

This Chapter describes the stakeholder engagement activities undertaken during development of the ESIA. This includes key issues raised by stakeholders and how each of these issues has been addressed in the ESIA.

**16.1****INTRODUCTION**

The Project team is committed to undertaking a process that delivers an inclusive and continuous dialogue with the Project stakeholders. This includes:

- Providing relevant information to stakeholders in a timely manner;
- Facilitating two-way discussions to cover stakeholder issues and priorities as well as concerns and needs of the Project;
- Ensuring engagement is in a language and format that is understandable and accessible to local stakeholders, including vulnerable groups, and is culturally appropriate;
- Feeding stakeholder issues, concerns and priorities into Project decision-making processes, and demonstrating how decisions may have changed as a result; and
- Providing a mechanism for grievances to be raised and resolved.

**16.2****STAKEHOLDER IDENTIFICATION**

The first step in establishing a dialogue is identifying the Project stakeholders. Stakeholders are persons or groups who are directly or indirectly affected by a project, and those who may have interests in and/ or the ability to influence a project's outcomes (either positively or negatively).

A stakeholder mapping exercise was undertaken to identify the Project stakeholders as well as issues likely to be of concern to the stakeholders. A key part of this process was identifying individuals and groups who may find it difficult to participate as well as those who may be differentially or disproportionately affected by the Project because of their marginalised or vulnerable status.

The mapping exercise included the following steps:

- Step 1: Development of a draft list of stakeholders. The initial list was developed based on a desktop review of maps detailing the Project site and surrounding land uses/ activities, data gathered during early site visits, and the scoping reporting that was prepared for the Project; and
- Step 2: An internal workshop to confirm and prioritize the draft list of stakeholders and identify likely issues of concern. This included key issues such as impacts associated with air and noise emissions. Stakeholders were prioritized based on their level of interest in the Project and power or ability to influence the Project. The workshop was conducted with key members of the ESIA Project team.

By identifying the Project stakeholders early, the ESIA team was able to tailor the engagement approach to meet the needs and expectations of the stakeholders – e.g. address the issues of most concern to stakeholders during meetings.

A range of stakeholders were identified that may be impacted by the Project or have an interest in or ability to influence the outcome of the Project. **Table 16.1** provides the list of Project stakeholders that were identified during the mapping exercise. This includes villages located in close proximity to the Project site and/ or its associated facilities.

**Table 16.1** *List of Project Stakeholders*

Stakeholder group	Stakeholder*
Union government	Ministry of Electric Power Ministry of Electric Power Enterprise
Region government (Mandalay)	Ministry of Electricity and Industry
Township government (Myingyan and Taung Thar)	General Administration Department (GAD) Department of Livestock, Fisheries and Rural Development Department of Irrigation and Agriculture Department of Electric Power Department of Industry and Trade Department of Social Welfare, Relief and Resettlements Department of Labor Water Utilization Department Municipal Department Tax and Revenue Department Development Committee
Villages and potentially affected persons	Village Tract Leaders Local villagers - Sa Khar, Hnan Ywa, Hpet Taw, Nyaung Kan, Gyoke Pin, Thien Ywa, and Tha Pyay Thar Farmers within local villages Fishermen within local villagers Women’s group representatives within local villages Youth representatives within local villages Healthcare workers within local villages and regional health care facilities Community based organisations General manager at the steel mill Steel mill workers Vulnerable groups (e.g. landless, poor) within the local villages

\*Note: The stakeholder mapping exercise did not identify any Indigenous peoples or non-governmental organisations in the Project area. This was confirmed during a site visit.

### 16.3 SUMMARY OF STAKEHOLDER ENGAGEMENT ACTIVITIES

Project stakeholders have been engaged at a number of points during development of the ESIA. The focus of the engagement activities has been to:

- Introduce the Project and provide ongoing updates as the design of the Project is further refined;
- Provide an overview of the likely impacts and proposed management measures and corresponding monitoring activities;
- Gather stakeholder insights and input, including feedback on the identified impacts, proposed management measures and monitoring activities; and
- Respond to key issues raised by stakeholders.

**Table 16.2** provides an overview the stakeholder engagement activities that have been undertaken as part of the ESIA, including face-to-face meetings with representatives from the Township GADs, public meetings in each of the nearby villages, and focus group discussions with the steel mill workers (located in the temporary accommodation adjacent to the Project site) in July, August and September.

