



**THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF PRESIDENT’S OFFICE, REGIONAL
ADMINISTRATION AND LOCAL GOVERNMENT**



SUMBAWANGA MUNICIPAL

CONTRACT NO. LGA/098/HQ/2022/2023/W/43

UPGRADING OF CENTRAL BUSINESS DISTRICT (CBD) ROADS IN SUMBAWANGA MUNICIPALITY (TACTIC) PROJECT



STAKEHOLDERS’ ENGAGEMENT PLAN (SEP)

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ABBREVIATIONS AND ACRONYMS

AC	Asphalt Concrete
SEP	Stakeholder Engagement Plan
CEMO	City Environmental Management Officer
CGC	China Geo-Engineering Corporation
COC	Code of Ethical Conduct
CRB	Contractor's Registration Board
CSR	Corporate Social Responsibility
CSO	Civil Society Organization
CTC	Crown Tech Consult
DGR	Departmental Grievance Representatives
ERB	Engineer's Registration Board
ESMP	Environmental and Social Management Plan
GMP	Grievance Management Plan
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HIV/AIDS	Human Immunodeficiency Virus/ Acquired Immunodeficiency Syndrome
HR	Human Resources
HSE	Health, Safety and Environment
HSEO	Health, Safety and Environmental Officer
HSMP	Health and Safety Management Plan
NGOs	Non-Governmental Organizations
OS	Operational Safeguards
PACE	Pan Arabs Consulting Engineers
PAPs	Project Affected Person(s)
PCT	Project Coordination Team
PO-RALG	President's Office, Regional Administration and Local Government
PPE	Personal Protective Equipment
PRO	Public Relations Officer
RPM	Resident Project Manager
RO	Relations Officer
TANESCO	Tanzania Electric Supply Company
VEO	Village Executive Officer
WB	World Bank
WEO	Ward Executive Officer

1 INTRODUCTION

1.1 Project Overview

The Government of the United Republic of Tanzania has received financing from the World Bank towards the cost of the Tanzania Cities Transforming Infrastructure and Competitiveness (TACTIC) Project coordinated by the President's Office, Regional Administration and Local Government (PO-RALG) through a Project Coordination Team (PCT) and intends to apply part of the proceeds toward payments under the contracts for **Package 1 - Upgrading of Central Business District (CBD) Roads in Sumbawanga Municipality**. The road improvement is part of the Government strategy to develop its road network to support the socio-economic development of the country including facilitation of mobility, movements of goods and persons along the project corridor including the central corridor networks.

Sumbawanga Municipal (hereinafter referred to as the Employer), has awarded M/s China Geo-Engineering Corporation (hereinafter referred to as the Contractor) to undertake the work named as 'Contract No. LGA/098/HQ/2022/2023/W/43, **Package 1 - Upgrading of Central Business District (CBD) Roads in Sumbawanga Municipality (TACTIC) Project to Bitumen Standard**; (hereinafter referred to as the Project).

Table 1: List of project Roads

Project Road	Total Length (Km)	Start-Coordinates	End-Coordinates
Sido – Senga – Mafulala Road	2.7	36M 348193E 9121826N	36M 349700E 9121432N
SOKOLO – BIBLE – MBEYA ROAD	2.6	36M 348408E 9117592N	36M 350987E 9117579N
Mandela Road	0.398	36M 346705E 9120052N	36M 346388E 9119840N
Muva Road	0.2	36M 347134E 9119645N	36M 347007E 9119807N
Maweni II Road	0.4	36M 349224E 9117811N	36M 349192E 9118157N
New Municipal Hospital Access Road	1.95	36M 342508E 9119252N	36M 342252E 91199371N
Maendeleo Road	0.256	36M 347206E 9119650	36M 347057E 9119845N
Kasema Road	0.489	36M 347352E 9119660N	36M 347063E 9120037N
Karangasa Road	0.534	36M 34741E 9119667N	36M 347107E 9120077N
Kimati – Ufipa Road	0.2	36M 347303E 9119731N	36M 347399E 9119806N
Reginal Block – Msakila Road	1.25	36M 348325E 9119616N	36M 347500E 9120412N

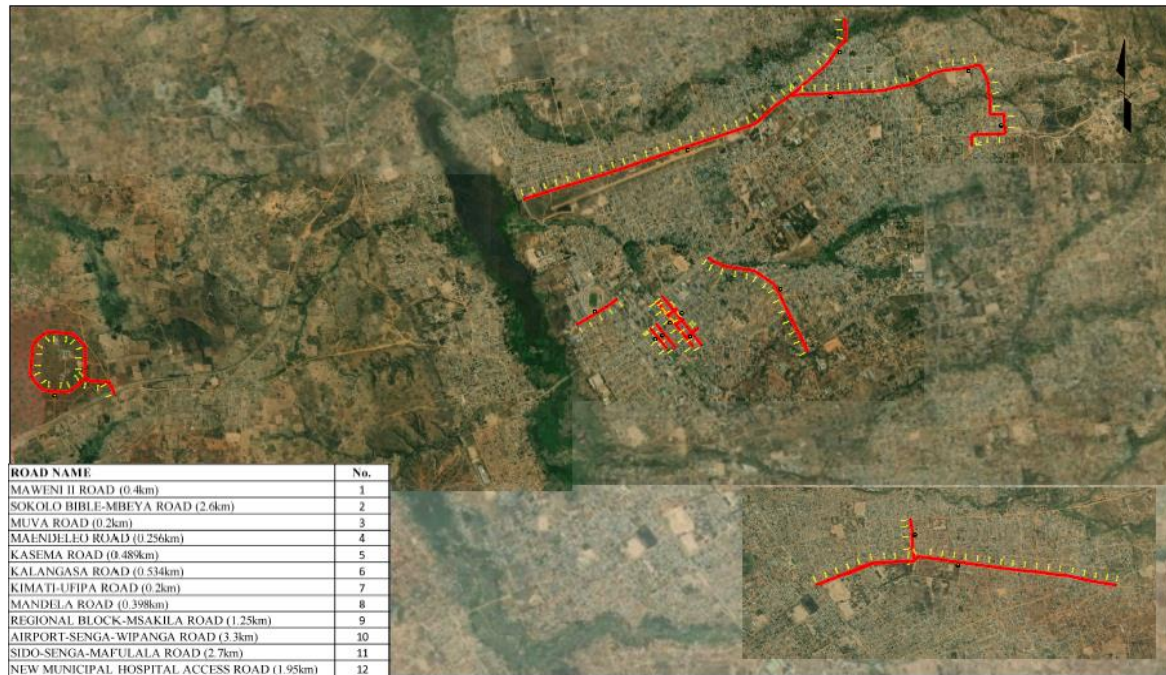


Figure 1: Location Map of the Project Road

Administratively, the road is located within five (7) wards in Sumbawanga Municipality as presented in Table 2 below.

Table 2: Municipality, Wards, Streets Traversed by project Roads.

Council	Ward	Street	Street location		Start (km) chainage	End (km) chainage	Approximate length (km)
			RHS	LHS			
SIDO – SENGA – MAFULALA ROAD (2.7 KM)							
Sumbawanga Municipal	Mafulala	Jora		√	Km 00+000	Km 1+045	Km 1.045
		Maduka	√		Km 0+000	Km 1+045	Km 1.045
		Momoka		√	Km 1+045	Km 1+600	Km 0.555
		Mafulala	√		Km 1+045	Km 2+700	Km 1.655
		secondary	√		1+600	Km 2+700	Km 1.1
Reginal block – Msakila Road (1.25)							
Sumbawanga Municipal	Katandala	Mbizi B		√	Km 0+000	Km 0+780	0.780 Km
		Katandala C	√		Km 0+000	Km 0+490	0.490 Km
		Kasakalawe	√		Km 0+490	Km 0+780	0.29 Km
		Anglican B		√	Km 0+780	Km 1+250	0.47 Km
		Katandala A	√		Km 0+780	Km 1+250	0.47 Km
SOKOLO – BIBLE – MBEYA ROAD (2.6 Km)							

Sumbawanga municipal	Kizwite	Majengo		√	Km 0+000	Km 0+850	0.850 Km
		Bible		√	Km 0+850	Km 1+500	0.650 Km
		Nantacha		√	Km 1+500	Km 1+950	0.450 Km
		Sokolpo		√	Km 1+950	Km 2+600	0.650 Km
	Chanji	Mianzini	√		Km 0+000	Km 0+090	0.090 Km
		vodacom	√		Km 0+090	Km 0+300	0.210 Km
		Soko dogo	√		Km 0+300	Km 0+470	0.170 Km
	Msua	Maringa	√		Km 0+470	Km 0+700	0.230 Km
		Maweni	√		Km 0+700	Km 0+850	0.150 Km
		Kilimani	√		Km 0+850	Km 1+400	0.550 Km
		Chemba	√		Km 1+400	Km 1+970	0.570 Km
		Mkuyuni	√		Km 1+970	Km 2+600	0.630 Km
Kasema Road (0.489)							
Sumbawanga Municipal	Katandala	National housing	√	√	Km 0+000	Km 0+210	0.210 Km
		Community center	√	√	Km 0+210	Km 0+489	0.279 Km
Kimati – Ufipa Road (0.2)							
Sumbawanga Municipal	Katandala	National housing	√	√	Km 0+000	Km 0+200	0.2 Km
Kalangasa Road (0.534)							
Sumbawanga Municipal	Katandala	National Housing	√	√	Km 0+000	Km 0+208	0.208 Km
		Community center	√	√	Km 0+208	Km 0+534	0.326 Km
Maendeleo Road (0.256)							
Sumbawanga Municipal	Katandala	National Housing	√	√	Km 0+000	Km 0+212	0+212
		Community center	√	√	Km 0+204	0+256	0.052 Km
Muva Road (0.2)							
Sumbawanga Municipal	Katandala	National Housing	√	√	Km 0+000	Km 0+147	0.147
		Community center	√	√	Km 0+147	Km 0+200	0.053
New Municipal Access Road (1.95)							
Sumbawanga Municipal	Malangali	Isofu	√	√	Km 0+000	1+950	1.950
MandeLa Road (0.398)							
Sumbawanga municipal	Mazwi	Mazwi		√	Km 0+000	Km 0+398	0.398
		Mandela	√		Km 0+000	Km 0+398	0.398

1.2 Key Project Information

The table below presents a summary of basic project information.

