes for addressing SEA/SH in IPF's involving Major Civil Works.

For an effective response to SEA/SH, the Project will also foresee whether all Project workers and services providers are formally linked with employment or services contract, according to the local legislation, and will prepare a Code of Conduct with specific provisions and sanctions for SEA/SH incidents, to be applied to all assigned workers related to the Project activities.

While comprehensive management plans will be compiled and included in the Environmental and Social Management Framework (ESMF) and Labour Management plan (LMP), the following measures to address SEA/SH in ANNA project are proposed:

1.   **Preparation a Prevention and Response SEA/SH Plan for the Project**

A Prevention and Response Plan for SEA/SH must be prepared and implemented by the Project, to foresee and mitigate SEA/SH incidents related to the Project. A Grievance Mechanism (GM) sensitive to GBV and SEA/SH, with survivor-centered approach, is a key-requirement to properly address and respond to any allegation(s) acknowledged by the Project.

The SEA/SH mitigation Plan will include a monitoring and evaluation system to ensure the quality of the mitigation actions and the effectiveness of the outcomes.

2.   Establish Clear Policies and Codes of Conduct

Enforce a zero-tolerance policy for SEA/SH, clearly outlining unacceptable behaviours and the consequences associated with violations. Any person found guilty of SEA/SH must face instant dismissal and be reported to local law enforcement authorities.

A Project workers and services providers Code of Conduct (CoC) will be compiled, and all employees and contractors must sign, affirming their commitment to upholding these standards.

3.   Community Engagement, Training and Awareness

Engage with local communities, employees and contractors to raise awareness about SEA/SH.

Provide mandatory SEA/SH training for all employees, contractors, and subcontractors. This training should cover definitions, policies, reporting mechanisms, and the importance of maintaining a respectful workplace.

Conduct regular refresher training sessions to reinforce the importance of preventing SEA/SH and to update staff on any policy changes.

Training and awareness campaigns should also be undertaken in communities within the Project's area of influence during formal engagement. Communities should be informed of the mechanisms available to report and incidence.

4.   Reporting Mechanisms

Establish confidential and accessible reporting mechanisms including complaint boxes (for both project staff and contractors as well as community members), GBV officers, and specific tools in the grievance mechanism.

5.   Monitoring and Accountability

The EPC Contractor is to conduct regular audits and site visits to ensure compliance with SEA/SH policies including confirming all necessary training and awareness campaigns and code of conduct have been signed.

6.   Support Systems

Provide access to support services for victims of SEA/SH, such as counselling, medical care, and legal assistance.

7.   Specific Measures on Construction Sites

Implement security measures in and around construction sites and contractor camps including ensuring there is suitable adequate lighting, presence of security staff, and secure accommodation. Segregated facilities including toilets and change rooms should be provided for men and women.

Survivor-centered approach

The survivor-centered approach aims to provide the most adequate response to the sensitive nature of the SEA/SH incidents, in order to avoid potential harm over the survivor, such as stigmatization, rejection, and exposure to insecurity situations. According to this, the recommended guidance to address these risks, detailed on the Good Practices Note to Addressing SEA/SH in IPF's involving Major Civil Works (WB, 2020), highlights that all information on their rights, GM process, and holistic support services available should be provided to the survivors, including details about the path of the SEA/SH protocol of the Project's GM. The survivor should have the right of strict confidentiality and to choose whether to proceed with administrative investigation and the following stages to respond to the allegation, as per informed consent. The survivor vision and decision must be respected at all stages of the process.

The survivor-centered approach presents specific mechanisms to ensure:

- Confidentiality and ethic approach (ensuring no disclosure of any information without the informed consent of the person concerned, and anonymize all information registered in the GM management system)

- Informed consent (survivors must have all the information they need to make informed decisions; information must be provided in a language the survivor understands, clearly and accessible, and should consider their personal circumstances)

- Safety (survivor's safety should always be considered the first and most important priority)

- Respect (actions are to be guided by respect of survivors' rights and choices. Survivors need to feel that they are believed and are in control of what happens to them)

- Non-discrimination (survivors of violence should receive equal and fair treatment regardless of their age, race, religion, nationality, ethnicity, sexual orientation, or any other characteristics)

- Access to quality, holistic services (health, psychological, legal/security, safehouse/shelter, livelihood support, as needed).
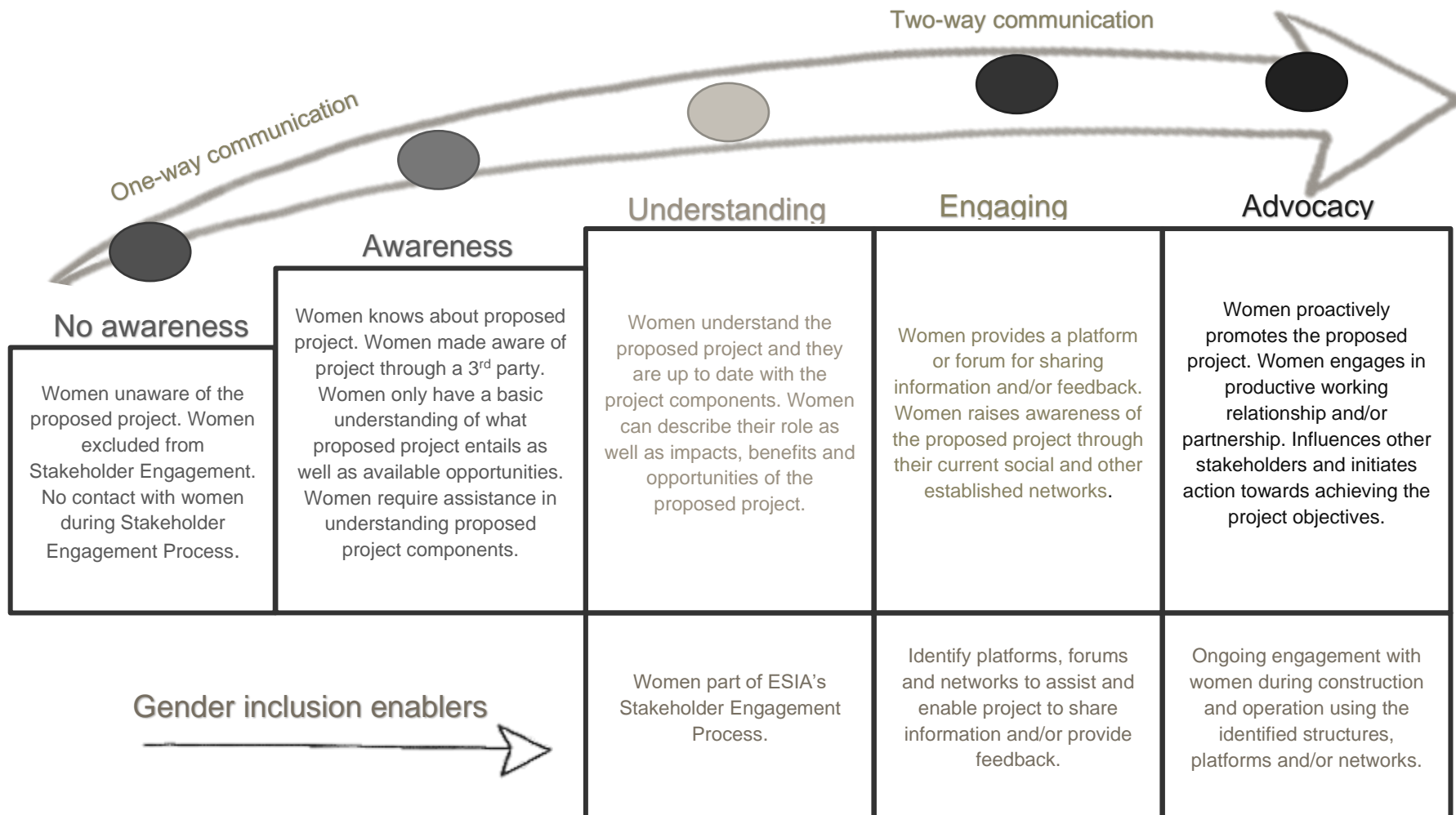
Figure 3-1: Gender considerations during stakeholder engagement

4 Stakeholder Engagement Program

4.1 Summary of stakeholder engagement done during project preparation (2019 – 2021)

During project preparation, the following public consultation meetings were conducted during the initial ESIA phase from 2019 to 2021.

4.1.1 Stakeholder identification

Stakeholders were identified by consulting with the Angolan Ministry of Environment, and doing a literature review and internet search, to establish which authorities may be considered stakeholders in the Project.

A Project stakeholder database was compiled and includes governmental departments, traditional leaders, national, provincial, municipal, communal and traditional authorities, and non-governmental organisations (NGOs) in the area.

4.1.2 Pre-application meeting

A pre-application meeting was held with DNPAIA on 3 September 2018 with Aurecon (now Zutari) and representatives from RNT, to introduce the Project, and to ensure that the ESIA process to be followed is in line with the requirements and/or expectations of the Ministry.

4.1.3 Initial stakeholder engagement

A series of meetings and interviews was held with representatives from all relevant local governmental institutions and traditional authorities (Sobas[8], Seculos and other specific leaders/elders within the IP/SSAHUTLC groups) during the scoping phase fieldwork in April 2019, as below:

- Huíla Provincial Government: Nuno Mahapi, Deputy administrator (10 April '19)

- Hoque Communal Administration Soba Hoque: Paulo Caluimbo and Jose Manuel Amuciça, Assistant administrator; Soba (10 April '19)

- Chibia Municipality: Eduardo Comena Audalo, Social administrator social (11 Apr '19)

- Capunda-Cavilongo Communal Administration: Jaime Federico, Administrator (11 April '19)

- Gambos Municipality: Julieta Vitoria Casseça and Fernando Manuel, Assistant administrator economic and social sector and assistant administrator financial sector (12 April '19)

- Hoque Inhabitant: Mr Bernardo (13 April '19)

- Cahila Inhabitants: José Viçaca (Tristeza) and Beto Amaral (14 April '19)

- Soba Chimbolelo settlement: Mulango Katiko, Soba (14 April '19)

- Chimbemba Communal Administration: Antonio Chipinga, Administrator (15 April '19)

- Cahama Municipality Administration: Lurdes Maçedo de Oliveira, Administrator (15 April '19)

- Cahama Communal Administration Soba Cahama: Daniel Eusebio and Moises Veranda, Administrator Soba (15 April '19)

- Otchinjau Communal Administration: David Calaungela and Beto Fernando, Economic section and Community organisation (16 April '19)

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[8] A soba is the traditional leader or chief and holds the high authority in Angolan villages and communities. The Soba represents their community when engaging with the Municipal Administration / other authorities.

- Soba Matatona: Muamapi Cuatcienda, Soba (16 April '19)

- Ombadja Municipality: Albertina José; Venancio Miguel Dias; Adam Jambu and Reino Toxas: Administrator; Chief political section; Chief technical section; Chief secretary/administrative (16 April '19)

- Naulila Communal Administration: Colmincil Elisando Santos, Administrator (17 Apr '19)

- Humbe Communal Administration: Aguinaldo Cauna; Wilson Pinto; Feliciano Lonato, Head of technical department; Head office administrator; Soba secretary (22 Apr '19)

- Cahama Air Force Base: Neves Cachimbanba, Commander of the Air Force Base (23 April '19

- Cahama Municipality Administration: Nicolau, Assistant Administrator, Finance (23 April '19)

- Quihita Communal Administration: Alfredo Moreno; Paulo Pianbundo; Ana Daniel, Administrator; Chief secretary; Assistant administrator (24 April '19)

During these engagements, the proposed Project was presented, other stakeholders were identified for inclusion in the stakeholder database, and further information was gathered to determine what the most appropriate communication media would be in remote areas and how to communicate with the indigenous peoples. Key findings from the initial stakeholder engagement included:

- The Project was generally well received by the official administrative authorities, but they requested that it should consider ways in which the affected communities could benefit from it, or at least from the presence of such large infrastructure within their territory.