**Table 16.2 Summary of Engagement Activities**

Method of engagement	Purpose	Stakeholders	Date
Face-to-face meeting	• Disclose Project information	Myingyan GAD	15 July 2015
	• Gather stakeholder feedback	Taung Thar GAD	16 July 2015
	• Provide a Project update	Myingyan GAD	2 September 2015
	• Respond to key issues raised in July		
	• Present the outcomes of the impact assessment process, including management measures and proposed monitoring	Taung Thar GAD	3 September 2015
	• Gather stakeholders feedback		
	• Disclose Project information	Ministry of Electricity and Industry	14 July 2015
	• Gather stakeholder feedback		
	• Disclose Project information	Ministry of Electric Power	15 July 2015
	• Gather stakeholder feedback		
Public meeting	• Disclose Project information	Myingyan Township Development Committee	20 August 2015
	• Gather stakeholder feedback		
	• Disclose Project information	Myingyan Township Water Utilisation Department	27 August 2015
	• Gather stakeholder feedback		
	• Disclose Project information	Myingyan Township Municipal Department	28 August 2015
	• Gather stakeholder feedback		
	• Disclose Project information	Sa Khar villagers	18 July 2015
	• Gather stakeholder feedback	Hnan Ywa villagers	16 July 2015
	Hpet Taw villagers	17 July 2015	
	Nyaung Kan villagers	17 July 2015	

Method of engagement	Purpose	Stakeholders	Date
		Gyoke Pin villagers	19 July 2015
		Thien Ywa villagers	18 July 2015
		Tha Pyay Thar villagers	19 July 2015
	<ul style="list-style-type: none"> <li>Respond to key issues raised in July</li> <li>Present the outcomes of the impact assessment process, including management measures and proposed monitoring</li> <li>Gather stakeholder feedback</li> </ul>	Sa Khar villagers	19 August 2015
		Hnan Ywa villagers	19 August 2015
		Hpet Taw villagers	19 August 2015
		Nyaung Kan villagers	19 August 2015
		Gyoke Pin villagers	18 August 2015
		Thien Ywa villagers	18 August 2015
		Tha Pyay Thar villagers	18 August 2015
	<ul style="list-style-type: none"> <li>Provide an update on key issues raised in July and August</li> <li>Present the outcomes of the impact assessment process, including management measures</li> <li>Gather stakeholder feedback</li> </ul>	Sa Khar villagers	4 September 2015
		Hnan Ywa villagers	4 September 2015
		Hpet Taw villagers	3 September 2015
		Nyaung Kan villagers	5 September 2015
		Gyoke Pin villagers	5 September 2015
Thien Ywa villagers		5 September 2015	
Tha Pyay Thar villagers		2 September 2015	
Focus group meeting	<ul style="list-style-type: none"> <li>Disclose Project information</li> <li>Present the outcomes of the impact assessment process, including management measures and proposed monitoring</li> <li>Gather stakeholder feedback</li> </ul>	Steel mill workers (located in temporary accommodation), including General Manager	19 August 2015
	<ul style="list-style-type: none"> <li>Provide an update on key issues raised in July and August</li> <li>Present the outcomes of the impact assessment process, including management measures</li> <li>Gather stakeholder feedback</li> </ul>	Steel mill workers (located in temporary accommodation)	4 September 2015

In addition to the activities described in **Table 16.2** key informant interviews, focus group discussions and household surveys were undertaken to collect primary data for the social baseline (**Chapter 6**). As part of the data collection process, stakeholders were asked about their views and concerns relating to the Project. This information has been analysed and fed into development of the ESIA.

### 16.3.1

#### *Engagement materials*

To help guide the engagement process, and ensure a consistent message was being delivered, presentations were prepared in advance of each engagement. The presentations were initially prepared in English and then translated to Myanmar for the local audience. Copies of the presentations can be found in **Annex F**. Photos from the engagement meetings can be found in **Annex G**.

In preparing for the engagement activities, consideration was given to the following:

- Local community sensitivities and structures to ensure that the engagement approach aligns with cultural norms;
- Community representation. When inviting village members to meetings, consideration was given to the cross section of members that might attend to ensure that women and vulnerable groups were represented. The participation of women and vulnerable community members has been encouraged, for example by organising focus group discussions;
- Potential language barriers. Engagement activities were conducted in Myanmar (i.e. the local language); and
- Literacy rates. Literacy rates vary by village, as a result, where possible consultation was conducted using face-to-face communication.