Table 3: Summary of Basic Project Information

	Project Name	Upgrading of Central Business District (CBD) Roads in Sumbawanga Municipality (TACTIC) Project
1.	Contract Number	Contract No. LGA/098/HQ/2022/2023/W/43
2.	Project Length	13.03 KM
3.	Employer	Sumbawanga Municipal Council
4.	Engineer	Howard Consulting Limited
5.	Contractor	China Geo-Engineering Corporation
6.	Financier	World Bank
7.	Contract Signature Date	23 rd September, 2023
8.	Commencement Date	20 th November, 2023
9.	Contract Price	TShs. 20,361,688 (VAT Exclusive)
10.	Contract Duration	15 months
11.	Contract Completion Date	20 th February, 2025
12.	Defects Notification Period	365 days

1.3 Key Project Stakeholders Relevant to SEP

The plan is to keep the stakeholders updated of the construction works as per contractor's work plan so as to avoid frictions as much as possible. Reliable and timely communications through appropriate channels will help to establish and improve a better relation between the Contractor and other project stakeholders. Here below is explanation on how these group of stakeholders related to the project; more information is in **table 4**.

1.3.1 World Bank (WB)

The construction of Central Business District (CBD) Roads in Sumbawanga Municipality to Bitumen Standard is funded by World Bank (WB). The Bank will monitor and ensure implementation of project is in sustainably way, Environmental and social assessment, Involuntary resettlement, land acquisition, population displacement and compensation, Biodiversity and ecosystem services, Pollution prevention and control, gases, hazardous materials and resource efficiency including greenhouse gas accounting and Labours conditions, health and safety.

1.3.2 Government Ministries

Engaging with government ministries, institutions, agencies, authorities, and departments, will serve two main purposes: one is to build consensus and ownership, and secondly is to identify the governance framework for socio-economic development and environmental management, government ministries include but not limited to

- i. President's Office, Regional Administration and Local Government (PO-RALG)
- ii. Ministry of work and transport
- iii. Ministry of Finance and Planning.
- iv. greenhouse Ministry of Land, Housing and Human Settlement Development

These ministries are related to the project as follows: -

- i. Lead financial negotiation with WB and on project timelines, starting and closure.
- ii. Disbursing the funds according to priorities
- iii. Ensures the safeguard of green and climate resilient for growth of the economy and ensure optimal and rational utilization of Water Resources, Lands and Forests for sustainable national development.
- iv. Oversee implementing agencies
- v. Responsible in approval of valuation documents
- vi. Issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation.

1.3.3 Sumbawanga Municipal

Sumbawanga Municipal in this particular project is the employer who has awarded M/s China Geo-Engineering Corporation Company, as the Contractor to undertake the work named a 'Contract No. *LGA/098/HQ/2022/2023/W/43*; 'Package 1 - Upgrading of Central Business District (CBD) Roads in Sumbawanga Municipality (TACTIC) Project to Bitumen Standard.

Sumbawanga Municipal is responsible for: -

- i. Managing all the project activities
- ii. Supervising and Monitor ESHS issues
- iii. Reviewing and approval safeguards documents such as Main Health and safety management plan, Environmental and Social Management Plan
- iv. Consultation on project design and project activities with the regional governments and relevant departments.
- v. Setting strategies and approval of implementation arrangements
- vi. Mobilization and coordination of relevant departments and community-based organizations.
- vii. Ensuring establishment and operation of effective grievance redress.
- viii. Overseeing implementation of safeguards, gender and HIV, Human Trafficking plans.

1.3.4 Governmental Departments, Institutions or Agencies

Consultations with relevant government authorities concerning Project activities in the framework of permitting procedures Reporting based on national legislation requirements, such department are related to the project since they are responsible for Issuing permits, consents and opinions in accordance with local legislation, control of compliance with local legislation, those government departments are but not limited to: -

1.3.4.1 National Environmental Management council (NEMC)

The National Environment Management Council (NEMC) came into being in 1983 when the Government of Tanzania enacted the National Environment Management Act No. 19 of 1983. NEMC was established with a broad mandate in response to the national need for such an institution to oversee environmental management issues and also implement the resolutions of the Stockholm conference (1972), which called upon all nations to establish and strengthen

national environmental Councils to advise governments and the international community on environmental issues.

This institution is related to the project as follows: -

- i. Issuing of EIA/ESIA certificate
- ii. Compliances monitoring
- iii. Registration of project experts
- iv. Enforcing Environmental Management Act 2004
- v. Issuing of various special permits for material which have been burned to be used in Tanzania.
- vi. Conducting Environmental Inspection

1.3.4.2 Tanzania National Electric Supply Company (TANESCO)

Tanzania Electric Supply Company Limited (TANESCO) is a Parastatal organization established by Memorandum and Articles of Association incorporated on 26th November 1931 which established Tanzania Electric Supply Company Limited (the then Tanganyika Electric Supply Company Limited -TANESCO). The Company generates, purchases, transmits, distributes, and sells electricity to Tanzania Mainland. TANESCO owns most of the electricity generating, transmitting, and distributing facilities

Core functions of TANESCO in this project as a stakeholder are: -

- i. Distribution or supplying of electricity to the contractor's camp and Engineer's camp as well
- ii. Assist in identification and relocation of electricity services which are within the road project (Right of Way such as poles) which can act as obstacle to the project progress

1.3.4.3 Mining Residence Office

The main legislation governing mining activities in *Tanzania is the Mining Act of 2010*, as amended from time to time, which makes provisions for regulation of mining activities, including prospecting, mining, processing and dealing in minerals. The Act also makes provisions on grant, tenure, terms and conditions, renewal and termination of mineral rights, payment of various taxes, fees, duties, royalties and other applicable charges. Minerals in Tanzania are public property held by the president in trust for all citizens of Tanzania. To engage in any form of activity in the mining sector, whether it be prospecting or mining, one is required to obtain the appropriate mineral right from several that can be issued by the Commission.

Title to minerals cannot be issued or held or be transferred to private persons except through the grant of a mineral right to prospect or mine.

For that case, mining residence office is a very crucial stakeholder in this project for: -

- i. Provisional of Primary Mining License
- ii. Suggesting mitigation measure for quarry, crusher, magazine operation
- iii. Provision of various permit such as purchasing, transportation and handling permit

1.3.4.4 Water Authority (Internal Drainage Water Basin Authority)

Is a public body that manage water levels in an area, known as an internal drainage district, where there is a special need for drainage. IDBs undertake works to reduce flood risk to people and property, and manage water levels for agricultural and environmental needs within their district.

Internal drainage water basin authority it is related to the project since: -

- i It is responsible for provision of water use or abstraction permit
- ii Providing permit for drilling water
- iii Monitor contractor activities on water pollution

1.3.4.5 OSHA Tanzania

OSHA is a Government Agency under the Prime Minister's Office (Labour, Youth, Employment and Persons with Disability). The Agency is responsible to protect workers against potential hazards at workplaces that can cause occupational diseases and accidents. This duty is exercised through enforcing the implementation of the Occupational Health and Safety Act No. 5 of 2003.

OSHA is related to the project since: -

- I. It is responsible for the registration of work place and provision of registration certificate
- II. It is responsible for Conducting General Inspections and performing specific inspections, e.g. electrical safety inspections, pressure vessels and inspection of Lifting Appliances
- III. It is responsible for conducting Occupational Safety and Health (OSH) Risk assessment;
- IV. OSHA is responsible for medical check-up
- V. OSHA is responsible for provision of mandatory trainings (First Aid and SHREP)

1.3.4.6 Fire Brigades

Tanzania Fire and Rescue Force is responsible for firefighting and rescue operations in Tanzania. It is also responsible for providing emergency medical services and disaster management.

This stakeholder relates to the project as follows: -

- i. Inspection of the working area and provide recommendation
- ii. Inspection of plants
- iii. Conduct fire safety training
- iv. Issuing fire safety compliance certificate
- v. Serving of company properties and people life during fire disaster

1.3.4.7 Police force

Tanzania Police force is responsible for the protection of people and their property, it has been established so as to protect, investigate, and to prevent crimes in Tanzania. Tanzania police force is related to this project in different ways such as: -

- i. Through ensuring protection of project properties and workers
- ii. Crime management and investigation
- iii. Policing cases related to the project
- iv. Traffic accident or incident investigation and documentation

1.3.4.8 Engineers Registration Board (ERB)

The Engineers Registration Board is a statutory body established under the Engineers Registration Act, No. 15 of 1997. The Board has been given the responsibility of monitoring and regulating engineering activities and the conduct of the engineers and engineering consulting firms in Tanzania. through registration of engineers and engineering consulting firms. Under the law, it is illegal for an engineer or an engineering firm to practice the profession if not registered with the Board.

The Board has also been given legal powers and has the obligation to withdraw the right to practice from registered engineers if found guilty of professional misconduct or professional incompetence. Registration with the Board is, thus, a license to practice engineering in Tanzania.

Due to that in this project ERB is among of crucial stakeholder as is responsible for: -

- Registration of Engineers
- Monitoring code of conduct to registered engineer

1.3.4.9 Contractor Registration Board (CRB)

The Contractors Registration Board (CRB) was established by the Contractors Registration Act CAP R.E 2002. The Board is a Regulatory body charged with responsibility for registration, regulation and development of contractors.