- Lack of access to electricity is a significant problem in the corridor, identified both by municipalities and community administrations. It was also very clear that the need to effectively provide electricity to the populations is considered crucial by all stakeholders.

- The Project was also well received by local communities and traditional authorities, who also requested to benefit from the Project, not necessarily (or only) from electricity provision, but rather to address the issue related with the lack of water, which is a great concern in the region.

- All stakeholders prefer direct meetings and consider this way as the most effective method to engage people and to convey information to PAP's at all levels of understanding within the population.

- The overall region presents high levels of unemployment and a lack of skills, which contribute to the local high level of multidimensional poverty.

- Corruption, nepotism and political preference in the allocation of jobs requires attention to ensure that no person is favoured due to their gender, ethnic group or political affiliation.

- In Angola, there is a significant difference in the understanding of local problems and challenges between the official administrative authorities (provincial, municipal and, sometimes, communal administrations) and the rural communities. Administrations seem to lack clear knowledge of remote areas, and rural communities feel isolated (poor communication) and unheard.

- In general, stakeholders have little experience with similar projects and do not seem familiar with the impacts and consequences associated with a transmission line construction. Their main concern was related with the ability to use/pass though the affected area after construction. The rural population further south, nearer the Namibian border, have seen transmission lines and knew that the cattle could pass through and underneath them, as the circulation of livestock was their main focus.

- Even though there is no obvious current conflict, there is a land occupation issue in the region between Lubango and Cahama, between cattle owners and large organised farms (fazendas). Fazendas have been occupying transhumance areas/corridors, used for the seasonal movement of cattle, thereby reducing available space and encroaching on routes to water and grazing areas. In the same area there is small-scale industrial activity (mostly small-scale mining

for ornamental granite in quarries) adjacent to the main road, which also contribute to limit the space available for grazing and transhumance.

- In the rural communities the risk of contracting HIV/AIDS may not be recognised as a valid risk and, sometimes, is associated with witchcraft practices.

- Rural populations, and specifically IP/SSAHUTLC, often do not send their children to school as per customary practices, lack of money and sometimes discrimination and bullying from other students and even teachers, which contributes to the low level of literacy in the region as well as to the multidimensional poverty.

- Cultural obstacles may be encountered in the free expression of opinions, for example women may not speak in the presence of men, and may not disagree with them, or marginalised groups such as IP/SSAHUTLC or other disadvantaged/vulnerable individuals or groups (DVIG) may not be able/allowed to convey their concerns. Additionally, if the translation of local languages relies solely on an official entity (e.g when lead by municipal or communal administrations) or on a one-sided position (e.g. affiliation to the main political party) the information conveyed can be sliced and edited.

- The cultural resources identified so far include some small cemeteries, usually located adjacent to settlements, and a special site mentioned by locals, a sacred stone ("emanha ocusso") located north of Cahama and east of the main road. These ethnocultural resources need to be protected and, if possible, project must avoid affecting them.

- The study area has internationally recognised indigenous ethnic groups classified by the WB as Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities (IP/SSAHUTLC), namely ethnolinguistic minorities such as Otjiherero-speaking semi-nomadic pastoralists and San communities, and remote rural areas where African ancestral ways of life still prevail, both present in Huila and Cunene provinces. Of note in this region are also the Mumuilas (Nyaneka-nkhumbi group, ethnolinguistic "Bantu" family) who also strongly preserve their traditions (in all cases more obvious in women than in men, due to their use of traditional attire). The rural areas within the corridor have a high predominance of traditional communities and the different ethnic groups are often mixed, and may live in the same settlement and work for the same cattle owner.

4.1.4 Scoping phase engagement

A Scoping Report (SR) was compiled, and a copy was sent to DNPAIA in September 2019, for information, and to Huíla and Cunene Provincial Administrations, to be made available for consultation.

A one-page pamphlet was compiled for the scoping phase, containing information about the project in a non-technical format, as well as a participation form. The Provincial Administrations were requested to send pamphlets and participation forms to the concerned Municipal Administrations[9]. For each concerned municipality, 50 copies of the pamphlet and participation form were made available, to enable public disclosure of the Project.

No comments or participation of any kind was received in connection with this Scoping Phase stakeholder engagement.

4.1.5 ESIA submission engagement

Following the compilation and submission of the ESIA Report to DNPAIA in 2020, a formalised comment period commenced, as per Angolan law. According to Angolan environmental legislation, the public consultation programme must be organised by the Ministry of Environment, as prescribed in Article 10 of the EIA Decree, and it must involve the consulting project design team and environmental and social

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[9] Although it is recognised that these documents require a level of literacy that is not present in the study area for the majority of the population, as confirmed during the field interviews, the importance of the local community leaders/opinion-makers (such as the public servants/administrative officials, traditional leaders (Sobas and Seculos), teachers, priests/pastors, nurses, doctors, farmers of large farms, etc.), to convey and make the project and ESIA information more accessible for the majority of the population, was made clear.

team. However, due to the restrictions imposed by the COVID-19 pandemic this phase of the project was severely constrained. SLR is not aware of any formal consultation led by DNPAIA, as per the legal process described above, in this phase of the Project. DNPAIA issued their Installation Environmental Licence on 17 May 2021.

4.1.6 Disclosure of the ESIA

To disclose the Project and outcome of the ESIA process, the following tasks were completed[10]:

- All full pack of ESIA documentation (in Portuguese), a one-page pamphlet (printed on both sides) and comment form were made available for disclosure within the Huíla and Cunene Provincial Administrations and to all municipal administrations
    - Provincial Government: Huíla (13 August 2021) and Cunene (10 Aug 2021)
    - Municipal Administrations: Lubango (13 Aug 2021), Chibia (16 Aug 2021), Gambos (17 August 2021), Cahama (10 August 2021), Curoca (11 Aug 2021) and Ombadja (12 Aug 2021)
    - Administração do Parque Nacional de Bicuar, 16 Aug 2021

- A non-technical summary (NTS) of the ESIA, a one-page pamphlet (printed on both sides) and comment form was distributed throughout all concerned communal administrations.
    - Lubango (Lubango) 13 August 2021, Hoque (Lubango) 17 August 2021, Capunda Cavilongo (Chibia) 16 August 2021, Quihita (Chibia) 16 August 2021, Chimbemba (Gambos) 17 August 2021, Cahama (Cahama) 10 August 2021, Otchinjau (Cahama) 10 August 2021, Chitado (Curoca) 11 August 2021, Humbe (Ombadja) 12 August 2021 and Naulila (Ombadja) 12 August 2021

- A letter with information about the project and a link to the online EIA documentation and an invitation to submit comments was sent/submitted to various NGOs between 12 and 20 August 2021:
    - Environmental Non-Governmental Organisations (NGOs) (12 August 2021, via email): ADRAA - Acção para o Desenvolvimento Rural e Ambiente, Rede Ambiental Maiombe and JEA - Juventude Ecológica Angolana
    - NGOs for social development (12 August 2021, via email): HALO Trust (demining), Development Workshop (DW), Catholic Relief Services (CRS) Angola, OCADEC - Organização Cristã de Apoio ao Desenvolvimento Comunitário and ASPALSIDA - Associação dos Seropositivos e Activistas de Luta Contra o Sida
    - Civil NGOs (Week of 16 to 20 August 2021, by hand delivery): Associação Mãos Livres, Associação Justiça, Paz e Democracia, Centro MOSAIKO, Cruz Vermelha de Angola and Human Rights Angola
    - Women's NGOs (Week of 16 to 20 August 2021, by hand delivery): Promaica, AMEH - Associação das Mulheres Empreendedoras de pequenos Negócios, IMAS – ENA - Instituto da Mulher para a Acção Social

- A letter with information about the project and a link to the online EIA documentation and an invitation to submit comments was sent/submitted to state:
    - State entities (Week of 16 to 20 August 2021, by hand delivery): National Civil Aviation Authority and Air Force (Airports and Military Aviation)

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[10] COVID-19 pandemic prevented local meetings or face-to-face consultations. A revised approach was agreed with RNT, SAPP and DBSA to disclose the ESIA documentation and outcome of the ESIA process which would avoid in-person contact and the risks imposed by COVID-19. The plan allowed for the full disclosure of the project information, with the aim of reaching as many stakeholders as possible.

- Posters were erected at the following locations: RNT Headquarters in Lubango, RNT Headquarters in Ondjiva and Cahama Municipal Administration.

- Newspaper advertisements were placed in the Jornal de Angola and the Novo Jornal (both national newspapers) on 18, 20, 22 and 24 August 2021, to inform the public of the project and the availability of project information.

- Notice boards were placed in conspicuous locations, in the populous, urban stretches of the proposed alignment corridor. The posters provide the same information as is contained in the newspaper and include a layout map of the project.

- Radio advertisements were placed Rádio Nacional (only radio station with a guaranteed presence in the provinces of Huila and Cunene), Luanda Antena Comercial and Radio Ecclesia from 18 to 25 August 2021, twice a day.

- A full set of the ESIA documentation was published online. The online links were added to the NTS, pamphlets and participation forms as well as the newspaper announcements and posters. The website is still active: Portuguese – **www.zutari.com/anna-pt /** English – **www.zutari.com/anna-en**

Stakeholders were provided with a 45-day period to submit comments in writing to the Angolan Aurecon/Zutari office. The comment period commenced on 19 August and ended on 5 October 2021. Only one submission was received within the stipulated deadline, which was sent via the website. The submission included various technical questions related to the installation and operation of the transmission lines, potential impacts and the role of RNT in the management of the project.

4.2 Summary of stakeholder engagement done during project preparation (2024)

In 2024 a decision was taken to restart stakeholder engagement to provide stakeholders with an update of the status of the project and to obtain more information about the potential impact of the project on vulnerable and marginalised communities.

Specific objectives of the updated stakeholder engagement execution plan were:

- Identify the presence of vulnerable groups and in particular IP/SSAHUTLC within the project direct and indirect area of influence.

- Engage with vulnerable groups, including IP/SSAHUTLC, regarding the proposed project.

- Obtain information on transhumance routes and use of natural resources by communities within the direct and indirect area of influence.

- Update the existing SEP through the integration of inputs from the re-initiated stakeholder engagement process.

- Develop a consultation plan, and integrate it with the revised SEP, detailing how stakeholder engagement will be undertaken throughout the different project phases (e.g. design, construction and commissioning).

4.2.1 Stakeholder identification

A detailed review of the existing ESIA reports, RPF, SEPs and IPPs was undertaken as well as new publicly available data, documents or published literature to identify communities within the project area of influence. A review of aerial imagery and maps was done to cross reference the results of the desktop information review with the review of existing data, documents and literature.

Stakeholders were identified and analysed. In addition, NGOs (e.g. OCADEC) who may be able to provide information on VGs, IPPs and other stakeholders in the region were identified and contacted.

NGO's were also requested to provide relevant information on human rights, indigenous, gender issues, climate change, traditional agriculture/cattle production (transhumance).

4.2.2   Engagement strategy

A stakeholder engagement strategy was developed to provide a project update to stakeholders. A detailed description of the strategy is provided in Annex 5, with the key points including:

- Detailed logistics (including information such as community to be met with, contact persons, date / times / venue of meetings, compilation of all stakeholder materials)
- Compilation of engagement materials including the following:
    - Non-technical summary in Portuguese
    - Comment sheets
    - Meeting registers
    - Pamphlets
    - Posters
- Questionnaire for surveys
- Translation of questionnaire
- Training of team on questionnaire
- Print outs of all materials for stakeholder meetings.

Utmost care was taken to prepare materials that will be accessible to illiterate or partially literate members of communities through the use of images and graphics.

The engagement team also contacted OCADEC to ensure the strategy is sufficient to include all affected stakeholders.

4.2.3   Notification of stakeholders

Stakeholders were notified of the engagement meetings via an official letter from RNT which was sent to the Provincial Governador in advance so that the information about the upcoming meetings could be passed on at municipal and communal level.