### 16.4

#### *SUMMARY OF KEY STAKEHOLDER FEEDBACK*

Stakeholders were encouraged to ask questions and raise concerns throughout the engagement process. For those stakeholders not comfortable speaking up or who identified concerns after the stakeholder meetings, alternative methods for raising issues were provided. This included:

- A suggestion box. Villagers were able to write down their concerns and anonymously drop them into the box. One box was left in each village; in addition, boxes were left at the Myingyan GAD and Taung Thar GAD offices. The boxes were distributed in July and collected in August – allowing over a month for stakeholders to provide feedback. Over 100 comments were received through this method. To the extent possible, these comments were addressed at the September stakeholder engagement meeting. Copies of the comments are contained in **Annex H**;
- A questionnaire. Following the meetings in September, a questionnaire was distributed to attendees. The purpose was to elicit feedback, specifically on the predicted impacts, proposed management measures, and preferences regarding future engagement. A copy of the questionnaire and the results are contained in **Annex I**; and
- A local contact. The details of a local point of contact were provided to stakeholders. To the extent possible, concerns raised with the local point of contact were addressed during the September stakeholder engagement meeting.

A range of issues and concerns have been raised by stakeholders, which are summarised in **Table 16.3**.

**Table 16.3 Summary of Stakeholder Feedback**

Date	Issues Raised	Stakeholders	Response Provided	Chapter
July 2015	Air emissions: There is concern that the power plant will generate air emissions during operation, which may have health implications.	Hpet Taw village	The power plant will generate air emissions during operation in line with World Health Organisation standards.	7.9, 15.2
	Water: There is concern that potential impacts may arise from the discharge of wastewater.	Taung Thar GAD	Wastewater will be collected and treated on site in line with international standards. Drainage systems will be maintained and run-off will be minimized.	9.7
	Water: There is concern that use of river water will reduce the amount of water available for use by local villagers.	Nyaung Kan village Hpet Taw village	A water intake point will be established on the Ayeyardwady River. Treated wastewater will be discharged to the irrigation channel.	9.7
	Water: There is concern that groundwater, which is used by villagers for drinking, will be negatively be impacted – e.g. as a result of potential leaks or spills and improper handling of effluent and waste.	Hnan Ywa village Nyaung Kan village	Waste will be properly disposed. Chemicals and fuels will be properly stored and handled. A site specific emergency response plan will be developed and implemented.	12.8, 15.2
	Employment: The Project will generate employment and economic opportunities. Stakeholders were interested in access to these opportunities.	Myiangan GAD Hnan Ywa village Nyaung Kan village Sa Khar village Gyoke Pin village Tha Pyay Thar village	There will be some job opportunities available and but this will depend on the skills required by the Project and skill available in the local villages. In addition, a corporate social responsibility plan will be developed.	15.2
	Social networks: There is concern that there may be a change in social networks as a result of the Project.	Hpet Taw village Sa Khar village	A social management plan will be developed. This will include a grievance mechanism – so that local villagers can raise concerns throughout the construction and operation of the Project.	15.2
	Health: An increase in population may contribute to an increase in communicable disease transmission.	Hnan Ywa village	The workforce camp will minimize the interaction between the workforce and the villages – reducing the potential for diseases to be passed on to villagers. A workforce code of conduct will be established, and pre-employment screening will be undertaken.	15.2
	Noise: There is concern that noise will be generated during construction and operation due to the gas and steam turbines, steam generators and the cooling tower.	Sa Khar village	During construction, noise generated from piling is limited (i.e. less than 3 months). Construction will only be carried out during day time hours. During operation, the noise levels not exceed 70 dba at the plant boundary, which is in line with the World Bank Group regulations.	10.10
	Vibrations: There is concern that vibrations will be generated during construction and operation through the use of machinery at the Project site.	Sa Khar village	Given the distance between the site and nearest village, no impact from vibrations is anticipated.	10.11