This stakeholder has a motivation towards project achievement due to its responsibilities: -

- i To settle disputes or complaints amongst contractors themselves and their employees, consultants, suppliers, manufacturers or clients presented to the Board.
- ii Responsible for the registration of contractor working in the project.
- iii Is responsible for regulating the activities and conduct of contractors in the project.
- iv To verify and ensure that all construction works are being undertaken by registered contractors.
- v Is responsible to ensure that all construction works comply with governing regulations and laws of the country
- vi Responsible in developing the skills and capacity of Local Contractors.
- vii To register construction projects for the purpose of regulation.

Generally, the Governmental Departments, Institutions or Agencies group of stakeholders and it hold other institution such as educational Institutions, which also is very crucial in the project as they are responsible for: -

- i Undertaking research and studies and providing suggestions on proper mitigation measures to be undertaking so as to enhance positive impacts and minimization of negative impact.
- ii Issuing of land which contractor can use for stock piling or disposing of material
- iii Studies and re-design
- iv Users of the road project

1.3.5 Local and Regional Authorities

All department in the Rukwa regional, Sumbawanga Municipality these include various department such as

- i Administrative department in the regional commissioner office, Regional commissioner/ Regional Administrative Secretary
- ii Department of Land and Planning
- iii Department of Environment and Health
- iv Department of Social welfare and Community Development
- v Local leaders

Regional and Local authority (Regional/District/Municipality) are related to the project as they are: -

- i. Key in resolving conflict, relocation and compensation. They should be involved regularly and on need-basis
- ii. Consultation on Initial Environmental Examination and Environment Management Plan and monitoring its implementation.
- iii. During the development and implementation of resettlement plan
- iv. Acting as a bridge between project and community
- v. Support process of land acquisition
- vi. To attend stakeholder's engagement meeting
- vii. Administration and coordination support to the project.
- viii. Oversee issues of GBV, SEA, HIV/AIDS and community support in a region.
- ix. Consultation and ensuring the standards Labours rules and regulations are applied
- x. Consultation on risk of HIV/STI transmission.
- xi. Collaboration on implementation of HIV/STI awareness
- xii. They shall be responsible for the implementation/enforcing of environmental laws, policies, strategies, objectives and programs.

1.3.6 Non - Governmental Organization (CSO, CBOS, NGOS, religious groups).

Non-governmental organizations in the project area include youth groups, women gender-based advocacy group, human rights activists, faith-based organizations, NGO intervening the area of environment conservation etc. They have influence on the project especially when it comes to stand for the PAPs and advocate for vulnerable groups and environment protection.

During the project implementation, consultations with these organizations will be undertaken to update them on changes or any emerging issue that may arise during the course of project.

Among of other things but also, they can: -

- Provide useful information on project impacts and measures to mitigate the project impacts;
- Advocate and mobilize the local community and other project stakeholders for implementation of mitigation measures of the project impacts and other related grievances.
- Awareness creation on HIV/AIDS, GBV, SEA, and STI.

1.3.7 Community

Residence of Municipal/streets, where project activities are performed.

In this project community is a group of stakeholders in which it has the following sub-set: -

- i. Project Affected Person (PAPs)
- ii. General Community members
- iii. Community leaders

The local community will be negatively impacted by project activities during implementation as some of the services such as utility provision will be temporally interrupted at times. The community will benefit also positively from this project through improved roads and access to places. Local communities will be useful agents in collection of data that will be vital in monitoring and as such they will play a role in the monitoring framework.

The project implementation will require land acquisition and involuntary resettlement of residents living within the project road Right-of-Way (RoW). These include people who will lose land or access to land and any other identified properties due to project activities, vulnerable groups and users of the project area, for example: road users, children attending schools, attendees to churches and health centers, users of bus-stops, vendors of streets, farmers, people who collects water near wetlands and all other project identified beneficiaries. Also, community leaders may assist in providing education to other community members on protection of infrastructures and vandalism as well.

Further community member will be positively affected through employment opportunity directly or indirectly.

1.3.8 Business enterprises

Business entities dealing with selling of material whether in retail or whole sale way are crucial group for the project success since they are: -

- i. Dealing with the selling or supplying of cement
- ii. Dealing with supplying of fuel which is used in projects machines, cars and trucks
- iii. Meals services which is used with project workers
- iv. Supplying of water treatment equipment's for safe water
- v. Supplying of PPE, which are used to protect workers
- vi. Timely relocating of services

Table 4: Key Stake holder's analysis

S/ N	Stakeholder	Impact <i>How much does the project impact them (Low, Medium, High)</i>	Influence <i>How much influence do they have over the project (Low, Medium, High)</i>	What is important to stakeholder	How could the stakeholder contribute to the project?	How could the stakeholder block the project?	Strategy for engaging the stakeholder
1.	World Bank – WB and other development partner	High	High	<ul style="list-style-type: none"> • Effective and Efficient use of funds • Compliances on ESMP & HSMP • General progress of the project, in sustainable manner. 	<ul style="list-style-type: none"> • Provisional of financial support • Provisional of technical support • Oversee the implementation of ESMP/HSMP, commitment plan as well as agreement signed with GoT. 	<ul style="list-style-type: none"> • Ceasing of funds whenever there is severe jeopardizing in community safety, environment. • Delaying payment of IPC 	<ul style="list-style-type: none"> • Phone / email, messaging • Formal meetings • Workshops
2.	Government Ministries such as; - <ul style="list-style-type: none"> • Ministry of work and transport • Ministry of Finance and Planning. • Ministry of Land, Housing and Human settlement Development 	High	High	<ul style="list-style-type: none"> • Information on the project components and mobilization of the team for common views for the project implementation, work progress, achievements & challenges • General progress of the work 	<ul style="list-style-type: none"> • Coordination and monitoring of performance of implementation of the project, risk management, monitoring & evaluation and disclosure of information, developing and putting in place performance agreements, and developing and implementing the communication strategy. • Lead negotiation with WB • Guidance and coordination of the project Input to environment management plans Monitoring of environmental and social issues. • Institutional support and coordination 	<ul style="list-style-type: none"> • Delaying the approval of valuation report for compensation • Delaying approval of IPC document 	<ul style="list-style-type: none"> • One-on-one meetings • Formal meetings
3.	SUMBAWANGA MUNICIPAL	High	High	<ul style="list-style-type: none"> • Overseeing and successful project implementation in accordance with the signed agreement • Accomplishment of project in sustainable manner • Accomplishment of the project in assured quality 	<ul style="list-style-type: none"> • Managing all the project activities • Consultation on project design and project activities with the regional governments and relevant departments. • Setting strategies and approval of implementation arrangements • Mobilization and coordination of relevant departments and community-based organizations. • Ensuring establishment and operation of effective grievance redress. • Overseeing implementation of safeguards, gender and HIV, Human Trafficking plans. • Review and approval of safeguards documents, project ESMP and HSMP. 	<ul style="list-style-type: none"> • Delaying approval of some document such as IPC • Late acquisition of some Licence/permits such as PML 	<ul style="list-style-type: none"> • Formal meeting • Mailing system
4.	Governmental Departments, Institutions or Agencies	High	High	<ul style="list-style-type: none"> • To see all activities in the project are undertaken according to the required 	<ul style="list-style-type: none"> • Provision of various permits such as, Water use and abstraction permit, 	<ul style="list-style-type: none"> • Delaying in identification and 	<ul style="list-style-type: none"> • Phone • Email

S/N	Stakeholder	Impact <i>How much does the project impact them (Low, Medium, High)</i>	Influence <i>How much influence do they have over the project (Low, Medium, High)</i>	What is important to stakeholder	How could the stakeholder contribute to the project?	How could the stakeholder block the project?	Strategy for engaging the stakeholder
	<ul style="list-style-type: none"> i. NEMC ii. OSHA iii. Fire Brigades iv. Mining department v. Water Authority (Internal Drainage Water Basin Authority) vi. TANESCO vii. Educational Institutions viii. Police force ix. ERB x. CRB 			regulation, law, Act, policy and principle	<ul style="list-style-type: none"> • Technical support such as provision of various training (fire training, first aid training). • Assist in identification and relocation of services such TANESCO electrical pole line, water pipe line. • Provision of compliance certificate • Assisting in crime prevention • Medical examination check-up • Plant inspection • Provision of mandatory HSE trainings • Police case filing related to the project • Traffic accident investigation and documentation • To register and monitor engineers code of conduct • To register and monitor contractor activities in relation to country regulation. 	<ul style="list-style-type: none"> • relocation of services can hamper the progress of project. • Disapproval of some documents or application can leads to project failure or delaying. • Project delay or failure due to loss of some equipment's and material (Diesel) 	<ul style="list-style-type: none"> • Meetings
5.	Regional Authority	Medium	Medium	<ul style="list-style-type: none"> • Project progress and accomplishment within required time frame. 	<ul style="list-style-type: none"> • Provisions of approvals, political support; and financial and coordination support on requirements, • Monitor and collaborate in implementation of GBV and SEA action plan. 	Inadequate of resources within their department, can lead to the delay of some work	<ul style="list-style-type: none"> • Phone • External letters • Meetings
6.	District Authority	Medium	Medium	<ul style="list-style-type: none"> • Project progress and accomplishment within required time frame. • Project activities are adhering to national standards, guideline, regulation, law, and act 	<ul style="list-style-type: none"> • Mediator in grievance resolution and assisting in grievance resolution • Assisting in Land lease or acquisition • Collaboration on implementation of HIV/STI awareness and prevention program. 	<ul style="list-style-type: none"> • Lack of collaboration 	<ul style="list-style-type: none"> • Phone • External letters • Meetings
7.	Local Government Authority	Medium	High	<ul style="list-style-type: none"> • Mutual relationship and overall involvement • Project accomplishment • Implementation of national regulation. 	<ul style="list-style-type: none"> • They are key in resolving conflict, relocation and compensation. They should be involved regularly and on need-basis, • Clear information on availability of areas where the contractor can use as Borrow are, spoil area 	<ul style="list-style-type: none"> • Miss information to the public • Unaccountability • Lack of accessibility to the population • Corruption 	<ul style="list-style-type: none"> • Focus Group discussion • Meetings • Phone