4.2.4   Project disclosure

4.2.4.1   Meetings with affected parties

Project disclosure meetings were held with several entities as well as public presentations, as shown in Table 4.1.

Table 4.1: Meetings held

Entity/Location	Date
Provincial Governments	
Huíla	22 May 2024
Cunene	14 May 2024
Municipal Administrations	
Lubango/Arimba	22 May 2024

Entity/Location	Date
Chibia	20 May 2024
Gambos	21 May 2024
Cahama	16 May 2024
Curoca	15 May 2024
Ombadja	16 May 2024
Communal Administrations	
Lubango (Lubango)	22 May 2024
Hoque (Lubango)	20 May 2024
Capunda Cavilongo (Chibia)	20 May 2024
Quihita (Chibia)	21 May 2024
Chimbemba (Gambos)	21 May 2024
Cahama (Cahama)	16 May 2024
Otchinjau (Cahama)	16 May 2024
Chitado (Curoca)	15 May 2024
Humbe (Ombadja)	13 May 2024
Naulila (Ombadja)	13 May 2024
Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities	
Capunda Cavilongo (San community)	23 May 2024

IP/SSAHUTLC were represented in the meetings held in Chitado, Otchinjau, Chimbemba and Oncócua/Curoca. A summary of the issues raised, inclusive of those raised by IP/SSAHUTLC, during project disclosure meetings is provided in Section 4.2.4.3, while issues raised by stakeholders throughout the engagement process to date are presented in Annex 1. To allow for information to be disseminated in the appropriate local language for the ethnic group a translator, typically the Soba, was present at all public meetings.

To accommodate the San community, OCADEC (a local NGO that works with the San) were appointed to assist the engagement team. OCADEC provided translators on two separate occasions, once in Chitado, as there was a probability that representatives of the San would present (as it transpires they were not) and the second, when the engagement engaged specifically with a San community in the project area on 23 May as detailed in Table 4.1.

During the meeting the following issues were raised;

- A lack of income reduces their food security and ability to protect themselves sufficiently against the cold during winter months

- Children are unable to access education due to the lack of money

- Men often have to work away from home to earn an income.

4.2.4.2 Dissemination of information

In each meeting location a leaflet containing project information, written in Portuguese, was handed over to local representatives to be made available to the communities.

An email was sent out to the entities included in the stakeholder database.

In addition, the previous website in Portuguese (**www.zutari.com/anna-pt/**) was updated and an Executive Summary of the current development of the Project was made available alongside with the full set of the ESIA documentation. The site has a participation form available to receive comments, and all Project information (posters, executive summary, leaflets and emails) has the online link. Details of the documentation distributed by entity is provided in Annex 4.

Stakeholders were provided with a 50-day period to submit comments in writing to the Angolan Zutari office. The comment period started on 13 May 2024 and ends on 1 July 2024. Although it's acknowledged that this SEP revision will be finalised by the end date of the comment periods it was considered important to provide enough time for the stakeholders comments and information that may arrive after the submission of this report must be considered and included in the next SEP revision.

4.2.4.3   Feedback from stakeholder consultation

The main issues resulting from the stakeholder engagement activities undertaken in 2024 are detailed below with the responses provided to stakeholders and the action taken by the project team detailed in Annex 1. These, together with the issues identified during project preparation between 2019 and 2021 (Section 4.1) provide information and guidance for the next project stages.

► Due to Angola's recent history, a large number of women are the heads of households and have added difficulties ensuring their families' livelihoods.

► The population in rural areas rely in people like local administration employees, social workers, priests, nurses, or local acting NGOs staff to attain more Project information and clarify doubts/questions.

► Settlements are quite dispersed and, in some instances, remote, and when a meeting is held, people, and more specifically women, may not be included in the notification and/or able to travel to attend.

► The walk-down to identify sensitive resources for avoidance or compensation that is to be undertaken by social, heritage and ecology specialists, must include representatives from local communities and administrations, so that they can advise on their location and provide insights on their importance and preservation.

► Project can exacerbate GBV and Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) and lead to unwanted pregnancies

► At provincial and municipal level of administration, some of the technical staff, wanted more information in order to include the corridor in their future regional and municipal planning instruments. Some even showed interest in receiving the information in digital form (shp and/or dwg) and stated that they would request it via email.

► As part of impact mitigation and compensation it was suggested that trees could be planted to compensate for those destroyed during project construction.

► Communities are concerned about issues such as corruption, environmental protection, cultural respect, and fair employment opportunities. Communities request that measures be put in place to ensure supervision (oversight), monitoring and evaluation to be done by an independent entity to prevent Government corruption, Contractor misconduct and ensure that concerns are managed.

► Communities are concerned about increased traffic volumes, and specifically traffic accidents that endanger people's and cattle's lives.

► The area where the project is being proposed has very poor cellphone connectivity. The lack of communication (phone) network was raised as recurring issue by communities.

► Rural schools are poorly maintained and in a very dilapidated state. Most schools need to rehabilitated. Community members questioned if it is possible to provide solar panels to community buildings and schools that need care or have no electricity.

► The project needs to respect the nomadic way of life of people like the Munchimba and Mútua, as the cattle is essential for their survival and they do not resort to agriculture.

► Community members requested to be informed of the project status and updates about what is happening with the project, so that they know what to expect and when.

► Previous project proposals in the Gambos area promised social upliftment and enhancement measures for community benefit, such as contributions for schools and health facilities, water storage tanks, etc.), but these were empty promises, and nothing happened. The communities request that if the promises are made, they have to happen/put in place with the project's construction phase.

► The existing extractive industries located in the project's area of influence requested to be included within the electricity distribution planning.

4.3 Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The stakeholders identified, topic of consultation/message and the method of engagement has been informed by previous rounds of engagement. Language, special considerations in terms of how information is provided to vulnerable and illiterate stakeholders and logistic considerations is provided in Section 4.4.

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Table 4-2: SEP Summary Table

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibilities	Frequency/ Timeline
Preparation Stage					
Resettlement Action Plan (RAP) planning and implementation	Potentially affected communities IP/SSAHUTLC DVIG	RAP Screening • Identify all people affected by the project and all adverse impacts on their livelihoods associated with the project's land acquisition. • Identify IP/SSAHUTLC and other DVIG • Identify IP/SSAHUTLC key issues for their livelihoods including transhumance corridors • Share information on process, schedule, etc. Presentation and explanation of GM	• Focus group meetings, • Community meetings • Key Informant Interviews	RNT appointed RAP consultant RNT Community Liaison Officer/s' (CLO)	Prior to undertaking RAP Screening
	Potentially affected communities Households requiring resettlement Host communities (if applicable) IP/SSAHUTLC DVIG	RAP planning • Share information on process, schedule, etc. • Inform on progress RAP related consultation • Consultation with affected populations regarding mitigation of effects as well as development opportunities. • Consult IP/SSAHUTLC and other DVIG on their ways of life and key issues related with for their livelihoods including potential interference with transhumance corridors Reiteration of the GM process	• Focus group meetings, • Community meetings • Key Informant Interviews • Socio-economic surveys	RNT appointed RAP consultant RNT CLO	Prior to commencing with RAP related field work Throughout RAP field work
	Households requiring resettlement Host communities (if applicable) IP/SSAHUTLC DVIG	Disclosure of RAP • Receive feedback on the RAP • Share information on process, schedule, etc. • Discuss with IP/SSAHUTLC the proposed mitigation for issues related with for their livelihoods including potential interference with transhumance corridors Reiteration of the GM process	• Focus group meetings, • Community meetings • Key Informant Interviews	RNT appointed consultant RNT CLO	Prior to finalising RAP Following finalisation of RAP
	Potentially affected communities	RAP implementation • Share information on process, schedule, etc. • RAP related consultation Reiteration of the GM process	• Focus group meetings, • Community meetings	RNT appointed consultant RNT CLO	Twice monthly throughout RAP implementation

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibilities	Frequency/ Timeline
	Households requiring resettlement Host communities (if applicable) IP/SSAHUTLC DVIG		• Key Informant Interviews		
Pre-construction / Early works	National, provincial and local government authorities	Present the project and receive feedback on project activities. Inform on progress, Consult on key risks	• In person meetings • Formal communication (letters and email)	RNT	Prior to the commencement of the new project phase
	International, national, provincial and local NGOs	Present the project and receive feedback on project activities. Inform on progress, Consult on key risks	• Formal communication (letters and email)	RNT	Prior to the commencement of the new project phase
	Potentially affected communities IP/SSAHUTLC DVIG	Pre-construction consultation with potentially affected communities • Present the project and receive feedback on project activities. • Inform on progress. • Disclosure of the SEP and of the IP/SSAHUTLC Plan • Explanation of the community liaison system • Consult on key risk and concerns • Inform of potential employment opportunities and the recruitment process Presentation of the GM	• Community meetings • Information leaflets • Posters • Focus group discussions (IP/SSAHUTLC and other DVIIG)	RNT appointed EPC contractor RNT CLO	Prior to project related activities commencing
	Potentially affected communities IP/SSAHUTLC DVIG	Quarterly formal meetings with affected parties • Present the project and receive feedback on project activities. • Inform on progress. • Consult on concerns raised Reiteration of GM	• Community meetings • Focus group discussions (IP/SSAHUTLC and other DVIIG)	RNT appointed EPC contractor RNT CLO	Once every four months during pre-construction / early works
	Potentially affected communities	Informal regular meetings with affected parties • Inform on progress.	• Community meetings • Focus group discussions	RNT appointed EPC contractor	Once every two weeks during pre-

Project Stage	Target stakeholders	Topic of consultation/message	Method used	Responsibilities	Frequency/ Timeline
	IP/SSAHUTLC DVIG	• Consult on concerns raised • Provide feedback on concerns / grievances raised	(IP/SSAHUTLC and other DVIIG)	RNT CLO	construction / early works
	Potentially affected communities IP/SSAHUTLC DVIG	Awareness campaigns on traffic and other project related risks • Inform of risks associated with project related vehicles, equipment and construction sites • Provide measures to reduce risks for potentially affected communities •	• Community meetings • Focus group discussions (IP/SSAHUTLC and other DVIIG)	RNT appointed EPC contractor RNT CLO	A minimum of one week prior to pre-construction / early works commencing in an area
Implementation Stage					
Construction	National, provincial and local government authorities	Inform on progress Consult on key risks	• Formal communication (letters and email)	RNT	Quarterly throughout construction
	International, national, provincial and local NGOs	Inform on progress, Consult on key risks	• Formal communication (letters and email)	RNT	Quarterly throughout construction
	Potentially affected communities IP/SSAHUTLC DVIG	Quarterly formal meetings with affected parties • Inform on progress. • Consult on key risk and concerns raised Reiteration of the GM	• Community meetings • Focus group discussions (IP/SSAHUTLC and other DVIIG)	RNT appointed EPC contractor RNT CLO	Quarterly throughout construction
	Potentially affected communities IP/SSAHUTLC DVIG	Informal regular meetings with affected parties • Inform on progress. • Consult on concerns raised • Provide feedback on concerns / grievances raised	• Community meetings • Focus group discussions (IP/SSAHUTLC and other DVIIG)	RNT appointed EPC contractor RNT CLO	Once every two weeks throughout construction
Operation	Potentially affected communities IP/SSAHUTLC DVIG	Regular formal meetings with local communities • Consult on concerns raised • Provide feedback on concerns / grievances raised	• Community meetings • Focus group discussions (IP/SSAHUTLC and other DVIIG)	RNT	Once every six months for the first three years of operation

4.4   Proposed strategy to incorporate the views of vulnerable groups

The project will seek views of indigenous peoples / Sub-Saharan African Historically Underserved Traditional Local Communities (IP/SSAHUTLC), women and girls, female headed households, orphan headed households, elderly, persons with disabilities, and unemployed youth, considered disadvantaged/vulnerable individuals or groups (DVIG).