Date	Issues Raised	Stakeholders	Response Provided	Chapter
	Safety: There is concern that the Project will include the potential for accidents. Particular reference was made to gas explosions.	Hpet Taw Village	A site specific emergency response plan will be developed and implemented.	15.2
	Heat: There is concern that the Project will generate heat – resulting in impacts to nearby crops.	Sa Khar village	Given the distance between the site and nearest village, no impact from heat is anticipated. The stack is 40 m high, which means that any heat in the flue gas will be dispersed into the atmosphere and will not be felt at the ground.	7.9, 17.5
	Access to electricity: Villagers would like access to electricity generated by the Project.	Myiangan GAD Nyaung Kan village Tha Pyay Thar village	The Project will produce and sell electricity to MEPE; and MEPE in turn will be responsible for distribution of electricity.	15.2
	Traffic: There is concern that an increase in traffic movements and the management of hazardous materials present safety risks.	Hnan Ywa Village	A traffic management plan will be implemented. It will include requirements to bus workers between the camp and the site.	15.2
August 2015	Employment: The Project will generate employment and economic opportunities. Stakeholders were interested in access to these opportunities.	Tha Pyay Tha village Gyoke Pin village Hpet Taw village Hnan Ywar village	There will be some job opportunities available but it will depend on the skills required by the Project and skills available in the local villages.	15.2
	Access to electricity: Villagers would like access to electricity generated by the Project.	Nyaung kan village	The Project will produce and sell electricity to MEPE; and MEPE in turn will be responsible for distribution of electricity.	15.2
	Heat: There is concern that the Project will generate heat – resulting in impacts to nearby crops.	Sa Khar village	Given the distance between the site and nearest village, no impact from heat is anticipated. The stack is 40 m high, which means that any heat in the flue gas will be dispersed into the atmosphere and will not be felt at the ground.	17.5
	Water: There is concern about the impacts that may arise from the discharge of wastewater.	Sa Khar village	Wastewater will be generated from the plant. All treated wastewater will be discharged to the irrigation canal.	9.7, 12.8
	Air emissions: There is concern that the power plant will generate air emissions during operation, which may have health implications.	Hpet Taw village Sa Khar village	The power plant will generate air emissions during operation in line World Health Organisation standards.	7.9
	Noise: There is concern that noise will be generated during construction and operation due to the gas and steam turbines, steam generators and the cooling tower.	Hpet Taw village Sa Khar village	During construction, noise generated from piling is limited (i.e. less than 3 months). Construction will only be carried out during day time hours. During operation, the noise levels not exceed 70 dba, which is in line with the World Bank Group regulations.	10.10
	Management: There were inquiries about management of impacts – e.g. who is responsible for handling negative impacts?	Hpet Taw village	A grievance mechanism will be available to all stakeholders. If you have an issue or concern, there will be an opportunity to raise it with Sembcorp through the grievance mechanism.	18.5

Date	Issues Raised	Stakeholders	Response Provided	Chapter
	Corporate social responsibility: There is interest in knowing more about Sembcorp's corporate social responsibility plan.	Nyaung kan village Hpet Taw village	Key areas of focus will likely be education/ skills development, healthcare and water – however, the details of the corporate social responsibility plan are still being determined.	15.2
	Displacement/ resettlement: Villagers would like to better understand how the installation of the water supply pipeline may affect their farmland.	Nyaung kan village	The water supply pipeline will extend for 14 km – from the Ayeyarwady River to the Project site. The routing is designated by Ministry of Agriculture/MEPE. The pipeline will be buried to minimise the impact.	15.2
	Safety: There is concern that the Project will include the potential for accidents. Particular reference was made to gas explosions.	Sa Khar village	A site specific emergency response plan will be developed and implemented. A health, safety and environment management system will be in place.	15.2
September 2015	Employment: The Project will generate employment and economic opportunities. Stakeholders were interested in access to these opportunities.	Myingyan GAD Taung Thar GAD	There will be some job opportunities available but it will depend on the skills required by the Project and skill set of the local villagers. Contractors will be appointed during construction and the skill set of the local community will be assessed post-ESIA to determine job opportunities.	15.2
	Access to electricity: Villagers would like access to electricity generated by the Project.	Taung Thar GAD	The Project (Sembcorp) will produce and sell electricity to MEPE; and MEPE in turn will be responsible for distribution of electricity. In accordance with Sembcorp's contract with MEPE, Sembcorp is not able to influence where the electricity is distributed.	15.2
	Heat: There is concern that the Project will generate heat – resulting in impacts to nearby crops.	Myingyan GAD Taung Thar GAD Tha Pyay Tha village Hpet Taw village Sa Khar village	Given the distance between the site and nearest village, no impact from heat is anticipated. The stack is 40 m high, which means that any heat in the flue gas will be dispersed into the atmosphere and will not be felt at the ground. In addition, machinery that generates heat is enclosed and therefore additional heat should not be felt outside the boundary of the Project.	7.9, 17.5
	Water: There is concern about the impacts that may arise from the discharge of wastewater.	Myingyan GAD Taung Thar GAD	Wastewater will be generated from the power plant. The current plan is to discharge treated wastewater to the irrigation canal. Wastewater will be treated at an onsite wastewater treatment plant. It is currently proposed that the wastewater be treated to the Food and Agriculture Organisation standards. The Project has been unable to find local standards for wastewater discharge to irrigation canals.	9.7, 12.8