S/N	Stakeholder	Impact <i>How much does the project impact them (Low, Medium, High)</i>	Influence <i>How much influence do they have over the project (Low, Medium, High)</i>	What is important to stakeholder	How could the stakeholder contribute to the project?	How could the stakeholder block the project?	Strategy for engaging the stakeholder
					<ul style="list-style-type: none"> Ensuring the proper access of the population to their homes. Act as a bridge between project and community 		
8.	Non - Governmental Organization (CSO,CBOS,NGOS, religious groups).	Medium	High	<ul style="list-style-type: none"> Community rights are observed throughout the project Community culture is observed Project is completed with minimal/zero HIV/AIDS prevalence rate Project is implemented with no cases for SEA/GBV 	<ul style="list-style-type: none"> Providing useful information on project impacts and measures to mitigate the project impacts; Advocating and mobilizing the local community and other project stakeholders for implementation of mitigation measures of the project impacts and other related grievances HIV/AIDS/GBV/SEA and STI's awareness services Provide education to the community on how to protect infrastructures Invite local community to attend stakeholders engagement meetings 	<ul style="list-style-type: none"> Unresolved grievances 	<ul style="list-style-type: none"> Focus Group discussion Meeting Phone Mail
9.	Community <ul style="list-style-type: none"> Project Affected people Local Community Vulnerable & disadvantaged groups 	High	Medium	<ul style="list-style-type: none"> Transparency and Fare compensation Consideration of Environmental management, traffic and community safety Providing timely information on risks and disturbances associated with the construction and operation. 	<ul style="list-style-type: none"> Useful agents in collection of data that will be vital in monitoring and as such they will play a role in the monitoring framework Provide education to the community on how to protect infrastructures 	<ul style="list-style-type: none"> Riots/ demonstration regarding various complains/ unsolved grievance Getting stopping order from the court Refusing to provide land for material extraction due to unfair payment Refusing to sign valuation documents during disclosure work. 	<ul style="list-style-type: none"> Focus group discussion Public meeting Phone
10.	Business enterprises	Medium	Medium	<ul style="list-style-type: none"> Proper and clear negotiation/ contract in any business to be conducted 	<ul style="list-style-type: none"> Supplying of some material or services such as <ul style="list-style-type: none"> ✓ Cement ✓ Metal/iron sheet ✓ Fuel ✓ PPE ✓ Bore hole drilling services ✓ Water treatment 	<ul style="list-style-type: none"> Failure in supplying material. Failure to relocate services. 	<ul style="list-style-type: none"> Phone Face to face meetings WhatsApp

S/ N	Stakeholder	Impact <i>How much does the project impact them (Low, Medium, High)</i>	Influence <i>How much influence do they have over the project (Low, Medium, High)</i>	What is important to stakeholder	How could the stakeholder contribute to the project?	How could the stakeholder block the project?	Strategy for engaging the stakeholder
					<ul style="list-style-type: none"> ✓ Relocation of services such as fiber network. ✓ Provision of network services ✓ Meals to workers 		

A plan for consultation with the local community and other key Project stakeholders is given in Table 5 below

Table 5: Plan for consultation with the local community and other key Project stakeholders

SN	Stake holder	Type of meeting	Purpose of the meeting	Expected stakeholders	Meeting frequency/Time	Venue	Agenda/topics for discussion	Medium/tools for instruction
1.	Community i. PAP's Wards; (streets refer to table 2 above) ii. Mafulala iii. Katandala iv. Kizwite v. Chanji vi. Msua vii. Marangali viii. Mazwi	i. Engagement ii. Focus Group Discussions (FGDs) iii. Awareness sessions iv. Consultation	i. Raising awareness about Project operations ii. Consulting and giving feedback or updates on specific issues iii. Grievance's resolution iv. Labor recruitment v. Land acquisition for sourcing construction materials vi. Compensation issues	Depending on the type and purpose of the meeting, the following will be invited: i. PAP'S ii. Ward and/or Mtaa leaders iii. Religious leaders iv. Government agencies working in the area v. Villagers/communities vi. Business Owners/ Operators vii. CBOs and NGOs	At least once per month in areas with active construction works	Either of the following: i. Mtaa office ii. Public buildings like schools iii. Open spaces	i. Project operations ii. Employment opportunities iii. Sourcing of construction materials (borrow pits & quarries) iv. Grievance management procedures v. Road Safety vi. Any intervening issues.	i. Presentations by Project staff ii. Open discussions iii. Deliberative Dialogue

SN	Stake holder	Type of meeting	Purpose of the meeting	Expected stakeholders	Meeting frequency/Time	Venue	Agenda/topics for discussion	Medium/tools for instruction
2.	World Bank and other development partners	<ul style="list-style-type: none"> ➤ Meetings ➤ Trainings ➤ Auditing ➤ Consultation 	<ul style="list-style-type: none"> i Auditing query ii Inspection iii Progress meeting iv Technical meeting v Monitoring of ESMP & HSMP 	<ul style="list-style-type: none"> i Contractor ii Sumbawanga Municipal iii Supervision Consultant iv Sub – contractor v Ministry responsible 	Throughout the project cycle	<ul style="list-style-type: none"> ➤ Supervision consultant conference room 	<ul style="list-style-type: none"> i Labours issues ii Compliances Issues on environmental, social, health and safety iii Delay of progress iv Delay of payment 	<ul style="list-style-type: none"> i Presentation from both side ii Instruction through letter iii Discussion iv Interview
3.	Business enterprises	<ul style="list-style-type: none"> i Formal meetings ii Consultation iii Training iv Discussion 	<ul style="list-style-type: none"> i Changes in price ii Technical training iii Contracts issues 	<ul style="list-style-type: none"> Contractor Supervision consultant 	Throughout the project operation	<ul style="list-style-type: none"> ➤ Contractor conference room ➤ Consultant conference room 	<ul style="list-style-type: none"> i Market variations / changes in demand and supply ii Training on a new installed technology such as water purifiers iii Negotiations on changed terms of contract 	<ul style="list-style-type: none"> ✓ Discussion ✓ Presentation

SN	Stake holder	Type of meeting	Purpose of the meeting	Expected stakeholders	Meeting frequency/Time	Venue	Agenda/topics for discussion	Medium/tools for instruction
4.	Non - Governmental Organization (CBOS, NGOS, religious groups).	<ul style="list-style-type: none"> i Engagement ii Focus Group Discussions (FGDs) iii Awareness sessions iv Consultation 	<ul style="list-style-type: none"> i Raising awareness about Project operations ii Consulting and giving feedback or updates on specific issues iii Grievance's resolution iv Tender availability such as HIV/AIDS service provision 	<ul style="list-style-type: none"> i Religious leaders ii Contractor Staff iii Supervision consultant staff iv Members of CSO,CBO,NGOS 	Throughout the project life	<ul style="list-style-type: none"> ✓ Contractor conference room ✓ Responsible NGO/Religious group meeting room 	<ul style="list-style-type: none"> i HIV/AIDS training ii GBV/SEA training iii Tender opportunity iv Land acquisition 	<ul style="list-style-type: none"> i Dialogue ii Presentation iii Interview iv Questioner
5.	Local and Regional Authorities	<ul style="list-style-type: none"> i Consultation ii Awareness iii Engagement 	<ul style="list-style-type: none"> i Land acquisition ii Community social responsibility iii Grievance resolution 	<ul style="list-style-type: none"> i Local government leader ii Regional or district leader iii Supervision consultant iv Religious leaders 	Throughout the project	<ul style="list-style-type: none"> i Regional or local offices conference room ii Contractor conference room iii Consultant conference room 	<ul style="list-style-type: none"> i Solving some of reported grievance ii Seeking support on land acquisition for the material iii Informing about project progress 	<ul style="list-style-type: none"> i Presentation from both parties ii Dialogue iii Discussion

SN	Stake holder	Type of meeting	Purpose of the meeting	Expected stakeholders	Meeting frequency/Time	Venue	Agenda/topics for discussion	Medium/tools for instruction
6.	Governmental Departments, Institutions or Agencies i. NEMC ii. OSHA iii. Fire Brigades iv. Mining department v. Water Authority (Internal Drainage Water Basin Authority) vi. TANESCO vii. Educational Institution viii. Police force ix. ERB x. CRB	i Consultation ii Trainings iii Meetings	i Compliances ii Training capacitate iii Awareness iv Studies and research v Crime reporting or investigation	Responsible institution and contractor	✓ Throughout the project ✓ Once per month in Education institution	✓ Contractor conference room ✓ Responsible institution conference room	i Compliance issues ii Overall road safety during project operation iii Reporting of robbery or theft action iv Magazine permit or license	✓ Presentation ✓ Discussion
7.	SUMBAWANGA MUNICIPAL	Engagement Consultation Meetings	All matters related to the project	Sumbawanga Municipal and other responsible government department/ministry	✓ Throughout the project	Supervision consultant meeting room Sumbawanga municipal Conference room Responsible local government or department meeting room	i Permits such as primary mining Licence ii Land acquisition issues iii Grievances resolution	✓ Discussion ✓ Presentation

1.4 Purpose of This Document

The aim of this document is to improve CGC's social performance by strengthening external communications. It presents a brief analysis of strategic communication priorities identified at different levels within CGC and provides a set of guiding principles for effective communication. It focuses on those aspects of external engagement that require the guidance and support of a competent Environmental and Social Manager (ESM).

This Stakeholders' Engagement Plan (SEP) is aligned with the other social management plan and programs developed by the Contractor, namely the Traffic Management Plan (TMP), and the Grievance Redress Mechanism (GRM) - (The contractor still preparing the GRM) – all meant to implement site-specific Environmental and Social Management Plan (ESMP) for the project.