The following measures will be taken in order to remove obstacles to full and enabling participation / access to information:

- **DVIG identification:** During the final project design, the detailed social surveys that form part of the RAP, will identify the number and location of DVIGs that will be affected by the project. Traditional leader such as sobas and other specific leaders/elders within the IP/SSAHUTLC groups will also be engaged with together with NGOs to identify any specific organisations or groups operating in the project area of influence that can assist with the identification of DVIGs. This information will serve to create a preliminary list of affected DVIGs together with the preferred method of communication. Details of the DVIGs should be included as and when this SEP is updated and be included in the project database. This list will be updated as a live document throughout the project implementation.

- **Document dissemination**: The information to be communicated will be clear, meaningful, transparent and comprehensible to ensure access to this information. All project related information will be simplified and translated into the local language. Acknowledging that some of the DVIGs may be illiterate, alternative mediums to illustrate the information, such as posters with pictures and diagrams will be used. Community meetings and focus group discussions (particularly with DVIGs) will also be used for the dissemination of information. These platforms will also allow for contributions from DVIGs to be documented, considered by the project team and responded to. Stakeholders will be informed of different options for the submission of contributions including written comments, verbal comments, the option of submitting comments anonymously and options for specific DVIGs, such as women or IP/SSAHUTLC, to contribute in manners that are appropriate and do not place them in a vulnerable position. Document dissemination will occur at least 20 days prior to the meetings.

- **Notification:** To ensure that the project is communicated as widely as possible, meeting notifications will be distributed and explained by direct communication with DVIG representatives (face-to-face). These notifications will invite DVIGs to become involved with the engagement process and provide information on the following: (i) date, time and location of meetings; (ii) meetings' objectives, indicating the topics to be addressed and the speakers; (iii) where they can obtain more information about the project; (iv) how and when they can submit comments; (v) opportunities for any interested party to raise issues of concern on the day of the meeting, and (vi) travel logistics (if required) to prevent obstacles to DVIG from attending meetings.

  Furthermore, other media streams will be used, as appropriate: (i) site notices placed in the project vicinity (in Portuguese and local language, if applicable); (ii) public notices erected in strategic areas (municipal and communal administration, markets, etc.); and (iii) radio announcements.

  Notification should occur at least 20 days prior to community meetings.

- **Registration:** All copies, recorded comments, dates and exact locations of actions completed, will be recorded in the stakeholder engagement report.

- **Logistics**: Measure should be put in place to assist with transportation arrangement for DVIG, as well as other stakeholders, to allow attendance at community meetings with minimum disruption to daily activities and to reduce safety concerns when travelling by foot or outside of daylight hours.

4.5 Proposed strategy to incorporate the views of Indigenous peoples / Sub-Saharan African Historically Underserved Traditional Local Communities

Initial engagements with IP/SSAHUTLC set the tone for subsequent engagements throughout the project. However, difficulties could arise if project representatives (ICMM, 2015):

► Enter a specific area without first seeking permission to do so.
► Do not engage broadly and fail to adequately explain what they are doing and why.
► Do not allow enough time for the community to consider a request/proposal or to make a decision.
► Disregard, or are ignorant of, local customs.

The project Proponent can avoid many of these problems if it:

► Confers with the IP/SSAHUTLC community at the outset on how they wish to be engaged.
► Understands and respects local entry protocols as they relate to permission to enter a IP/SSAHUTLC community and to access traditional lands.
► Commits to open and transparent communication and engagement from the beginning and has a considered approach in place.
► Conducts an initial risk analysis and impact assessment prior to entering the area and then implements controls to mitigate key risks.
► Ensures that all representatives of the Proponent (including third-party sub-contractors and agents of the Proponent) are well briefed on local customs, history and legal status, and understand the need for cultural and spiritual/religious sensitivity.
► Regularly monitors performance of engagement.
► As far as possible, strives for consistency of approach and longevity of employment of the representatives of the Proponent, to allow for relationships to be built, and trust to be maintained.
► Enlists the services of reputable advisers with sound local knowledge.
► Has senior managers present at initial meetings wherever possible, and to meet with the traditional heads of IP/SSAHUTLC communities, as this demonstrates respect and sets the scene for building long-term trust and relationships.

Key steps to ensure that broad community support, and if necessary FPIC, is obtained, include:

► Developing a shared understanding of affected IP/SSAHUTLC in terms of their culture, spirituality, organisational and decision-making structures, claims and rights to lands, values, concerns and history, including previous experiences with similar development projects (although it is understood from initial engagements that local communities have had little experience with similar projects).
► Collaboratively developing an effective means to ensure that IP/SSAHUTLC are informed about, and understand, the full range (short, medium and long term) of potential environmental, social and health impacts that may result from the implementation of the project. This should include the development of a "dictionary" with the IP/SSAHUTLC, to ensure that the meaning of words that do not feature in the indigenous/local language are communicated clearly. It is important to note that the literacy rate among Angolan rural population is close to 50% and within San adults and youth is even lower as few San children attend school (IWGIA, 2009).
► Agree acceptable timeframes to make decisions throughout the lifetime of the project, taking into consideration logistics, local customs, commercial requirements and time needed to build trusting relationships. Timeframes should consider IP/SSAHUTLC's own decision-making processes and structures. Ensure that it is clear as to how the timetable for involvement links with when project decisions are made.
► Agree on the terms and conditions for the provision of any ongoing community support with IP/SSAHUTLC, as well as any associated reciprocal obligations.

- ► Record the process and decisions reached when IP/SSAHUTLC are involved, including the results of any monitoring or reviews, to provide a record for current or future generations who may be affected by the decisions, and to ensure transparency in the decision-making process.
- ► Support IP/SSAHUTLC's capacity to engage in decision-making, for example by providing access to independent expert advice where appropriate, capacity building, facilitation and mediation, or involving external observers.

FPIC applies to project design, implementation arrangements and expected outcomes related to risks to and impacts on the affected IP/SSAHUTLC. IP/SSAHUTLC will be consulted in good faith based on sufficient and timely information concerning the benefits and disadvantages of the project and how the anticipated activities will occur. Consent refers to the collective support of affected IP/SSAHUTLC for the project activities that affect them, reached through a culturally appropriate process. It may exist even if some individuals or groups object to such project activities. FPIC does not require unanimity and may be achieved even when individuals or groups within or among affected IP/SSAHUTLC explicitly disagree. In terms of documenting FPIC, where applicable, RNT will ensure that the following is documented:

- ► The mutually accepted process to carry out good faith negotiations that has been agreed by RNT and the IP/SSAHUTLC; and
- ► The outcome of the good faith negotiations between the RNT and the IP/SSAHUTLC, including all agreements reached as well as dissenting views.

If applicable, a summary of the FPIC process and how its requirements have been met needs to be prepared, to support the project's decision making. The consultation process will document the community general assembly minutes with attendance lists and IP/SSAHUTLC members' lists, photographic evidence and minutes of other meetings and/or back to office reports.

When engaging IP/SSAHUTLC, a people-centred approach to dialogue, that is focused on relationships rather than issues, should be taken. As noted previously the preferred method of engagement is through community meetings (direct meetings/conversations). Engagement topics should be centred around (Teck, 2017):

- ► IP/SSAHUTLC rights and title.
- ► Traditional land and resource use.
- ► Clear and predictable negotiation of agreements and resulting implementation.
- ► Water quality.
- ► Community investment opportunities.
- ► Protection of heritage sites.
- ► Regulatory approvals.
- ► Traditional knowledge.

Key questions to ask in the initial stages of engagements with IP/SSAHUTLC include (ICMM,2015):

- i. Does the community have existing guidelines for conducting research?
- ii. Have you appropriately negotiated the level of community participation in the design, collection, analysis and management of the baseline study/survey?
- iii. Have you sought broad-based support from IP/SSAHUTLC at the commencement of the research process and ensured that they have given their informed consent to participate in the research activities (e.g. interview)?
- iv. Have you undertaken a desktop analysis of existing information and literature to provide context, and identified any gaps within the information?
- v. Have you conducted surveys and interviews in the local language, with the full participation of IP/SSAHUTLC representatives (where appropriate)?
- vi. Have you used methodologies that facilitate participation, such as focus groups, "ethno-mapping" and participatory appraisal?

4.5.1　Gender considerations

Women are a potentially vulnerable group due to their position in Angolan society and are reliant on agriculture and livestock as their primary economic and livelihood activities. Furthermore, women are also affected by GBV which is often exacerbated during large construction projects.

During engagement, a special request should be made for women to attend meetings. The following measure should be followed to encourage the participation of women during engagement:

► During community meetings undertake a separate engagement session with women.
► Hold focus group discussions with women from each community and with any women groups or organisations.
► Offer women a platform to submit comments anonymously either through written submission or through direct one-on-one engagement with a female project representative.
► Engagement with women should be undertaken by a female representative.
► Engage with Ministry of Social Action, Family and Women Promotion.
► Engage with women's or support groups, leaderships dedicated to these issues and women focused NGOs operation in the area.
► During engagement undertaken for the RAP carry out an analysis of gender dynamics at the level of families and local communities in order to better identify existing risks and thus implement management that contributes to their mitigation.

5 Resources and Responsibilities for implementing stakeholder engagement

5.1 Implementation Arrangements and Resources

The RNT team will be in charge of stakeholder engagement activities. The entities responsible for carrying out stakeholder engagement activities are the EPC Contractor, sub-contractors and consultants. The overall responsibility for SEP implementation lies with the Project Implementation Unit (PIU) director.

The project's stakeholder engagement implementation arrangements are as follows:

- The responsibility for SEP implementation and for the management and resolution of grievances rests with RNT. This also applies to situation where third parties, notably the EPC Contractor, sub-contractors and consultants, are involved.

- It is the responsibility of RNT to setup appropriate reporting structures with the appointed EPC Contractor. RNT should appoint a Social Manager who will be in charge of ensuring the successful implementation of the SEP.

- The EPC contractor will inform the RNT Social Manager of any issues related to their engagement with stakeholders. The EPC Contractor will:

    - Prior to construction commencing develop a Workers Code of Conduct, Health and Safety procedures, GBV awareness training and IP/SSAHUTLC training. If required, the EPC Contractor will appoint a third party to develop GBV and IP/SSAHUTLC material and undertake training on their behalf.

    - Train all employees on the Workers Code of Conduct, Health and Safety procedures and GBV awareness as well as any other training stipulated in the approved Environmental and Social (E&S) Management Plans.

    - Record, through the stipulated methods, and report all grievances they received to RNT.

    - Disclose their recruitment process and comply with any commitments regarding local recruitment.

    - Comply with the commitments made in all E&S management plans.

    - Disclose all E&S management plans.

    - Ensure early notification of all construction activities.

During the construction, the EPC Contractor will have the primary responsibility in resolution of complaints caused by the construction activities. This will be monitored by RNT.

ESIA and E&S Management Plans (including this SEP) requirements will be integrated into the management systems of the EPC Contractor and its subcontractors to ensure commitments are delivered by each responsible party.

It is recommended that the following human resources be dedicated to E&S management within the EPC Contractor:

- ► One Environmental and Social Manager, based permanently on site.
- ► One Environmental and Social Supervisor, based permanently on site.
- ► One GBV specialist for each worksite, based permanently on site.
- ► One IP/SSAHUTLC specialist for each worksite, based permanently on site.
- ► One person in charge of relations with external stakeholders (local communities, administrative authorities), based on site on a permanent basis.

RNTs Community Liaison Officer/s (CLO) will assist the EPC Contractor team in organising public meeting and advertising information in the villages.

The EPC Contractor is responsible for all sub-contractors appointed to undertake the required work and ensure that sub-contractors comply with the approved management systems. It is however recommended that all sub-contractors are required to include:

► **CLOs.** Given the length of the transmission line as well as accessibility challenges, separate CLOs should be appointed for different portion of the transmission line and be responsible for specific communities in that area.
► **GBV specialists.** Given the length of the transmission line as well as accessibility challenges, a separate GBV specialist should be appointed for different portion of the transmission line and be responsible for specific communities in that area.
► **IP/SSAHUTLC specialist**s. As there are different ethnolinguistic groups along the corridor and given the length of the transmission line as well as accessibility challenges, a separate IP/SSAHUTLC specialist should be appointed for different portion of the transmission line and be responsible for specific communities in that area.