Date	Issues Raised	Stakeholders	Response Provided	Chapter
	Air emissions: There is concern that the power plant will generate air emissions during operation, which may have health implications.	Myingyan GAD Hpet Taw village	The power plant will generate air emissions during operation; the emissions will align with World Health Organisation standards. Based on recent air quality monitoring nitrogen dioxide is an issue - as background levels already exceed the World Health Organisation standards in the Project area. Through the design of the stacks and the technology being employed the additional nitrogen dioxide generated by the power plant (and emitted to the atmosphere) is considered acceptable according to international standards. In addition, gas is one of the cleanest forms of fossil fuels; although greenhouse gases will be generated – by comparison to other fossil fuels (e.g. coal) the emissions are not as significant. A continuous emissions monitoring system will be installed at the plant, which will continually monitor stack emissions to ensure they are in accordance with International Finance Corporation / World Bank Guidelines.	7.9
	Air emissions: Construction activities, including transportation, may generate dust. This may occur at the Project site as well as along access roads.	Taung Thar GAD	A variety of techniques will be used to minimize dust during construction, including spraying of exposed areas (such as roads) and covering dusty materials and equipment.	7.9
	Noise: There is concern that noise will be generated during construction and operation due to the gas and steam turbines, steam generators and the cooling tower.	Myingyan GAD Hnan Ywar village Sa Khar village	During construction, noise generated from piling is limited (i.e. less than 3 months). The majority of construction activities will be carried out during day time hours to avoid noise impacts. During operation, the noise levels will not exceed the International Finance Corporation / World Bank Guidelines. The guideline is 55 dB(A) during daytime and 45 dB(A) at night. It should be noted that at some locations that background levels already exceed these guidelines. Therefore, in accordance with the guidelines the noise levels from the power plant should not increase current background levels greater than 3 dB(A) at these locations.	9.7
	Management: There were inquiries about management of impacts – e.g. who is responsible for handling negative impacts?	Hpet Taw village	A grievance mechanism will be available to all stakeholders. If you have an issue or concern, there will be an opportunity to raise it with Sembcorp through the grievance mechanism. The grievance mechanism will be explained during future consultation (i.e. post-ESIA). In the meantime a local community liaison officer (Mr U Aung Lwin Oo) is available to handle any concerns or queries associated with the Project.	18.5
	Corporate social responsibility: There is interest in knowing more about Sembcorp's corporate social responsibility plan.	Hpet Taw village	Sembcorp will develop a corporate social responsibility plan. Key areas of focus will likely be education/ skills development, healthcare and water – however, the details of the corporate social responsibility plan are still being determined and will be explained during future consultation (i.e. post-ESIA).	15.2

Date	Issues Raised	Stakeholders	Response Provided	Chapter
	Displacement/ resettlement: Villagers would like to better understand how the installation of the water supply pipeline may affect their farmland.	Taung Thar GAD Tha Pyay Tha village	The water supply pipeline will extend for 12 km – from the Ayeyarwady River to the Project site. The routing is designated by Ministry of Irrigation and Agriculture and MEPE. The pipeline will be buried to minimise any impacts.	15.2
	Vibrations: There is concern that vibrations will be generated during construction and operation through the use of machinery at the Project site.	Myingyan GAD	Given the distance between the site and nearest village, no impact from vibrations is anticipated. In addition, the piling depth of the power plant takes the load which will prevent significant vibrations.	10.11
	Soil: Impacts may arise as a result of potential leaks or spills of oil.	Hpet Taw village	Chemicals and fuels will be properly stored and handled in bunded (enclosed) areas to avoid potential leakages to soils. Soil investigations be undertaken following plot finalisation to determine soil suitability for pile driving.	12.8
	Safety: There is concern that the Project will include the potential for accidents. Particular reference was made to gas explosions.	Steel mill workers	A site specific Emergency Response Plan will be developed and implemented. In addition, a Traffic Management Plan will be implemented, which will include measures to control vehicle speed – e.g. speed limit enforcement, signs and speed humps.	15.2

Key issues included:

- Employment. Most of the villages indicated that they would like to benefit from the employment opportunities that will be created by the Project;
- Availability and quality of surface and ground water. Stakeholders expressed concern that Project activities (e.g. discharge of waste water, use of water from the Ayeyarwady River) may impact the quality of water and/ or reduce the amount of water available for use by local villagers;
- Access to electricity. Many of the Project area villages do not have access to reliable electricity. There is a keen interest from villagers to be address this issue through the Project. (It will be the responsibility of the MEPE to distribute the electricity generated by the Project. Sembcorp is not responsible for or have influence over how the electricity is distributed.);
- Air emissions and health implications. Stakeholders indicated that they were concerned about the health implications associated with air emissions that will be generated by the Project during construction and operation, and the potential for an increase in the transmission of communicable diseases; and
- Noise. Stakeholders expressed concern about the noise that will be generated by the Project, as it may disrupt local village activities.