2 STAKEHOLDER ENGAGEMENT PLAN (SEP)

2.1 The Context of SEP

Having communication plan in place is an essential component for good project management. An external communications and stakeholder engagement plan is a road map for getting company messages across to priority external audiences. The Stakeholder Engagement Plan (SEP) provides a framework for the effective management of community and stakeholder relations and dissemination of information throughout the project. The SEP ensures that communities and all project stakeholders are equally informed of how, when, and why communication will happen. Communication is often a very effective way to solve problems, deal with risks, and ensure that tasks are completed on time.

2.2 Rationale

An essential feature of development project is the need to ensure all affected and interested parties are fully informed and made aware of their opportunities for input at each project stage including project implementation phase.

Under this project, the rationale of SEP is to provide a framework for the effective management of community and stakeholder relations and dissemination of information throughout the period of project implementation including overcoming or minimising the impacts and address some of the specific concerns of the community and different stakeholders including provision of regular updates throughout the project.

2.3 Objectives

For CGC, the overarching aim of this SEP is to minimize the social risks to the company and maximize opportunities for mutual gain with its stakeholders. Specific objectives include:

- Developing a coordinated approach to communication with community and stakeholders to ensure that they are informed about the project including what's involved, potential impacts, features and benefits;
- Creating a better balance of responsive and proactive approaches;
- Improving two-way communication with communities and stakeholders regarding activities and decisions that affect them (or that could potentially affect them);
- Provide accurate and timely information to the community regarding the project timing and schedule; and
- Minimizing social impacts to stakeholders and social risks to CGC.

2.4 Key Protocols for Stakeholders' Engagement

CGC will follow the following protocols when conducting community and Stakeholders' engagement activities.

(a) Community Engagement and Stakeholders' Plans

Community Engagement Plans will be developed to ensure communities and other stakeholders located within the project vicinity are fully engaged and informed to all activities and issues that require their participation.

(b) Community and Stakeholders' Engagement Meetings

- CGC will prepare community engagement and stakeholder consultation letter that will be required to be approved by relevant authority e.g. Ward or Street Officials;
- Community meetings must be approved by the relevant ward or street authority;
- Sumbawanga Municipal/Supervision Consultant will be made aware of the engagement activity/meeting; and
- A summary of meeting notes/minutes will be taken and made available to relevant ward or street office.

2.5 Engagement and Communication Strategy and Approach

2.5.1 Current Status - Communications and Engagement Approach, and Activities

CGC currently uses a number of channels, tools and processes for communicating externally. The following describes CGC's current Stakeholders' Engagement approach and activities:

- To date, CGC staff engages primarily with ward/street government leaders as well as street chairperson (s) and other stakeholders. CGC has an Environmental and Social Manager (ESM), dedicated to address all social matters including community engagement, manage complaints from communities and strengthening community relations. Visits are typically linked to specific requirements e.g., community request or grievance, as well as community and stakeholders' engagement meeting. ESM and HSM conduct occasional informal visits with community stakeholders, usually following a specific regulatory requirement (e.g. community request or grievance and community engagement meeting, health and safety training, etc.). Since September 2021, CGC's ESM and HSM conducted community engagement meeting with wards and streets authorities and local communities located adjacent the road project corridor;
- Rudimentary grievance/complaint management tools have been put in place in communities along the project. The most effective channel for receiving grievances has so far been established of which grievance committees comprising; Contractor's side: (2 members from HR office, 1 Relation officer and ESM and HSM); Supervision Consultant (ESM), local authorities where project road pass (7 Ward Executive Officers (WEOs), 34 Mtaa Executive Officers (MEOs), and Mtaa Chairperson (MCs) (see Annex 5). All complaints from the community are reported to street government before handling to the committee. People also call or text the ESM, HR or Relation officer. Grievances received through people reporting directly to Contractor's staff (ESM, HR

and Relation Officer) at sites or camps and phone calls from community leaders – Mtaa executive Officers (MEOs), Mtaa Chairpersons (MCs) and Ward Executive Officers (WEOs) – have been noted and in many cases CGC has developed appropriate responses to grievances; Also, CGC has established a systematic approach to documenting and following up on grievances. Thus making easy to track grievances and grievances can easily be managed and being drawn to the attention of appropriate levels of management;

- iii. Another key channel for community engagement at the local level is through the community workforce, which interacts on a daily basis during work activities with supervisors and project managers and officers;
- iv. Legally required forms of public consultation were also undertaken during project preparation and design phase, including environmental and social impact assessment (ESIA) completed in June 2023. The ESIA consultant conducted the public consultations with key stakeholders including regional, Municipal, ward and street officials and local communities along the project road. Consultations were through focus group discussion and key informant interview with regional and city officials, while at ward and street level, meetings with ward and street council or committee including local communities were done. The comments received and issues raised from the consultations were incorporated into the ESIA report and used in determining mitigation measures for the project; and
- v. Project teams would benefit from planning systematic community engagement activities of a more informal nature, such as conversing randomly with people while they go about their daily activities (youth hanging around a restaurant, bar or shop, men and women at trading centers, motorcycle riders at their motorcycle station, etc.). These are meetings that do not target anyone in particular and that do not have any specific theme or agenda. Experience has shown that these informal types of communication are often the most effective for keeping informed of community events and general public sentiments, and for building genuine relationships.

2.5.2 Focus Areas

According to the experience around social risks and impacts, the following are identified as priorities for community communications and engagement:

1. Address reputational risk issues;
2. Improve documentation of external communications activities;
3. Introduce more systematic and strategic approach to stakeholder engagement;
4. Strengthen two-way external communication and engagement processes so the company has access to information that enables ongoing strategic stakeholder engagement and continues to identify and manage key social risk issues effectively;
5. Build staff capacity for communications and engagement;

6. Improve grievance management process; and
7. Improve monitoring and reporting.

2.6 Target Audiences

Knowing about target audiences is critical for communications plan. To adapt communication to each audience effectively requires an understanding of each key audience to enable staff to see things from their point of view and tailor communication to be as effective as possible. It also involves providing project-related information to specific audiences to achieve project objectives. Targeted audience can be used to provide information to communities and residents with property near project site, main activities, benefits, challenges, and the best way/channel of reporting and handling community grievances.

The key stakeholders identified in Section 1.3.5, Table 4 are essentially CGC's target audiences for communications and engagement.

2.7 Engagement and Communication with Target Audiences

Under this project, the most appropriate level of community and stakeholder engagement will focus on 'INFORM, CONSULT and INVOLVE' strategy. This means that the project will inform, consult and involve communities and other stakeholders in all matters related to the project implementation and that affect or could potentially affect them as summarized below;

(i) Inform

Level of engagement through inform will focus on:

- In personal meeting with stakeholder;
- Personal telephone direct contact;
- Community announcements through local authority (e.g. Ward and Street government); and
- Presentations at community meetings.

(ii) Consult

The consultation process with the target audience will involve:

- Hosting a series of 'focus group' sessions;
- Intercept interview – e.g. Consulting local leaders; and
- Public meetings.

(iii) Involve

Level of stakeholders and community involvement will have based on:

- Meetings with key stakeholders – Identified in section 1.5, Table 4;
- Meetings with other target groups e.g. PAPs, Religious leaders, Vendors/Petty traders located adjacent the proposed project etc. and
- Site Tour/ Meeting with stakeholders e.g. PAPs

2.8 Strategies and Tools

The Communications Plan should clearly determine how to prioritize and implement the communication components, strategies and tactics. Given the nature of the project, simple, quick and inexpensive actions will be undertaken as outlined below and expounded in section 3.4.

- Communication materials/tools
 - Fact sheet, a simple document outlining the aim of the project, some bite-size supporting information, and required action from the reader.
 - PowerPoint deck that describes the project activities and conveys key messages. This will be used for both larger presentations and also to “talk through” topics during one-on-one meetings. It will be adapted for different audiences.
 - Talking points to ensure internal stakeholder leaders are conveying the same, clear messages.
- Series of individual or community meetings with public or key stakeholders who have not yet been engaged to inform them about and begin to involve them in project activities as appropriate.
- Identifying “ambassadors” who can help spread messages. This will be helpful when many one-on-one meetings or group presentations are needed (so one person is not burdened with conducting them all). The local workforce is an important conduit for this type of role.

Also, the communication strategy will;

- Be providing the community and stakeholders with balanced and objective information to assist them in understanding the issues, alternatives, opportunities and solutions; and
- Be designed to obtain community and stakeholders’ feedback on issues, alternatives and/or decisions that affect them (or that could potentially affect them);

2.9 Key Communication Messages

Key messages are the core content for all engagement and communication tools. They are the foremost ideas that the company wants target stakeholders to remember as a result of their communication efforts, whether that communication is a written piece, a formal presentation or a simple conversation. Key messages should be an integral part of every engagement and communications planning process, which is identical for any situation – whether it’s normal business or a crisis – and serve one or more of the following three purposes:

- 1) To inform the public about an issue, program or crisis;
- 2) To generate or rebuild public confidence in the company; and
- 3) To stimulate stakeholder action.

While there may be one overarching message for a particular social initiative or aspect of the company, different audiences will need key messages tailored to their communications needs. Key messages also grow and change over a project’s life-time. It is a good idea to develop a master list of key messages to use in staff training and when orienting new staff. Key messages are updated as circumstances change but the entire list should be reviewed annually and results of changes should be shared with managers at management meetings and with relevant staff who will interact with communities or workers or the communications department. The priority issues and social risks identified as part of CGC’s Environmental and Management Plan (ESMP) forms the basis of the company’s key messages for community communications.

The following themes/topics are priorities to be addressed by key messages in the implementation of this SEP as appropriate.

2.9.1 Minority Gender

CGC will be committed to consider the minority gender by assigning with light duty job such as environment cleanliness, cooking, washing clothes, and flag raisers to control the traffic during the construction period and job opportunities for minority gender will be advertised openly, to the community posted on the street executive offices and on the board of advertisement purposely to give equal application opportunity.