The stakeholder engagement activities will be recorded in a project specific database. A report will be prepared following each formal stakeholder engagement activity and made available to stakeholders. The report will, as a minimum, document the following:

► Date and location of each meeting, with copy of the notification to stakeholders;
► The purpose of the engagement;
► The form of engagement and consultation (community meetings, focus groups discussions, etc.)
► Number of participants and categories of participants;
► Details of relevant documentation disclosed to participants;
► A summary of main points and concerns raised by stakeholders;
► A summary of how stakeholder concerns were responded to and taken into account;
► Issues and activities that require follow-up actions, and how stakeholders will be informed of the outcomes.

The budget estimate for the preparing and implementing SEP is **US $ 452 382.00**. The budget breakdown can be found in Annex 2.

6   Grievance Mechanism

A Grievance Mechanism (GM) is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner. According to WB's requirements for Investment Project Financing (IPF), the GM should be proportionate to the potential risks and impacts of the project, which means that should be applied to all aspects of the Project. Additionally, a specific GM consistent with ESS2 and national labour legislation will be developed for Project workers complaints, with particular provisions to timely address and respond to Sexual Exploitation Abuse and/or Sexual Harassment (SEA/SH) incidents.

6.1   Description of Grievance Mechanism (GM)

For the GM to work effectively, the process must be known by potential complainants and considered legitimate by them. Thus, the GM, and associated avenues for lodging a complaint, will be widely publicised within the project area and specifically within potentially affected communities and project workers. The GM will be prepared with a SEA/SH sensitive approach and a specific protocol to address SEA/SH incidents based on a survivor-centered approach connected to the holistic support services available.

During the construction phase, the contractor will erect a project signboard at their working location and maintain it throughout the construction period. The sign shall contain the relevant emergency telephone numbers and email address where specific site project staff may be reached, and the multiple manners (detailed in the GM process below) in which grievances may be lodged. Community grievance boxes will also be placed in strategic locations within each of the potentially affected communities as well as at each construction site and construction camp. The grievance boxes will be located in an area easily accessible but that allows complainants to submit grievances anonymously if desired. Because many vulnerable groups are unable to read or write, the mechanism will be also communicated verbally at community and public meetings during community engagement associated with the project activities, to ensure that processes, decisions and outcomes are thoroughly understood. During the operational phase, RNT will erect a project noticeboard at conspicuous locations around the servitude (typically at road crossings) or in public places in settlement areas along the route, providing the contact details (telephone and email) to be used to lodge grievances.

Over time, an evaluation of the effectiveness of the grievance procedure will be made. Not having any complaints is usually a bad sign, as it is more likely to mean that the community do not believe that filing a complaint will lead to any action or they that they are unaware that such a procedure exists.

The GM process is as follows:

1. Reporting a Complaint

Any affected party who has a reasonable belief that the project may potentially result in a health or environmental risk, or cause an adverse impact, may raise a concern or report a complaint verbally in person or through a trusted representative (face-to-face or by phone) or in writing (letter, grievance form or e-mail), through any of the following channels:

Community members

► Community Liaison Officer (CLO) (during project construction and operation);
► The GBV Specialist (during project construction and operation);
► Contractor's local office in the project area (during project construction);
► RNT local office branches (during project operation);
► Submission of a complaint in a community grievance box.

Project workers

► The Environmental and Social Manager (during project construction)
► The Environmental and Social Supervisor (during project construction)
► The GBV Specialist (during project construction and operation);
► Contractor's local office in the project area (during project construction);
► Submission of a complaint in a construction site or construction camp grievance box (during project construction)

Project related grievances can currently be raised directly with RNT through the following channels:

► Telephone: (+244) 222704400 / (+244) 22270440
► Email: geral@rnt.co.zo
► Physical address: Luanda, Subestação do Camama, Luanda, Angola

These details will be updated as the project moves into pre-construction and construction and again during operation.

The concerns or grievances must be genuine and must be without malice and in good faith. When reporting a concern or grievance, it is important that the complainant provide sufficient information that will enable thorough investigation. When a verbal or written complaint is received, the CLO records this in the complaints form with as much detail as possible (date, time, name, contact details, preferred means of contact, nature of grievance or complaint) and forwards it to the complaints co-ordinator. The complaints co-ordinator assigns a unique registration number to the complaint and captures it in the

complaints database. Complainants, including project workers, will be informed of their right to submit grievance anonymously if they desire.

An example of a Project Grievance Form is provided in Table 6.1. The grievance form, once submitted, is to be recorded and updated as the grievance progresses. All grievance forms are to be kept on record for future reference if required. Grievances forms related to GBV/SEA/SH incidents will be stored in a secure place with exclusive access by the GM or GBV specialist assigned.

Table 6.1:Project Grievance Form

Name & Surname (not required if complainant chooses to remain anonymous)	
Date of reporting	
Date of incident/complaint	
Organization	
Address	
Telephone Number	
Email Address	
Project Description	
Project Location (Province, City)	
Nature of the Complaint/ Concern	
Other Comments	
For completion by the grievance officer	
Date of acknowledgement	
Person responsible for assessing	
Institutional parties responsible	
Proposed response	
Date of engagement with complainant	
Agreed response	
Closed (yes/no)	
Additional actions (if required)	

Note: This is a generic GM form which will be revised by the Project GM specialist assigned, prior to the commencement of the Project activities, to include specificities of the Project areas, GM management arrangements, culturally appropriated language to be used and other aspects that may facilitate an efficient registration, assessment, referral and report of the grievances received.

2. Acknowledge

Once a complaint has been registered, complainants should receive a timely acknowledgement that their case is in the system. The complaints co-ordinator prepares a letter that acknowledges receipt, and the CLO delivers the letter to the complainant or their representative (face-to-face) and verbally explains the next steps and their timeframes. When it is not possible to deliver a letter, the acknowledgement should be in made in another culturally-appropriate manner (for example, by phone or if necessary in person or through the community leader). Community grievance boxes, located within each community within the area of influence, are to be checked for concerns or grievances every two weeks during visits by CLOs. Acknowledgement will occur within 24-48 hours of the complaint being received.

3. Assess and assign

The complaints co-ordinator undertakes preliminary screening of the complaint to determine whether: (i) it is a complaint (and not a concern or issue); (ii) categorization of the type complaint (if GBV/SEA/SH related, a specific protocol will be followed); (iii) the complaint is related to project activities or whether it needs to be referred to another party; or (iv) the complaint involves an allegation of a human rights violation or a possible criminal activity. Grievances outside the GM scope should be referred to an appropriate office/level for addressing through different processes.

The level of severity can help to quickly identify what action is required to address the grievance, in proportion to its potential impact. Grievances may be classified as "low", "moderate" or "high" and will also be classified in accordance with the nature of the complaints e.g. project performance, environmental, SEA/SH, resettlement related, etc.

Conducting a rapid assessment (within 24–48 hours) can help to satisfactorily address smaller issues, so that they do not escalate. It can also remove the need for investigation and, if possible, close out the complaint. SEA/SH incidents will need to be communicated to WB team within 24 hours and investigation will be only proceed after informed consent is given by the survivor of the incident.

Many complaints can be addressed quickly by the GM co-ordinator, which will assign the responsible party to take the appropriate corrective measures to address satisfactorily the exposed concern. However, if assessment indicates that a complaint is complicated, or the facts are less clear, a field investigation will be initiated to provide evidence for analysis, as well as to support the resolution, and then assign it to the party with the necessary technical expertise to conduct the investigation or that is associated with the complaint. A GM resolution committee will be also constituted with Project representatives and institutional stakeholders of potential incident related areas to assess more complex or sensitive situations, to assist in the assessment of the case and provide adequate guidance for the resolution of the complaint.

4. Investigate

Depending on the nature of the complaint, the investigation may need to involve specialists, and steps must be taken to build confidence in the fact-finding process, as follows:

► An investigation will be conducted as speedily as possible and the outcomes/action plan communicated to the complainant within three weeks (15 working days).
► Ideally, investigators should meet face-to-face with a complainant. The investigating team could encourage complainants to have their representative accompany them.
► Where necessary interpreters should be used to avoid misunderstanding.
► Document the facts: the investigating team should prepare a succinct report on the findings of the investigation. All information gathered should be maintained and/or logged to ensure that the project company's response is fully documented.
► Ensure co-ordination between the investigating team and the complainant: throughout the investigation process, complainants should be kept informed of progress. If the project company is unable to provide a response within an agreed period, an updated timeframe should be provided.

5. Respond

The grievance investigations will be reviewed at monthly project meetings and will remain active until they have been resolved and an official response has been provided to the aggrieved. The outcome of the investigation will inform whether the:

► Complaint is found to be unrelated to the project. In this case, the complainant is informed (other avenues can be suggested) and the complaint is recorded as closed.

► There is evidence to prove that the complaint is false, in which case the complainant is informed of the investigation's findings and the complaint is recorded as closed.

► Complaint is found to be unsubstantiated, in which case the complainant is informed of the investigation's findings and other possible avenues can be recommended.

► Complaint needs resolution options. It is important to verify whether the proposed resolution addresses the root cause of the grievance so as to minimise the likelihood of recurrences. It is also important to check whether the proposed resolution is in line with the complainant's human rights and that, in solving the complainant's grievance, another person's rights are not infringed upon.

► Feedback within three weeks (15 working days) is not possible, that the person and the community of the project stakeholder is notified of the reason of the delay.

In some cases, the proposed resolution should be discussed with the complainant rather than unilaterally announcing the verdict. The complainant should have an opportunity to accept or reject the proposition, or to offer an alternative for discussion. Dialogue and negotiation should take place on an equal power base (this means that the complainant should be allowed to bring their representative to accompany them during discussions regarding the response to the investigation). If the response is rejected, another resolution process may be necessary.

The final agreement should be concluded both verbally, as well as in writing. It must be specific, time-bound, agreed upon by both parties and generally remain confidential. However, the complainant themselves may choose to make the outcome public.

6. Resolve or appeal

The GM shall consider a recourse or appeals mechanism for complaints in cases where the complainant and the project company cannot reach agreement. If access to judicial process is complex, very costly or unavailable, the project company and the complainant may mutually agree to enter into negotiation, facilitated by a neutral third party (mediation professional or organisation, an NGO, a lawyer or other respected local, national or international figure). This neutral third party will be agreed to between the project company and the complainant or aggrieved parties. Findings will be non-binding to either party and they will not preclude either party from pursuing legal action.

Communities and individuals who believe that are adversely affected by a project supported by the World Bank also have the option of raising concerns through the World Bank Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns.

Project affected communities and individuals may also submit their complaint to the Bank's independent Accountability Mechanism (AM). The AM houses the Inspection Panel, which determines whether harm occurred, or could occur, as a result of Bank non-compliance with its policies and procedures, and the Dispute Resolution Service, which provides communities and borrowers with the opportunity to address complaints through dispute resolution. Complaints may be submitted to the AM at any time after concerns have been brought directly to the attention of Bank Management and after Management has been given an opportunity to respond. The panel will review complaints from any group of two or more people affected, community groups or representative organizations.

Complaints submitted through the GRS must be in writing and submitted:

► Via on the online form at World Bank GRS
► By email to **grievances@worldbank.org**

► By letter or by hand delivery to the World Bank Headquarters in Washington D.C., United States or any World Bank Country Office.

Complaints submitted to the Inspection Panel should be presented in writing and follow the guidance detailed in the Inspection Panel webpage: **www.inspectionpanel.org**. For further information and advice, the complainants can contact the Inspection Panel:

► By email to **ipanel@worldbank.org**
► Phone: +1 202 458 5200
► Fax: +1 202 522 0916 (Washington D.C.)
► Mail: Inspection Panel, Mail Stop MC 10-1007, 1818 H St., NW, Washington D.C., United States
► Or any World Bank Country Office.