During discussions, fresh in the minds of many stakeholders was construction and operation of the nearby steel mill (and associated temporary 95MW gas engine). In particular, villagers from Sa Khar, as they are located closest to the Project site, raised concerns that their crops have been impacted by the heat generated from the steel mill and associated temporary gas engine – i.e. the adjacent crops have died and the land is no longer viable. In addition, nearby stakeholders indicated that the noise generated by the steel mill was an issue. There is concern that similar impacts may arise as a result of the Project. This concern has been fed into the design of the Project - due to the height of the stacks on site it is not anticipated that there will be any significant heat discharged and noise management measures will be put in place.

#### 16.4.1 *Incorporation in ESIA*

The issues and concerns captured during the stakeholder engagement activities have been incorporated into development of the ESIA. The information has been used to inform the impact identification and assessment process as well as the identification of management measures and monitoring activities. **Table 16.3** includes reference to the chapters within the ESIA where each of the issues or concerns has been addressed.

#### 16.5 *FUTURE STAKEHOLDER ENGAGEMENT ACTIVITIES*

Engagement will continue to occur throughout construction and operation of the Project, in line with Sembcorp's Stakeholder and Community Engagement Policy, the IFC performance standards and ABD safeguards.

Engagement will be guided by a stakeholder engagement plan (SEP). The objectives of the SEP are to ensure:

- Stakeholders continue to be provided relevant Project information in a timely manner;
- Stakeholders continue to have an opportunity to share their views and concerns about the Project;
- Stakeholder expectations are managed. This includes expectations associated with benefits that are likely to be generated by the Project;
- Positive working relationships are built and maintained with stakeholders over time; and
- Engagement continues to be transparent, inclusive and appropriate. This includes being accessible to vulnerable groups. This involves considering issues such as language and illiteracy rates when engagement materials are developed – e.g. where possible include visual examples as well as text.

The SEP will include:

- An engagement action plan (**Section 16.5.1**);
- Clear roles and responsibilities for implementation of the SEP. A community liaison officer (CLO) has been appointed and is based in Myanmar. The CLO will oversee implementation of the SEP, with support from other relevant Project representatives;
- Indicators against which the SEP can be monitored and evaluated over time;
- A stakeholder database to track engagement activities; and
- A grievance mechanism to receive and respond to concerns raised by stakeholders (**Section 16.5.4**).

#### 16.5.1

#### *Action Plan*

The SEP will include an action plan that sets out the engagement activities that will be undertaken during construction. The action plan will be revisited prior to the end of construction so that an action plan can be designed specific to the operation phase.

An initial action plan is provided in **Table 16.4**. The focus is on:

- Ensuring stakeholders are kept up to date on progress of the Project;
- Gaining input during the development and implementation of key management plans, including the traffic management plan, the corporate social responsibility plan, the community health management plan, and the social management plan; and
- Managing stakeholder expectations, particularly regarding the benefits that will be generated by the Project. This includes direct benefits (e.g. employment) as well as benefits created through the corporate social responsibility plan.

As part of the action plan, engagement on key issues (e.g. air emissions, noise emissions, employment opportunities) will need to continue. In addition, the action plan should consider opportunities to engage interested stakeholders in monitoring activities (e.g. air and noise emissions), which may occur during construction and operation.

**Table 16.4 Stakeholder Action Plan for Construction**

Stakeholder group	Actions	Timing
Union government	Progress updates via email or telephone	Bi-monthly*
	Progress updates via a face-to-face meeting	Quarterly
Region government	Progress updates via email or telephone	Monthly
	Progress updates via a face-to-face meeting	Quarterly
Township government	Progress updates via email or telephone or via the appropriate committee representative	Monthly
	Progress updates via a face-to-face meeting	Quarterly
	Seek input on relevant management plans	As required
	Notification in advance of undertaking noisy activities (e.g. pile driving)	As required
	Notification in advance of transportation of heavy machinery	As required
Villagers	Progress updates via information distributed to the village tract leaders and/ or the relevant committee representative	Monthly
	Progress updates via a face-to-face meeting	Quarterly
	Seek input on relevant management plans	As required
	Notification in advance of undertaking noisy activities (e.g. pile driving)	As required
	Notification in advance of transportation of heavy machinery	As required
Steel mill workers	Progress updates via email or telephone or via the appropriate committee representative	Monthly
	Progress updates via a face-to-face meeting	Quarterly
	Seek input on relevant management plans	As required
	Notification in advance of undertaking noisy activities (e.g. pile driving)	As required

\* Bi-monthly means once every two months.