2.9.2 Child Labour

According to Tanzania employment and labour relations Act of 2006 Section 5, (3) a child under eighteen years of age shall not be employed in a mine, factory or as a crew on a ship or in any other worksite including non-formal settings and agriculture, where work conditions may be considered hazardous by the minister. In view of this legal requirement, employment opportunities will be given by considering birth certificates, voting card and driving licence issued by relevant authorities as a guideline to determine the exact ages of the applicant.

2.9.3 Child Abuse

CGC will ensure that the rights of the children will be highly protected from any environment which abuses their rights such as school drop-out and harsh treatment against a child. For this purpose, as part of the HIV/AIDS program, CGC will engage an NGO to deal with all kind of child abuse, and the community and school children are educated through various campaigns conducted along the project corridor.

2.9.4 Land Acquisition and Compensation

Any land before being acquired for project activities should be evaluated by the relevant government authorities and compensation done according to the valuation report. The street government officers such as Mtaa Executive Officer (MEO) and chairman of the particular street will assist on identifying the owner and the final payment the street leaders should signoff. The land acquired for construction is land area for stockpiling, passing construction materials and equipment's which runs out of drainage reserve.

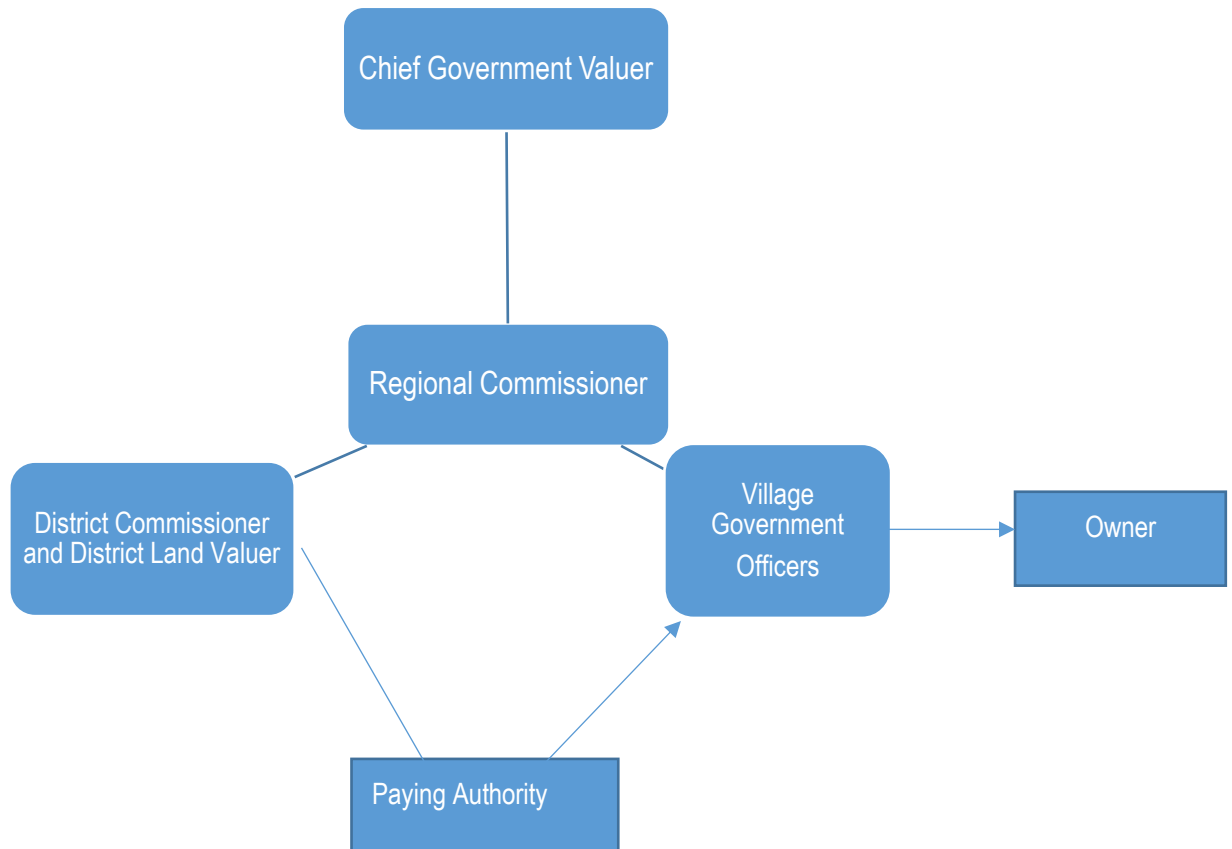


Figure 2: Compensation Report Signoff Procedures

2.9.5 Relationship with Host Community

In construction industry people tend to shift from place to place searching for employment and this involves skilled and unskilled labour, the ethics and behaviour of employment seekers is unlimited and every one with different historical background. Code of conduct training will be a key success for the employees to behave in a good manner and become a good friend of the community. The company will register all employees living off camp for easy monitoring of their behaviour and ethics and the street government officers will be directly involved to help the company on this aspect.

2.9.6 Sexual Harassment

This inhuman action can appear in a different face, in employment opportunities, mistreatment of minority gender, oral or physical harassment against a certain gender. The company is committed to fight against any kind of harassment at workplace, freedom of every employee will be protected by specialist team in that aspect and the point to lodge all issues.

2.9.7 Recording of Grievances

The company is very keen to deal with all grievances coming from all construction corridors by establishing the department to deal with the concerns of the community. The special sheet or form for recording the grievances will be prepared for proper documentation. The department will be loyal to every grievant and all information will be treated in positive way

and required solution will be considered on time, the purpose is to satisfy the grievant and community as well. A Grievance Redress Mechanism (GRM) will be prepared and will be implemented in conjunction with this Stakeholder Engagement Plan (SEP. Appendix 1-4 are the tools for the implementation of the GRM alongside SEP.

2.9.8 Employment Opportunities

The local community along the project corridor will be highly considered in recruiting labor for the construction of the project road. Most unskilled labor will be recruited from within the area subject to their working ethics and performance. The employment opportunities will be posted on boards of advertisement to the contractor's camp as well as informing street authority that located along the project purposely to give equal job application and responsible department will shortlist applicants depending on the place coming from within the construction zone.

2.9.9 Corporate Social Responsibility

Corporate Social Responsibility (CSR) is the informal expectation that a business operates in a way that is respectful to communities and the environment. Examples of CSR includes companies avoiding pollution, making safe products and coordinating recycling activities. Despite CSR is important for strengthening relationship between the company, community and local leaders, the company has not set aside a CSR budget. But, depending on the financial capacity/condition of the company, the company may support community development projects like providing building materials for health facilities, schools, etc. though is not guaranteed

2.9.10 Gender Issues

The company will consider all gender issues such as gender stereotype, gender sensitivity, gender equality, gender mainstreaming, during the construction of project road. The employment opportunities will be highly considering gender and for some jobs women will be preferred- jobs like flag raisers, cleaners, cooking, office attendants, store keeper, and other light jobs.

2.9.11 Racism at Workplace

In construction industry the employees come from different areas whereby expatriates/ foreigners work together with local people/ Tanzanian nationals. CGC will not allow any kind of segregation of color against color, economic status, position, individual belief and also the regional where the employee come from. All employees will be treated equally and any kind of segregation which might be oral or physical will not be tolerated throughout the construction period.

2.9.12 HIV/AIDS Awareness and Prevention Program

The contractor has been and shall continue deploying locally available labor to avoid causing a large influx of newcomers in the project area and hence reduce HIV/AIDS transmission risks. The contractor will engage a qualified NGO and or skilled practitioners to operate HIV/AIDS awareness program along the project vicinity.

The Contractor shall allow employees to take part in a continuing HIV/AIDS awareness and prevention campaign for the duration of the project. As part of the campaign, the Contractor

will display HIV/AIDS awareness posters in all buildings frequented by workers, where such buildings fall under the control of the Contractor. The awareness posters will be provided by the service provider managing HIV/AIDS awareness and prevention program.

HIV/AIDS awareness shall also be included in the orientation process of all workers and will also involve local community. The scope of program activities shall include the following:

- Increasing awareness, knowledge and correct information on ***strategic Behavior Change*** on HIV/AIDS to key project population/ centers along the project road;
- To increase knowledge and access to voluntary counseling and testing (VCT) information and services in Secondary and primary Schools in the catchment area (Kizwite, Mafulala, Chanji, Katandala, Mazwi, Malangali and Msua Wards);
- Increasing Condom Distribution Outlets – Bars, Guest Houses, Night Clubs, Food vendors, Market vendors and Customers who are directly, socially affected and intermingled with high-risk groups, and Commercial Sexual Workers.
- Child abuse;
- Sexual harassment;
- Discrimination and gender-based violence;
- Sexual abuse at workplace;
- Child labor/ exploitation; and
- Gender equality and communication.

3 IMPLEMENTATION OF SEP

3.1 Priority Actions and Work Plan

The **table 6** below outlines the activities to be undertaken in order to solidify its community communications and overall social performance. It also includes plans for communicating the SEP to all staff to ensure that they fully understand it, take ownership of it, and commit to its application and success.

Table 6: Priority Actions for SEP Implementation

	Activity	Responsible	Status
1.	Increase human resources i.e. recruitment of competent Relation Officer (RO) and ESM	Project Manager	RO and ESM recruited.
2.	Develop Grievance Redress Mechanism (GRM).	Project Manager ESM	In progress.
3.	Improve documentation and reporting system.	ESM	In progress.
4.	Deepen stakeholder analysis, particularly in terms of gauging public perception	ESM, Relation Officer (RO) and HSM	Done Formal community engagement meetings commenced in January, 2022
5.	Implement monthly bi-monthly information and community engagement sessions	ESM, and HSM	Done Formal community engagement meetings commenced in January, 2022
6.	Review performance through assessment of Key Performance Indicators (KPIs) and make necessary changes as appropriate.	RO and ESM	Q1 January – March 2023
7.	Ongoing implementation and evaluation of SEP and other social management tools.	RO, ESM and HSM	The whole period of project implementation

3.2 Communication Flow

The company is committed that the communication with all project affected persons that will be affected during the construction activities will be conducted to street/mtaa offices along the project, dissemination of the information concerning project activities will be purposely disseminated to give equal access to the information. Two way of communication will be highly emphasized the internal information will be given out through meetings with the communities and get the feedback from the same way of communication. On top of that, relevant CGC staff's contact numbers (Table 7 below) will be posted to all street advertisement boards to simplify collection of the feedback from the community as well.