Further information on how to submit complaints to the Bank's Grievance Redress Service (GRS) are available at **http://www.worldbank.org/GRS**. For information on how to submit complaints to the Bank's Accountability Mechanism, visit **https://accountability.worldbank.org**.

7. Follow up and close out

Once a resolution has been agreed upon, or a decision made, the response must be implemented and monitored (adjustments may be necessary to ensure that the root causes of complaints are addressed, and that outcomes are consistent with the spirit of the original agreement concluded with the complainant).

Grievance close-out occurs after the implementation of an agreed resolution has been verified. Results must be documented, and the parties' evaluation of the process must be requested (close-out form). Even in cases where an agreement is not reached, it remains important to close the case.

Conducting a follow up and close out can help to maintain the complainant's trust. It is suggested that the implementation of the response and the complaint close-out occur within thirty days of the complaint being received.

8. GM sensitive to SEA/SH incidents

The Project GM will stablish a protocol for managing and referring complaints related to SEA/SH incidents, based on the following key-principles:

- Survivor centricity
- Confidentiality and anonymity
- Survivor's safety

In cases where there are grievances regarding issues of SEA/SH, all the procedures mentioned above apply, but some additional processes must also be integrated, in the overall GM, as follows:

- Follow a survivor-centered approach, which respects the survivor's main preferences after appropriately informed of the overall process, SEA/SH specific protocol, and holistic services assessed by the Project.

- Grievance reporting done with confidentially and appropriate mechanisms, through the GM or GBV Specialist assigned (with restricted access by other team elements and no identifiable information on the survivor should be stored in the GM).

- Multiple complaint channels will be implemented, and these must be trusted by those who use them (workers and community should be consulted and provide contributions related to the specificities prior to GM implementation).

- Female complainants will be provided with the option of reporting complaints / incidents to female representatives prepared to receive SEA/SH complaints and provide the recommended informed support (information of the overall process, survivor's rights, informed consent, and the holistic support services referral).

- Provide referral to the services for holistic support (health, psychosocial, legal and protection/safety services) previously accessed by the Project and available locally and national-wide for all survivors affected by SEA/SH incidents.

- According to the survivor interests, the Project shall provide support to facilitate the access to the required support services including legal, health, psychosocial and counselling services on livelihood support, if needed.

- Include options to report anonymously if preferred and a strict confidentiality system within the GM system – with GM or GBV specific specialists assigned to managing and following this type of incidents.

- Integrate in the GM, and continuously update the mappings of holistic support services available either formal and informal resources (including through womens' organisations) and stablish protocols with key-services to effectively refer victims to GBV treatment and holistic support and ensure appropriate responses.

- Administrative investigation will only proceed after Informed Consent is given by the survivor (see example of SEA/SH informed consent form in Annex 6).

- The GM will provide specific forms for SEA/SH incidents registration and to follow-up the incident allegation, investigation and the implementation of the corrective actions proportional to the incident, until it's closure.

The GM will also prepare mechanisms to timely assist SEA/SH survivors through referring to GBV services providers for immediate support after acknowledging any allegation and will set in place processes to immediately notify the World Bank in less than 24 hours.

The Project will also implement a plan to mitigate the SEA/SH risks as recommended by the World Bank's Good Practice Note to Addressing SEA/SH in IPF's involving Major Civil Works (2020). This will include the preparation of a mapping of GBV holistic services available in the Project intervention regions and (if not available) at national-level too. The Project should assess the quality of the services available and prepare referral protocols with the key-recommend services on each holistic service (health, psychosocial, legal, security/protection) to ensure timely responses to the SEA/SH incidents received. The Project will also follow the World Bank reporting protocol by filling the Environmental and Social Incident Response Toolkit (ESIRT) with the WB's team guidance.

Multiple channels for registering a complaint must be provided in a safe and confidential manner. These should be effective and trustable to the potential affected persons, specially women, and should be explored through consultations to the workers (i.e. female workers) and communities near the Project sites. GM channels can include local community organizations, health providers, and others. Besides this, GM operators shall be trained on how to inform on SEA/SH protocol and to address SEA/SH grievances through the Project GM, with strict confidentially and empathic approach (with no judgement).

GM forms for SEA/SH incidents registration and follow-up will be prepared by the Project prior to the implementation of the GM activities. The GM shouldn't record other information than the following related to the SEA/SH allegations:

- The nature of the complaint (including the type of abuse or violence exerted – Sexual Exploitation, Abuse and/or Sexual Harassment);
- Date and location of the occurrence;
- Information about the registration (including how and when the complaint was received);
- Indicate the type of informed consent given by the complainant/survivor (i.e., whether consent was given for the registration of the complaint, for referral to services, or for referral for investigation);
- Information on whether the survivor was referred to services;
- If possible, basic data such as the age and sex of the survivor, without personal information;
- Connection of the alleged perpetrator to the project (if known).

A specific roadmap for the SEA/SH protocol and a communication flowchart for SEA/SH incidents (with the recommended confidentiality measures) will be prepared in articulation with the GM diagram illustrated in figure 6-1.

A high-level flow diagram illustrating the GM is provided in Figure 6-1.
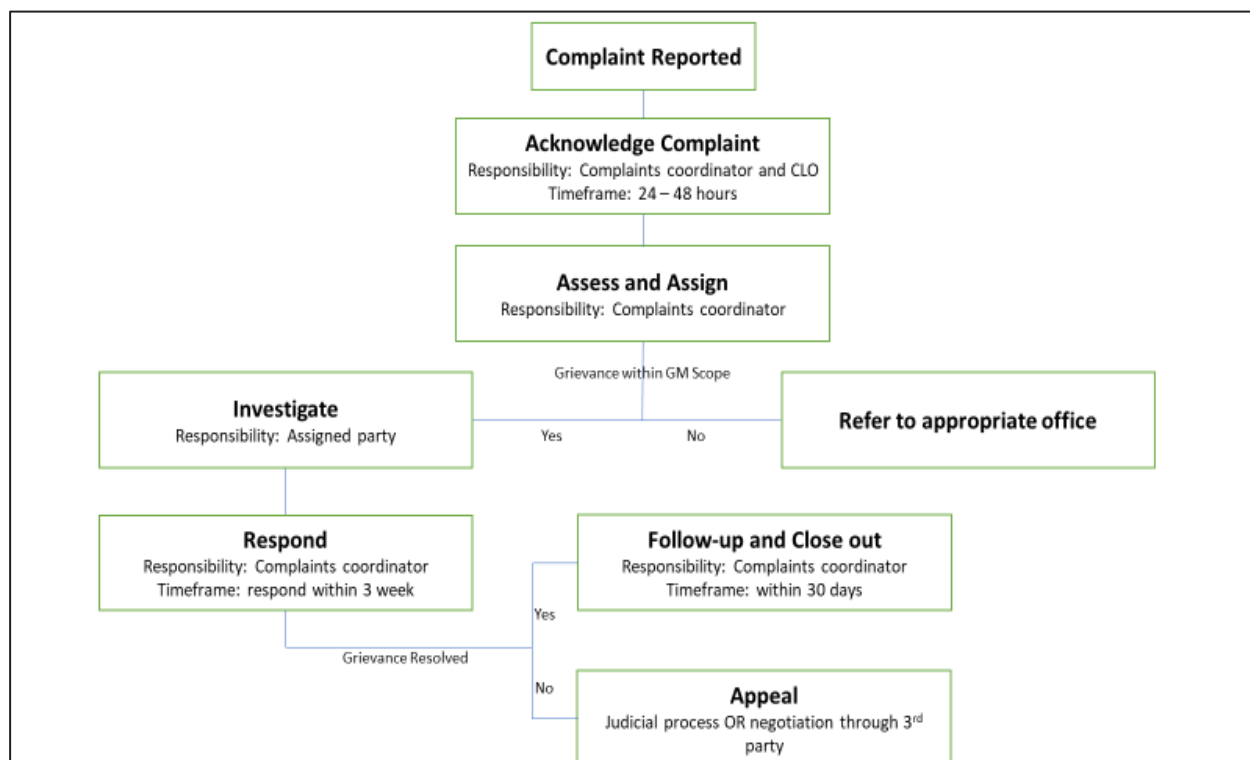

Figure 6-1   GM process

7   Monitoring and Reporting

7.1   Summary of how SEP will be monitored and reported upon (including indicators)

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

(i)   Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP).

(ii)   Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, Indigenous Peoples Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.

(iii)   Quantitative reporting based on the indicators included in the SEP. The following indicators could be used in the evaluation:

- Progress made by the project in respect of keeping stakeholders informed, and other forms of engagement, as recorded in the Stakeholder Engagement Tracking Register.
- Number of community members present at community and public meetings.
- Number of comments made by members of vulnerable groups including women and IP/SSAHUTLC groups.
- The outcome of each engagement (negative or positive) and any steps taken to turn negative outcomes into positive ones, as recorded in the Tracking Register.
- The number of grievances registered.
- Distribution of grievances per category / nature.
- Percentage of valid / eligible grievances registered.
- Percentage of grievances registered by women.
- Percentage of grievances registered by vulnerable persons.
- Percentage of grievances resolved in a timely manner (within 30 days)
- Number of GBV and SEA/SH related concerns and / or incidence reported and the time period in which they were addressed.

7.2   Reporting back to stakeholder groups

The SEP will be revised and updated as necessary during project implementation.

Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the project managers.

Specific mechanisms to report back to the stakeholders include the following:
► Formal stakeholder engagement reports as detailed in Section 5.1.
► Community meetings.

Annexes

- Annex 1. Template to capture minutes/records of consultation meetings
- Annex 2. SEP Budget
- Annex 3. Sample Table: Monitoring and Reporting on the SEP
- Annex 4: Distributed documentation by entity
- Annex 5: Engagement strategy
- Annex 6: SEA/SH Informed consent form

Annex 1. Template to capture minutes/records of consultation meetings

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps
Administrative authorities	The Project was generally well received by the official administrative authorities but they requested that it should consider ways in which the affected communities could benefit from it, or at least from the presence of such large infrastructure within their territory. Lack of access to electricity is a significant problem in the corridor, identified both by municipalities and community administrations. It was also very clear that the need to effectively provide electricity to the populations is considered crucial by all I&AP.	Noted the feedback for future reference The ESIA recommended that the social consultants appointed during implementation should assess which communities along the route are most affected by the lack of power, and install, for example, solar panels at agreed locations/infrastructure (such as schools, health centres, administrative buildings, etc.) to allow for a secure and reliable power supply for the communities.	It is necessary to clearly communicate which zones will be electrified by the national grid expansion and which zones will further benefit from distribution infrastructure. The proposed approach, to install nine (9) solar panels (1 per affected communal administration) to serve selected community infrastructure, will be informed by the feedback attained during the project's stakeholder engagement, within the scope of the Resettlement Action Plan (RAP) to be developed before project implementation.
Local communities and traditional authorities	The Project was also well received by local communities and traditional authorities, who also requested to benefit from the Project, not necessarily (or only) from electricity provision, but rather to address the issue related with the lack of water, which is a great concern in the region	Water infrastructure could be a significant form of compensation for communities and needs to be addressed. Social consultants appointed during implementation, along with communities and traditional authorities, should identify the most suitable locations for the implementation of boreholes and "chimpacas" within the corridor's area of influence	. As a preliminary approach, it is proposed to create two (2) boreholes and nine (9) "chimpacas" (1 per affected communal administration). These numbers should be reviewed, after quantification of affected DVIG during RAP surveys. Funds for the execution of this infrastructure were reserved as part of project implementation
All stakeholders	All stakeholders prefer direct meetings and consider this way as the most effective method to engage people and to convey information to I&APs at all levels of understanding within the population.	Noted the feedback for future reference	Ensure presential meetings with all levels of communication. Written communication is a less preferred method of communication as well as radio or TV as the coverage in the rural areas is very low or non-existent.
Local communities along the corridor	The overall region presents high levels of unemployment and a lack of skills, which contribute to the local high level of multidimensional poverty.	Noted the feedback and enhanced that the ESIA already recommended a dedicated training programme, to ensure that the local population are enabled.	A dedicated training programme, to ensure that the local population are enabled, must be implemented. Tailored technical assistance for women and other vulnerable groups, including the acquisition of the specialised technical skills required for this Project, must be catered for. Project activities, such as the RAP survey, should employ and capacitate locals to fulfil the specific needs of these activities.
Local communities IP/SSAHUTLC Women	Corruption, nepotism and political preference in the allocation of jobs requires attention to ensure that no person is favoured due to their gender, ethnic group or political affiliation.	Noted the feedback and acknowledge the concern, making the efforts to ensure that this will be included in the Local Employment Plan as part of the EPC Procurement package	The job allocation process must be transparent and independent. Create awareness in both men and women IP/SSAHUTLC or other DVIG, on how they can benefit from the Project in order to become economically empowered.