In terms of government, this includes: the Ministry of Electric Power Enterprise, Department of Irrigation and Agriculture, Water Utilisation Department, Myingyan GAD, Taung Thar GAD, and the township management and development committees.

In terms of villages, this includes: Sa Khar, Hnan Ywa, Hpet Taw, Nyaung Kan, Gyoke Pin, Thien Ywa, and Tha Pyay Thar. Now that the pipeline route has been delineated, three additional villages have been identified that will need to be engaged as part of the Project moving forward. This includes: Ayea, Hla Nuang Tang, and Kaing Taung.

### 16.5.2 Stakeholder Committee

In addition to the activities set out in the action plan, a stakeholder committee will be established. Key stakeholder groups will be represented on the committee, including, at a minimum, representatives from each of the surrounding villages, the Myingyan and Taung Thar GADs, and the Project team.

The committee will provide an avenue to:

- Build on the relationships already established between local stakeholders and the Project;
- Gain a better understanding of village priorities and concerns as they relate to the Project;
- Receive ongoing input regarding management and monitoring of impacts; and
- Provide regular Project updates to key stakeholders.

It will be the responsibility of the committee members to disseminate the information provided at the committee meetings to their villages. This will be one of a number of ways in which information will be relayed to local villages.

Stakeholders will have the opportunity to raise Project related issues and concerns with committee members. It will be the responsibility of committee members to relay the issues and concerns to Sembcorp and to raise them during the committee meetings for discussion.

The committee will meet monthly during construction. At the end of the construction period, the frequency at which the committee meets will be reviewed.

### 16.5.3 *Stakeholder Database*

Implementation of the SEP will be supported by a stakeholder database. The stakeholder database will track the following information:

- The stakeholder – i.e. an organisation or individual;
- A contact person's name and position or title;
- Contact details (address, telephone, email, website);
- The main interests/issues/ concerns of the organisation as they may relate to the Project; and
- Details of engagement activities – i.e. date, location, attendees and key issues raised – and responses/actions agreed.

The database will help ensure that issues and concerns are captured and can be fed into decision-making process and that commitments that are made are met.

### 16.5.4 *Grievance Mechanism*

A grievance mechanism will be established as part of the SEP to ensure that grievances are promptly heard, analysed and, to the extent possible, resolved.

The aim is to resolve disagreements or stakeholder concerns before they evolve into grievances through ongoing engagement. This includes informal negotiations and discussions; any agreements reached through informal channels will be voluntarily signed by all parties involved in the negotiation.

If, despite engagement efforts, grievances still arise, they will be processed via the grievance mechanism. A variety of methods will be available through which stakeholders can lodge grievances. This will include:

- Face-to-face meetings with the member of the committee, the CLO or other relevant Project representative;
- Written communication (e.g. email, letter) directed to a committee member, a CLO or other relevant Project representative or left in a feedback box, which will be located in each village and at the Myingyan and Taung Thar GAD offices. Villagers may choose to speak to their village tract leader or committee representative to help facilitate a written complaint; and
- Telephone call placed to a committee member, the CLO or other relevant Project representative.

It is anticipated that the committee will be the first point of contact for villagers to raise grievances (and other issues and concerns). However, the CLO will also be available to receive grievances.

In all instances, grievances will be logged using the template contained in **Annex J**. This will ensure a consistent approach is taken to collecting data (associated with the grievance). If a written grievance is received, a follow-up phone call or meeting may be required to ensure that the grievance is understood and sufficient information has been obtained from the complainant.