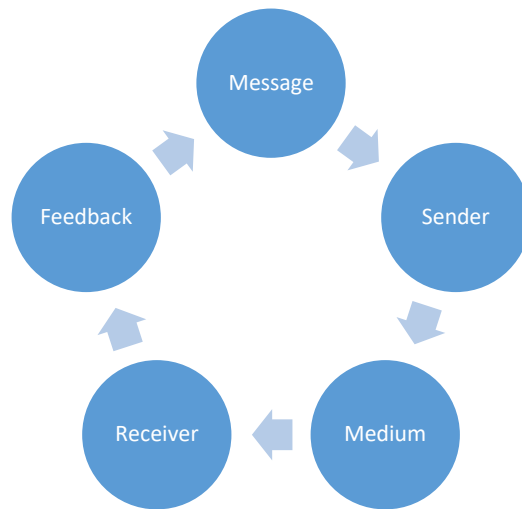


Figure 3: Communication Flow Chart

NB: To disseminate information to the large community all possible means of communication will be used such as print media, word of mouth, press releases and also local media found within the construction zone.

Table 7: CGC Staff Responsible for SEP Implementation

S/N	Name/ Department	Contact	Designation
1.	SHABANI YAHYA	0764 842 050	Environmental and Social Manager
2.	Hussein Haruni Mpalla	0784 402 977	Assistant Social Manager
3.	Amani Fares Mtui	0755 897 176	Health and Safety Manager
4.	Frank Nahaman Tweve	0655 570 119	Environmental Manager
5.	Mr. Wang Tuquan	0769 463 209	Project Manager (PM)

3.3 Community Committees

For effective implementation of Stakeholders' Engagement Plan (SEP), the company has decided to use the existing formulated community grievance committee (CGC) that consist 14 members to help the company on issues concerning the community (see Annex 5).

Local leaders and all members will be trained and full supported and become part and parcel of the company to communicate all negative and positive issues which might occurs and mitigation measures to be taken during this period of road construction.

3.4 Communication Mechanisms

The Relation Officer or Environmental and Social Manager (in collaboration with other CGC staff) will convene regular meetings with ward and street government leaders through community committees/public meetings as well as other project stakeholders (as described in Section 1.5) to discuss matters of mutual interests as presented in this SEP.

The table 8 below present community communication mechanism as also part and parcel of Grievance Redress Mechanism (GRM).

Table 8: Mechanisms for Communication between Contractor and Target Stakeholders

	Mechanism	Description	Target Stakeholder
1.	Direct contact to the site office	Through phone, letter, email and social media such as WhatsApp or physically by visiting the site office. Anonymous grievances will be accepted by phone.	All – local government authorities, government agencies, business owners/ operators, PAPs, grave owners, etc. as mentioned in section 1.5
2.	Contact with local authorities	The RO/ESM will be in constant contact with the local authorities, so that local leaders may articulate any type of grievance.	Local community
3.	Contact with community committee	The RO/ESM will be in constant contact with the community/village government committee, so that the committee may articulate any type of reported grievance.	Local community
4.	Visits to local communities	Grievances will be received through the RO/ESM/HR who, as part of implementation of SEP, will periodically visit the communities to hold meetings (at least once per month) with the community members, local authorities, community leaders, etc. The RO/ESM will also hold informative workshops periodically. Local workers will also be able to express grievances and complaints to their RO/ESM/HR or in their place of work.	Local community
5.	Suggestion Boxes	Suggestion boxes will be available to the contractor’s camp, engineering camp and at local government offices around the project area. This is potential channel for anonymous grievances for workers and community.	All
6.	Informal meetings	Project teams would benefit from planning systematic community engagement activities of a more informal nature, such as conversing randomly with people while they go about their daily activities (e.g. PAPs, petty traders and local community). These are meetings that do not target anyone in particular and that do not have any specific theme or agenda.	Local community

	Mechanism	Description	Target Stakeholder
7.	Exit Interviews	GRM and SEP should consider introducing exit interviews as a way to gather feedback from employees on issues that they may not have been willing to raise while they were still working for the company.	Workers
8.	Information table	Having an information table at the work site on a regular day each week, where workers can ask questions or express concerns, is also a simple and effective way to encourage two-way communication.	Workers

3.5 Required Capacity

The implementation and continuous improvement of this SEP (and GRM) will require increasing the currently limited capacity and specialized staff resources. This can best be achieved in a combination of the following ways as presented in the following subsections.

3.5.1 Recruiting Community Relation Officer

CGC's communications and overall stakeholder engagement activities, alongside GRM activities, will require more capacity to ensure there is a systematic approach to documenting and following up on grievances. This will make it easy to track grievances and grievances can easily be recorded and drawn to the attention of appropriate levels of management. Accordingly, a competent Relation Officer (RO)/ESM should be recruited to lead and manage implementation of the SEP in tandem with the GRM.

3.5.2 Training and Budget

All other personnel involved in the implementation of the SEP and other social management tools should receive training at their places of work during working hours and meetings with communities and with Contractor's workers should occur as part of the ongoing stakeholder engagement and internal communications strategies.

Staff at a variety of levels of the Contractor have expressed the need and the desire to learn more about grievance management through stakeholder engagement and communications. Contractor staff could become more effective, motivated and valuable to the company through capacity-building, at least, in communications planning and practical community relations training (consultation planning, listening, delivering key messages, etc.).

Budget should be made available on implementation of this SEP and GRM including salary for RO/ESM, costs to cover the production of communications materials, operating costs, as well as some information regarding additional stakeholder engagement requirements (including transportation and communications costs).

The table 9 (below) summarizes an indicative budget required for implementing this SEP. The same budget will be used for the implementation of GRM as the two tools are closely related.

Table 9: Indicative Budget for SEP Implementation

	Type of cost	Description	Amount (TZS)
1.	Monthly salary for qualified and experienced Relation Officer (RO)/ESM	The CRO will also be responsible for leading implementation of other social safeguard documents i.e. the Grievance Redress Mechanism (GRM) and Crime Management Plan (CMP)	12,000,000.00
2.	Awareness creation/ stakeholders consultations (Monthly)	<ul style="list-style-type: none"> • Production of initial community and workers communications materials - brochure and grievance management Forms & Letters in Swahili • Stakeholders consultations through awareness meetings 	600,000.00
3.	Trainings to Contractor's workers and local communities (Lump sum)	How to use the GRM especially its Forms i.e. Grievance Intake Form (Appendix 1); Grievance Acknowledgement Letter (Appendix 2); Grievance Follow Up Form (Appendix 3); and Grievance Resolution Acceptance / Refusal Letter (Appendix 4)	390,000.00
4.	Operating costs (lump sum)	Transport, stationaries, allowances (e.g. during Grievance Redress Committee's meetings, monthly and ad hoc community engagement meetings, travels) etc.	900,000.00
	Total		13,890,000.00

3.6 Monitoring and Reporting

Monitoring of and reporting on SEP implementation will be done on monthly basis as part of monitoring and reporting on the implementation of GRM for details will be described in the GRM-which still being developed.

4 REFERENCES

City of Gary (2014). Community Engagement Framework *City of Gary, Indiana Storm water Management Program*. Available at: <https://www.epa.gov>. Accessed on 06th October 2022

Community Places (2014). Community Planning Toolkit. BIG Lottery Fund 2014. Available at: www.communityplanningtoolkit.org. Accessed on 5th October 2022

Douglas Shire Council (2014). Community Engagement Guide & Tools. Available at: <https://www.douglas.gld.gov.au>. Accessed on 4th October 2022

Revised Project ESMP (P-ESMP- 2022 by CGC.

The City of Unley (2009). Community and Stakeholder Engagement Plan City of Unley Glen Osmond Ck - Green Corridor. Available at: www.unley.sa.gov.au. Accessed on 05th October 2022

5 APPENDICES

5.1 Appendix 1: Grievance Intake Form

Grievance Intake Form Record No.: (Fomu ya kutunza malamiko)	ID # (Utambulisho)
Received by: (phone/letter/ email /verbally/ what sap) Imepokelewa kwa: (Simu/Barua/Barua pepe/Kwa maneno/WhatsAPP)	
Date received (to Action Log) (Tarehe ya kupokea)	DD/MM/YY <input type="checkbox"/> Yes/Ndio <input type="checkbox"/> No/Hapana Tarehe/Mwezi/Mwaka
Acknowledgement Date (To action log) (Tarehe ya kukubali)	DD/MM/YY <input type="checkbox"/> Yes/Ndio <input type="checkbox"/> No/Hapana Tarehe/Mwezi/Mwaka
Required resolution date: (To action log) (Tarehe ya azimio linalohitajika)	DD/MM/YY Tarehe/Mwezi/Mwaka <input type="checkbox"/> Yes/Ndio <input type="checkbox"/> No/Hapana
Summary of Issue: (Mada husika)	
Remedy Sought by Grievant: (Maridhiano)	
I have read / had this form read to me and agree with the content _____ signed <input type="checkbox"/> (Nimesoma/Fomu hii nimesomewa na nimekubali/Sahihi <input type="checkbox"/>)	
<input type="checkbox"/> Complaint (Malalamikaji) <input type="checkbox"/> Grievant (Mlalamikaji) <input type="checkbox"/> Request <input type="checkbox"/> Sent to request Management Process (Ombi) (Yametumwa kwenye menejimenti ya mchakato) <input type="checkbox"/> Suggestion/(Mapendekezo) <input type="checkbox"/> Acknowledgement send(Kukubali kutuma) and <input type="checkbox"/> Follow up required (Ufuatiliaji) (To action log) <input type="checkbox"/> closed (Ilifungwa) <input type="checkbox"/> Fast tracked (Kufuatilia haraka) Explanation (Maelezo): <hr/>	
<input type="checkbox"/> Internal (HR) (Rasilimali watu wa ndani)	<input type="checkbox"/> External (Community, Government, NGO etc) (Wadau wa nje) Grievance to be managed by (drop down)