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps
Women	Due to Angola's recent history, a large number of women are the heads of households and have added difficulties ensuring their families' livelihoods	Noted the feedback and acknowledge the concern, making the efforts to ensure that this will be included in the Local Employment Plan as part of the EPC Procurement package	The development of the Local Employment Plan (for the construction phase) must include: • The implementation of Affirmative Action as one of its requirements. • A defined quota stating the percentage of women and men that will be employed on the project. • Both women and men from the settlements along the transmission line should be given priority for low skilled jobs, explicitly indicating the quota for each gender. A skills audit must be undertaken before any construction activities commence, and notification of this provided via the local administrations and traditional heads - undertaken by independent consultants to ensure a transparent and independent process.
Local communities IP/SSAHUTLC	In Angola, there is a significant difference in the understanding of local problems and challenges between the official administrative authorities (provincial, municipal and, sometimes, communal administrations) and the rural communities. Administrations seem to lack clear knowledge of remote areas, and rural communities feel isolated (poor communication) and unheard.	Noted the feedback for future reference	It is essential to maintain direct engagement with rural communities as the Project develops, as relying on communication through the official administrations may result in misunderstandings.
Local communities IP/SSAHUTLC	In general, stakeholders have little experience with similar projects and do not seem familiar with the impacts and consequences associated with a transmission line construction. Their main concern was related with the ability to use/pass though the affected area after construction. The rural population further south, nearer the Namibian border, have seen transmission lines and knew that the cattle could pass through and underneath them, as the circulation of livestock was their main focus.	Noted the feedback for future reference	Ensure continuous engagement with the local communities so that the Project and how it will affect their lives can be better understood.
Local communities IP/SSAHUTLC	Even though there is no obvious current conflict, there is a land occupation issue in the region between Lubango and Cahama, between cattle owners and large organised farms (fazendas). Fazendas have been occupying transhumance areas/corridors, used for the seasonal movement of	Noted the feedback and acknowledge the concern, making the efforts to ensure that the Project will not enhance the existing underlaying conflicts	The Project SE and RAP engagement must strive to know where, how and when are the main/preferred transhumance areas/corridors used by the local communities The Project must ensure that does not place any further pressure on the transhumance

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps
	cattle, thereby reducing available space and encroaching on routes to water and grazing areas. In the same area there is small-scale industrial activity (mostly small-scale mining for ornamental granite in quarries) adjacent to the main road, which also contribute to limit the space available for grazing and transhumance.		areas/corridors used by I&APs and that no further barriers are created upon construction phase, especially in the season(s) most used to move the cattle.
Administrative authorities and local communities	The population in rural areas rely in people like local administration employees, social workers, priests, nurses, or local acting NGOs staff to attain more Project information and clarify doubts/questions.	Noted the feedback for future reference	Project SE should capitalise in their support and knowledge and provide dedicated information to them so they can pass it on. Provide flyers and posters and other forms of information for the population with higher levels of literacy in the rural and remote areas.
Administrative authorities	In the rural communities the risk of contracting HIV/AIDS may not be recognised as a valid risk and, sometimes, is associated with witchcraft practices.	Noted the feedback for future reference	Provide dedicated awareness sessions to expand the communities' knowledge, and acceptance, of these issues, as well as increase their awareness of the risks.
IP/SSAHUTLC	Rural populations, and specifically IP/SSAHUTLC, often do not send their children to school as per customary practices, which contributes to the low level of literacy in the region as well as to the multidimensional poverty.	Noted the feedback for future reference	Provide dedicated awareness sessions to expand the communities' knowledge.
Local communities IP/SSAHUTLC Women	Settlements are quite dispersed and, in some instances, remote, and when a meeting is held, people, and more specifically women, may not be included in the notification and/or able to travel to attend.	Noted the feedback and acknowledge the concern, making the efforts to ensure that the Project will include as many people/groups as possible and cater for their difficulties	It is important to consider and accommodate these challenges when planning engagement logistics.
Local communities IP/SSAHUTLC Women	Cultural obstacles can be encountered in the free expression of opinions, for example women may not speak in the presence of men, and may not disagree with them, or marginalised groups such as IP/SSAHUTLC or other DVIG may not be able/allowed to convey their concerns. Additionally, if the translation of local languages relies solely on an official entity (e.g when lead by municipal or communal administrations) or on a one-sided position (e.g. affiliation to the main political party) the information conveyed can be sliced and edited.	Noted the feedback and acknowledge the concern, making the efforts to ensure that the Project will include as many people/groups as possible	Ensure dedicated engagement with IP/SSAHUTLC, namely though meetings with Sobas and IP/SSAHUTLC focus groups Ensure that during SE there is someone that can understand if this happens and what was the edited subject. It is important to engage separately with these groups with an independent translator Implement the IP/SSAHUTLC Plan

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps
Administrative authorities Local communities Local traditional authorities/ Sobas Soba of Cahama	The cultural resources identified so far include some small cemeteries, usually located adjacent to settlements, and a special site mentioned by locals, a sacred stone ("emanha ocusso") located north of Cahama and east of the main road. These ethnocultural resources need to be protected and, if possible, project must avoid affecting them.	Noted the feedback and acknowledged the concern, making the efforts to ensure that the Project includes the protection of all cultural resources	The Project SE and RAP engagement must strive to know where these ethnocultural resources are located Project includes a walk-down to be undertaken by social, heritage and ecology specialists to identify sensitive resources to ensure avoidance or, if no possible, compensation, after demining and before project construction.
Administrative authorities Local traditional authorities/ Sobas	The walk-down to identify sensitive resources for avoidance or compensation that is to be undertaken by social, heritage and ecology specialists, must include representatives from local communities and administrations, so that they can advise on their location and provide insights on their importance and preservation.	Noted the feedback and acknowledged the offer, making the efforts to ensure that the Project includes the protection of all cultural resources	The Project SE and RAP engagement must strive to know where these social, heritage and ecology resources are located Project includes a walk-down to be undertaken by social, heritage and ecology specialists to identify sensitive resources to ensure avoidance or, if no possible, compensation, after demining and before project construction
Provincial and Municipal Administrations	At provincial and municipal level of administration, some of the technical staff, wanted more information in order to include the corridor in their future regional and municipal planning instruments. Some even showed interest in receiving the information in digital form (shp and/or dwg) and stated that they would request it via email.	Noted the request and sent the digital information of the corridor assessed in the ESIA to the technical people that requested it, via email	Ensure that the Project digital information is made available to the planning entities that may request it.
Individual citizen	As part of impact mitigation and compensation suggested that trees could be planted to compensate for those destroyed during project construction.	Noted the feedback and acknowledged the concern, making the efforts to ensure that the Project includes the recommendation	Project should consider planting trees to compensate for the ones lost during construction phase.
Local communities	Communities are concerned about issues such as corruption, environmental protection, cultural respect, and fair employment opportunities. Communities request that measures be put in place to ensure supervision (oversight), monitoring and evaluation to be done by an independent entity to prevent Government corruption, Contractor misconduct and ensure that concerns are managed.	Noted the feedback and clarified that the project's ESMP includes recommendations to be included in the EPC's Procurement and Labour Management Plans.	The Owner's Engineer team must ensure this independent role though out the construction phase
Local communities	Communities are concerned about increased traffic volumes, and specifically traffic accidents that endanger people's and cattle's lives.	Noted the feedback and clarified that the project's ESMP includes recommendations to be included in the EPC's Procurement and Traffic Management Plan	The Traffic Management Plan included in the ESMP must be effectively implemented

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps
Local communities	The area where the project is being proposed has very poor cellphone connectivity. The lack of communication (phone) network was raised as recurring issue by communities.	Noted the feedback and acknowledged the concern, making the efforts to ensure that the Project includes the recommendation	Project should assess if the inclusion of communication network communication enhancement within its net positive benefits
Local communities	Rural schools are poorly maintained and in a very dilapidated state. Most schools need to be rehabilitated. Community members questioned if it is possible to rehabilitate and provide solar panels to community buildings and schools that need care or have no electricity.	Noted the feedback and acknowledged the concern, making the efforts to ensure that the Project includes the recommendation	To be assessed during RAP phase
IP/SSAHUTLC	The project needs to respect the nomadic way of life of people like the Munchimba and Mútua, as the cattle is essential for their survival and they do not resort to agriculture.	Noted the feedback and acknowledged the concern, making the efforts to ensure that the Project includes the recommendation	To be assessed during future SE and RAP phase and targeted measures must be included in the IP/SSAHUTLC Plan Assess were these nomadic live/pass within the corridor route Identify the transhumance corridors in the study area, essential for the survival of these peoples
Local communities	Community members requested to be informed of the project status and updates about what is happening with the project, so that they know what to expect and when.	Noted the feedback for future reference	Maintain regular SE Ensure that the CLO's are appointed as soon as possible so that people can have a "go to person" to ask questions
Gambos community	Previous project proposals in the Gambos area promised social upliftment and enhancement measures for community benefit, such as contributions for schools and health facilities, water storage tanks, etc.), but these were empty promises and nothing happened. The communities request that if the promises are made, they have to happen/put in place with the project's construction phase.	Noted the feedback for future reference	Ensure that the Project net positive benefits are included in the construction phase
Extractive industries	The existing extractive industries located in the project's area of influence requested to be included within the electricity distribution planning	Noted the feedback for future reference	Recommendation to be included in the project

Annex 2. SEP Budget

Budget Categories		Unit Costs (Year lump sum)	Time *(Years)*	Total costs
1.	**Consultations/Participatory Planning, Decision-Making Meetings**			**$ 340 000**
1.1	Preconstruction and construction phase	$ 63 000	5	$ 315 000
1.2	Operation phase	$ 5 000	5	$ 25 000
2.	**Communications campaigns**			**$ 6 500**
2.1	Preconstruction and construction phase	$ 650	5	$ 3 250
2.2	Operation phase	$ 650	5	$ 3 250
3.	**Trainings**			**$ 25 125**
3.1	Preconstruction and construction phase	$ 4 750	4,5	$ 21 375
3.2	Operation phase	$ 750	5	$ 3 750
4.	**Grievance Mechanism**			**$ 44 525**
4.1	Preconstruction and construction phase	$ 6 700	4,5	$ 30 150
4.2	Operation phase	$ 2 875	5	$ 14 375
5.	**SEP Monitoring and review**			**$ 15 000**
5.1	Preconstruction and construction phase	$ 1 500	5	$ 7 500
5.2	Operation phase	$ 1 500	5	$ 7 500
6.	**Other expenses**	$...2 123	10	**$ 21 232**
	TOTAL STAKEHOLDER ENGAGEMENT BUDGET:			**$ 452 382**

This cost is based on various assumptions:

► Excludes costs associated with the compilation and implementation of the RAP (this is provided for in the RAP)
► Preconstruction phase of 18 months (including resettlement planning and implementation).
► Construction period of 36 months.
► Operation period of 5 years, after which the SEP approach must be reviewed
► A total of four CLO, GBV and IP/SSAHUTLC being required for the duration of construction.
► Based on 2024 rates and costs.
► Includes costs associated with accommodation, food and travel for non-resident specialist visits and RNT and Owner's Engineer monitoring.