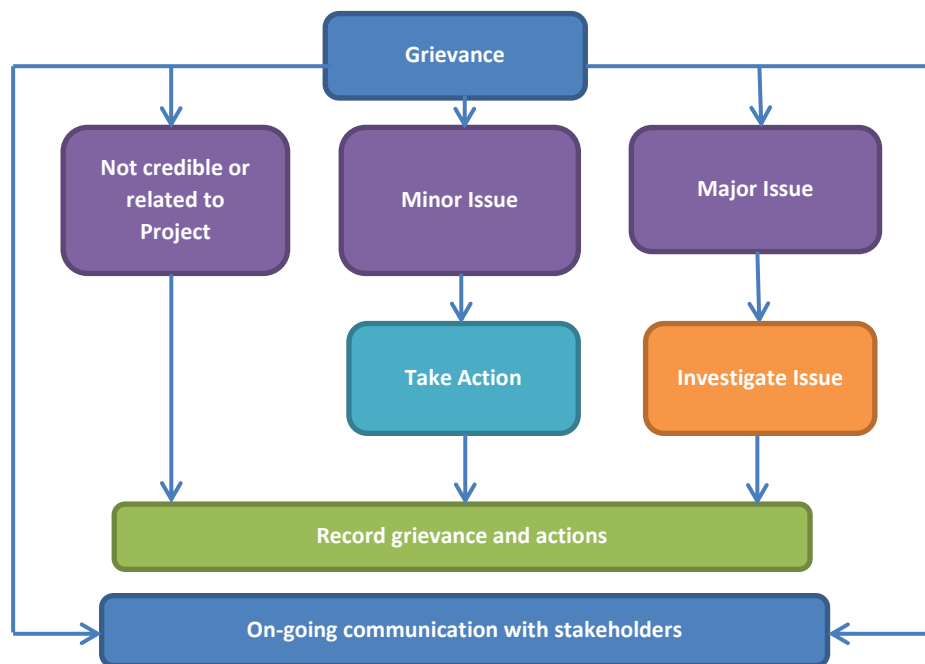
Grievances will be forwarded and reviewed in the first instance by the CLO. The CLO will determine if:

- The grievance is not valid (e.g. does not relate to the Project). If it is decided that a grievance is not valid, the grievance will be dismissed and advice of the decision and the reasons for dismissal will be provided to the complainant in writing (and in person if required);
- The grievance is a minor issue (e.g. a request for information or clarification). A response will be provided in writing (and in person if required); and
- The grievance is a major issue (e.g. repetitive or sensitive issue, related to compensation, group complaints). Major issues will involve investigation prior to a response being developed. The Project CEO will need to sign-off on responses for all grievances considered to be major (**Figure 16.1**).

All grievances will be reported to the committee, including those that have been deemed to be invalid. This will include an overview of the grievance and the response provided by the Project.

The grievance mechanism will address all grievances raised by stakeholders impacted or affected by the Project. This includes grievances associated with land acquisition, compensation, livelihood restoration, and environmental and social matters. A separate grievance mechanism will be developed to address internal grievances relating to employment matters.

**Figure 16.1 Overview of the Grievance Management Process**



All grievances will be recorded in the stakeholder database. This will include a summary of the grievance, the resolution or agreement on proposed actions (between the Project and the complainant), and monitoring of actions taken in response to the grievance. In addition, the grievance log will be stored in the database.

A grievance management procedure will be developed that sets out the grievance management process and provides further detail on the steps involved.

**16.5.5 Monitoring and Evaluation**

A key part of the SEP will be establishing indicators against which performance can be monitored and evaluated over time. At a minimum the SEP will be reviewed every 6 months during construction and annually during operation. The outcomes will be used to update and refine the SEP. **Table 16.5** provides a list of indicators for assessing performance.

**Table 16.5 Draft Stakeholder Action Plan**

Objective	Performance Indicators
Stakeholders are provided information about the Project in a timely manner	<ul style="list-style-type: none"> <li>• Frequency in which timely and accurate Project information is distributed to stakeholders</li> <li>• Stakeholder feedback received regarding information dissemination</li> <li>• Number and type of grievances lodged by stakeholder members</li> </ul>

Objective	Performance Indicators
Stakeholders have an opportunity to share their views and concerns	<ul style="list-style-type: none"> <li>• Number and type of engagement opportunities provided</li> <li>• Percentage of stakeholders taking part in engagement opportunities (throughout the year)</li> <li>• Frequency in which stakeholders receive feedback on how their input is used</li> <li>• Number and type of grievances lodged by stakeholders</li> </ul>
Positive working relationships are built and maintained over time	<ul style="list-style-type: none"> <li>• Number and type of grievances lodged by stakeholders</li> <li>• Number of satisfactorily closed out grievances</li> <li>• Stakeholder willingness to engage with the Project</li> <li>• Percentage of stakeholders taking part in engagement efforts</li> <li>• Frequency in which stakeholders receive feedback on how their input has been used</li> </ul>
Engagement continues to be transparent, inclusive and appropriate	<ul style="list-style-type: none"> <li>• Frequency in which timely and accurate Project information is distributed to stakeholders</li> <li>• Stakeholder feedback received about the engagement activities</li> <li>• Representation of vulnerable groups in engagement activities</li> <li>• Number and type of grievances lodged by community members</li> <li>• Timely resolution of grievances lodged by community members</li> <li>• Number of satisfactorily closed out grievances</li> </ul>