Annex 3. Sample Table: Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	• Are project affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved?	• Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.	Records from the implementing agency and other relevant agencies
Stakeholder engagement impact on project design and implementation. How have engagement activities made a difference in project design and implementation?	• Was there interest and support for the project? • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle?	• Active participation of stakeholders in activities • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project.	Stakeholder Consultation Attendance Sheets/Minutes Evaluation forms Structured surveys Social media/traditional media entries on the project results
Implementation effectiveness. Were stakeholder engagement activities effective in implementation?	• Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not?	• Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.	Communication Strategy (Consultation Schedule) Periodic Focus Group Discussions Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives

Annex 4: Distributed documentation by entity

Entity/Location	Documentation Submitted	Date
Provincial Governments		
Huíla	One package consisting of (hand delivery): • Poster to be displayed in the Government Headquarters • Project executive summary • Project leaflets • Participation forms	22 May 2024
Cunene		14 May 2024
Municipal Administrations		
Lubango/Arimba	One package consisting of (hand delivery): • Poster to be displayed in the Administration Headquarters • Project executive summary • Project leaflets • Participation forms	22 May 2024
Chibia		20 May 2024
Gambos		21 May 2024
Cahama		16 May 2024
Curoca		15 May 2024
Ombadja		16 May 2024
Communal Administrations		
Lubango (Lubango)	One package consisting of (hand delivery): • Poster to be displayed in the Administration Headquarters • Project leaflets • Participation forms	22 May 2024
Hoque (Lubango)		20 May 2024
Capunda Cavilongo (Chibia)		20 May 2024
Quihita (Chibia)		21 May 2024
Chimbemba (Gambos)		21 May 2024
Cahama (Cahama)		16 May 2024
Otchinjau (Cahama)		16 May 2024
Chitado (Curoca)		15 May 2024
Humbe (Ombadja)		13 May 2024
Naulila (Ombadja)		13 May 2024
Environmental Non-Governmental Organisations (NGOs)		
ADRAA - Acção para o Desenvolvimento Rural e Ambiente	Email informing entity how to submit their participation and indicating the online link were project ESIA documentation can be consulted.	
Rede Ambiental Maiombe		
JEA - Juventude Ecológica Angolana		
NGOs for social development		
HALO Trust (demining)	Email informing entity how to submit their participation and indicating the online link were project ESIA documentation can be consulted.	
OCADEC - Organização Cristã de Apoio ao Desenvolvimento Comunitário		
Development Workshop (DW)		
Catholic Relief Services (CRS) Angola		
ASPALSIDA - Associação dos Seropositivos e Activistas de Luta Contra o Sida		
Civil NGOs		
Associação Mãos Livres	Email informing entity how to submit their participation and indicating the online link were project ESIA documentation can be consulted.	
Associação Justiça, Paz e Democracia		
Centro MOSAIKO		
Cruz Vermelha de Angola		
Human Rights Angola		

Entity/Location	Documentation Submitted	Date
Women's NGOs		
Promaica	Email informing entity how to submit their participation and indicating the online link were project ESIA documentation can be consulted.	
AMEH - Associação das Mulheres Empreendedoras de pequenos Negócios		
IMAS – ENA - Instituto da Mulher para a Acção Social		

Project update engagement

Introduction

The World Bank (WB) is considering financing the Project and, as such, the current version of the SEP has been reviewed to ensure compliance with the WB Environmental and Social Framework requirements. A decision was taken to restart stakeholder engagement to provide stakeholders with an update of the status of the project and to obtain more information about the potential impact of the project on vulnerable and marginalised communities.

Execution plan

A detailed logistics and stakeholder engagement execution plan was prepared, based on the experience of previous engagements, to undertake community and PAP engagements within the area of influence over a two-week period from 13 May 2024 to 24 May 2024.

The main objective of the work is to re-initiate the stakeholder engagement to update stakeholders on the status of the Project. The stakeholder engagement process will involve project-affected communities and institutional stakeholders (local, provincial, national), including vulnerable groups and in particular indigenous peoples within the Project area of influence.

Specific objectives of the updated stakeholder engagement execution plan were:

- Identify the presence of vulnerable groups and in particular indigenous peoples (IPP) / Sub-Saharan African traditionally underserved communities within the project direct and indirect area of influence.

- Engage with vulnerable groups, including IPP communities / Sub-Saharan African traditionally underserved communities, regarding the proposed project.

- Obtain information on transhumance routes and use of natural resources by communities within the direct and indirect area of influence.

- Update the existing SEP through the integration of inputs from the re-initiated stakeholder engagement process.

- Develop a consultation plan, and integrate it with the revised SEP, detailing how stakeholder engagement will be undertaken throughout the different project phases (e.g. design, construction and commissioning).

Stakeholder identification

A detailed review of the existing ESIA reports, RPF, SEPs and VGPs was undertaken as well as new publicly available data, documents or published literature to identify communities within the project area of influence. A review of aerial imagery and maps was done to cross reference the results of the desktop information review with the review of existing data, documents and literature.

Stakeholders were identified and analysed. In addition, NGOs (e.g. OCADEC) who may be able to provide information on VGs, IPPs and other stakeholders in the region were identified and contacted. NGO's were also requested to provide relevant information on human rights, indigenous, gender issues, climate change, traditional agriculture/cattle production (transumance).

Engagement strategy

A stakeholder engagement strategy was developed which covered topics such as:

- Detailed logistics (including information such as community to be met with, contact persons, date / times / venue of meetings, compilation of all stakeholder materials)

- Compilation of engagement materials including the following:

- o Non-technical summary in Portuguese

- o Comment sheets

- o Meeting registers

- o Pamphlets

- o Posters

- Questionnaire for surveys

- Translation of questionnaire

- Training of team on questionnaire

- Print outs of all materials for stakeholder meetings.

Utmost care was taken to prepare materials that will be accessible to illiterate or partially literate members of communities through the use of images and graphics.

The engagement team also contacted OCADEC to ensure the strategy is sufficient to include all affected stakeholders.

Notification of stakeholders

Stakeholders were notified of the engagement meetings via an official letter from RNT which was sent to the affected Provincial Governador in advance so that the information about the upcoming meetings could be passed on at municipal and communal level.

The letter sent out to Huíla and Cunene Provincial Governments, is presented in Appendix C.

Project disclosure

Public consultation/Meetings with PAPs

Project disclosure meetings were held with several entities as well as public presentations, as shown in **Table 7.1**.

Table 7.1: Meetings held

Entity/Location	Date
Provincial Governments	
Huíla	22 May 2024
Cunene	14 May 2024
Municipal Administrations	
Lubango/Arimba	22 May 2024
Chibia	20 May 2024
Gambos	21 May 2024
Cahama	16 May 2024
Curoca	15 May 2024
Ombadja	16 May 2024
Communal Administrations	
Lubango (Lubango)	22 May 2024
Hoque (Lubango)	20 May 2024
Capunda Cavilongo (Chibia)	20 May 2024
Quihita (Chibia)	21 May 2024
Chimbemba (Gambos)	21 May 2024
Cahama (Cahama)	16 May 2024
Otchinjau (Cahama)	16 May 2024

Entity/Location	Date
Chitado (Curoca)	15 May 2024
Humbe (Ombadja)	13 May 2024
Naulila (Ombadja)	13 May 2024
Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities	
Capunda Cavilongo (San community)	23 May 2024

Dissemination of information

In each meeting location a leaflet containing project information, written in Portuguese, was handed over to local representatives to be made available to the communities.

An email was sent out to the entities included in the I&AP database.

In addition, the previous website in Portuguese (**www.zutari.com/anna-pt/**) was updated and an Executive Summary of the current development of the Project was made available alongside with the full set of the ESIA documentation. The site has a participation form available to receive comments, and all Project information (posters, executive summary, leaflets and emails) has the online link. **Table 7.2** shows the documentation distributed by entity.

Table 7.2: Distributed documentation

Entity/Location	Documentation Submitted	Date
Provincial Governments		
Huíla	One package consisting of (hand delivery): Poster to be displayed in the Government Headquarters Project executive summary Project leaflets Participation forms	22 May 2024
Cunene		14 May 2024
Municipal Administrations		
Lubango/Arimba	One package consisting of (hand delivery): Poster to be displayed in the Administration Headquarters Project executive summary Project leaflets Participation forms	22 May 2024
Chibia		20 May 2024
Gambos		21 May 2024
Cahama		16 May 2024
Curoca		15 May 2024
Ombadja		16 May 2024
Communal Administrations		
Lubango (Lubango)	One package consisting of (hand delivery): Poster to be displayed in the Administration Headquarters Project leaflets Participation forms	22 May 2024
Hoque (Lubango)		20 May 2024
Capunda Cavilongo (Chibia)		20 May 2024
Quihita (Chibia)		21 May 2024
Chimbemba (Gambos)		21 May 2024
Cahama (Cahama)		16 May 2024
Otchinjau (Cahama)		16 May 2024
Chitado (Curoca)		15 May 2024
Humbe (Ombadja)		13 May 2024
Naulila (Ombadja)		13 May 2024
Environmental Non-Governmental Organisations (NGOs)		
ADRAA - Acção para o Desenvolvimento Rural e Ambiente	Email informing entity how to submit their participation and indicating the online link were project ESIA documentation can be consulted.	
Rede Ambiental Maiombe		
JEA - Juventude Ecológica Angolana		
NGOs for social development		
HALO Trust (demining)		

Entity/Location	Documentation Submitted	Date
OCADEC - Organização Cristã de Apoio ao Desenvolvimento Comunitário	Email informing entity how to submit their participation and indicating the online link were project ESIA documentation can be consulted.	
Development Workshop (DW)		
Catholic Relief Services (CRS) Angola		
ASPALSIDA - Associação dos Seropositivos e Activistas de Luta Contra o Sida		
Civil NGOs		
Associação Mãos Livres	Email informing entity how to submit their participation and indicating the online link were project ESIA documentation can be consulted.	
Associação Justiça, Paz e Democracia		
Centro MOSAIKO		
Cruz Vermelha de Angola		
Human Rights Angola		
Women's NGOs		
Promaica	Email informing entity how to submit their participation and indicating the online link were project ESIA documentation can be consulted.	
AMEH - Associação das Mulheres Empreendedoras de pequenos Negócios		
IMAS – ENA - Instituto da Mulher para a Acção Social		

Stakeholders were provided with a 50-day period to submit comments in writing to the Angolan Zutari office. The comment period started on 13 May and ended on 1 July 2024. No comments were received.

Annex 6: SEA/SH Informed Consent Form

Consent Form for Information Disclosure

This form should be read to the complainant (if not the victim) in their native language. It should be made clear to the client that they can choose one or none of the listed options. If the complainant is the victim, use the standard consent form in SEA/SH.

I, _____, give my consent to (Name of the organization) to share information about the incident I reported to them, as explained below:

I understand that by agreeing below, I am giving (Name of the organization) permission to share information from my specific incident report with the service provider(s) I have indicated, so that a complaint can be filed.

I understand that the shared information will be treated confidentially and with respect, and shared only with those involved in the management and response to complaints.

I understand that sharing this information means that someone from the project, the social safeguards specialists, may come to speak with me. In any case, I have the right to change my mind about sharing information with the complaint management team designated by the project.

Complainant's Authorization: Yes ___ No ___

(or a parent/guardian if the complainant/survivor is under 18 years old)

Signature/Fingerprint of the complainant/survivor

(Or a parent/guardian if the complainant/survivor is under 18 years old)

Focal Point/ Supervisor Code: _____

Date: _____

Name(s) of the signatory(ies): _____

Phone contact: _____

Address (residence reference): _____