Grievance to be managed by (drop down) _(Malalamiko yatashughulikiwa na) _____	(Mlalamiko yatashughulikiwa na) _____ _____
--	---

Other departments involved in the grievance: (Idara zingine zitakazo husika)

<input type="checkbox"/> Environment (Mazingira) <input type="checkbox"/> Health and Safety (Afya na Usalama)	<input type="checkbox"/> Human resource (Rasilimali watu)
--	---

Type of Complaint (Aina za malalamiko)

- | | | | |
|---|--|---|---|
| <input type="checkbox"/> Employment (Ajira) | <input type="checkbox"/> Disagreement (Kutoridhiana) | <input type="checkbox"/> Misconduct of company (Kuikosea kampuni) | <input type="checkbox"/> Access to information (Kupata taarifa) |
| <input type="checkbox"/> Property damage (Kuharibu kitendea kazi) | <input type="checkbox"/> Dispute | (employee/contractor/Mwajiriwa/Mkandara si | |

Name of Contractor's Person to Address the Grievance:

(Jina la muakilishi wa mkandarasi) _____

Location: (Mahali) _____

Phone Number: (Namba ya simu) _____

5.2 Appendix 2: Grievance Acknowledgement Letter (To Be Translated into Swahili)

Company Address
(Anuani ya kampuni)
Date(Tarehe)

Grievant Address (Anuani ya mlalamikaji)

Dear [Grievant Name (Jina la mlalamikaji)],

Re. Grievance Number ##### (Namba ya lalamiko #####)

Thank you for submitting your grievance to M/s China Geo-Engineering Corporation - Intel Project Engineering Company - Worker /ESHS/HR department. CGC is committed to maintaining strong relationships with the communities and workers that enable it to operate and strives to address grievances in a responsible and timely manner. (Asante kwa kutuma malalamiko yako kwa mkandarasi idara ya wafanyakazi/ESHS/HR. CGC ipo imara kudumisha uhusiano na jamii na wafanyakazi ili kutatua changamoto/malalamiko kwa wakati)

Because we wish to give due weight to your grievance it is currently in an investigation process where relevant people will be contacted to understand more about the grievance. If we need more information about your grievance from you, we will contact you during this process.

(Kwa sababu tunalipokea lalamiko lako kwa umuhimu sana kwa sasa liko katika uchunguzi wa kina ambapo baadhi ya watu watahusishwa kulielewa lalamiko lako. Kama taarifa zaidi zitahitajika kuhusu lalamiko lako kutoka kwako tutawasiliana)

We will investigate your grievance to ascertain the facts of your case and once this is complete, CGC will propose a resolution to the grievance based on these facts. We make every effort to be consistent in our approach to grievances and take into consideration the facts of the situation and the extent to which CGC is responsible for the situation. Our aim is to reach a resolution that is fair to you and also fair to the company. (Tutachunguza lalamiko lako kujua ukweli wa malalamiko yako na uchunguzi utakap kamilika CGC itapendekeza suluhisho kulingana na ukweli. Tunafanya bidii kuwa thabiti katika kushughulikia malalamiko na kuzingatia ukweli wa hali na kiwango ambacho CGC wanawajibika. Lengo letu ni kufikia maridhiano yenye haki kwako na kwa kampuni)

We aim to provide you with this initial proposed resolution within one week of receiving your grievance. In your case we aim to provide you with this information by **[Insert Due Date here]**. Our Relations Officer / appropriate member of the management team [insert appropriate clause depending on whether it is a community or worker grievance] will bring you a written version of the proposed grievance and will explain anything in the resolution that is not clear to you. You will then have the choice of: (Tuna lengo la kukupa mapendekezo ya awali ya maafikiano ndani ya wiki moja ya kupokekelewa kwa malalamiko yako. Kwa malalamiko yako tuna lengo la kukupa taarifa **[weka tarehe hapa]**. Ofisi yetu ya mahusiano/vingozi sahihi [weka kipengele husika kama ni malalamiko ya jamii au mfanyakazi] watacupa mapendekezo ya malalamiko katika maandishi na wataeleza kila kitu usicho kielewa katika maridhiano)

- a. Accepting the resolution (Kukubali maridhiano).

- b. Rejecting the resolution and asking for an appeal (Kukataa maridhiano na kukata rufaa).
- c. Asking for some time to consider the resolution (Kuomba muda wa kuzingatia maridhiano).
- d. Continuing your grievance through other means (Kuendelea na malalamiko yako kwa njia nyingine).

If you choose to accept the resolution then you will be asked to acknowledge the resolution. If further action is required to complete the grievance then the timing of this action will be included in the proposal. We will ask you to acknowledge the completion of the action when it is done, so that the grievance can be closed. (Kama umechagua kukubali maridhiano utatakiwa kutambua maridhiano. Kama hatua Zaidi zitahitajika kukamilisha malalamiko muda wa hatua hiyo utajumuishwa katika mapendekezo. Tutakuomba utambue kukamilika kwa hatua itakapo kua tayari, ili malalamiko myako yafungwe.)

We value your support of our operations and trust that a mutually agreeable and fair solution can be reached to your concern. (Tunathamini mchango wako katika shughuli zetu na tunaamini suluhisho la haki litapatikana katika madai yako)

Regards (Wako),

Signature (Sahihi)

[Name and position of suitably qualified person (Jina na cheo)

5.3 Appendix 3: Grievance Follow-Up Form

Grievance Intake Form Record (Fomu ya kuchukua malalamiko) No.(Namba):	ID(utambulisho) #
Processed by (Imechakatwa na):	Staff name (Jina) (drop down)
Checked by (Imepokelewa na):	Staff name (Jina) (drop down)
Received by (Imepokelewa na):	Staff name or department (Jina au idara (drop down)
Date received(Tarehe iliyopokelewa) (To Action Log)	DD/MM/YY(Tar/Mwz/Mwk) <input type="checkbox"/> Yes (Ndio) <input type="checkbox"/> No(Hapana)
Acknowledgement Date (Tarehe ya ukiri) (To action log)	DD/MM/YY (Tar/Mwz/Mwk) <input type="checkbox"/> Yes(Ndio) <input type="checkbox"/> No (Hapana)
Required resolution date (Tarehe ya maridhiano): (To action log)	DD/MM/YY(Tar/Mwz/Mwk) <input type="checkbox"/> Yes(Ndio) <input type="checkbox"/> No (Hapana)
Summary of Issue (mada husika):	
Remedy Sought by Grievant: (Maridhiano)	
I have read / had this form read to me and agree with the content (Nimesoma fomu hii na kukubaliana na yaliyomo) _____ signed (saini) <input type="checkbox"/>	

<input type="checkbox"/> Acknowledgement sent out and received (Ukiri umetumwa na kupokelewa)	<input type="checkbox"/> Resolution shared and approved (Maridhiano yametumwa na kuthibitishwa)
<input type="checkbox"/> Investigation started (Uchunguzi umeanza)	<input type="checkbox"/> Remedy outstanding (suluhisho bora)
<input type="checkbox"/> Investigation results (Matokeo ya uchunguzi)	<input type="checkbox"/> Remedy complete (suluhishio limekamilika)
<input type="checkbox"/> Resolution determined (Maridhiano yameonyeshwa)	<input type="checkbox"/> Closed (Imefungwa)

5.4 Appendix 4: Grievance Resolution / Acceptance / Refusal Letter (To Be Translated into Kiswahili)

Company Address (Anuani ya kampuni)
Date (Tarehe)

Grievant Address
(Anuani ya mlalamikaji)

Dear [Grievant Name (Jina la mlalamikaji)],

Re. Grievance Number (Namba ya malalamiko) #####

Thank you for submitting your grievance to M/s China Geo-Engineering Corporation - worker /ESHS/HR department. We are pleased to present our findings and proposed resolution to your issue. This letter provides a description of the issue raised, the results of the CGC investigation of the issue and a proposal for resolution.

(Asante kwa kuleta malalamiko yako kwa CGC idara ya wafanyakazi. Tunapenda kuwasilisha maoni na mapendekezo ya maridhiano ya malalamiko yako. Barua hii inatoa mchanganuao wa mada iliyotolewa, matokeo ya uchunguzi wa CGC na mapendekezo ya maridhiano)

Summary of Issue:
(Mada husika)

Remedy Sought by Grievant:
(Maridhiano)

I have read / had this form read to me and agree with the content (Nimesoma fomu hii na kukubaliana na yaliyomo) _____ signed (saini)

Investigation Findings:
(Matokeo ya uchunguzi)

Proposed Resolution:
(Mapendekezo ya maridhiano)

Include information in this section both of the remedy and of the time / place / manner of delivery. (Ambatanisha katika kipengele hiki suluhisho na muda/eneo/namna ya kuwasilisha)

Once this letter has been explained to you, you have four choices (Baada ya kuelezwa kuhusu barua hii, una chaguzi nne):

- a) Accept the resolution (Kukubali maridhiano)
- b) Reject the resolution and asking for an appeal(Kukataa maridhiano na kukata rufaa)
- c) Request for some time to consider the resolution (Kuomba muda wa kuzingatia maridhiano). Follow up meeting set for (Kikao cha kufuatilia) [Date (Tarehe)]
- d) Continue your grievance through other means(Kuendelea na malalamiko yako kwa njia nyingine).

I have read / had this form read to me and agree with the content (Nimesoma fomu hii na kukubaliana na yaliyomo) _____ signed (saini)

We ask that you fill out the section above in duplicate, keeping a copy for yourself and providing the second copy to CGC for our files (Tunaomba ujaze kipengele hapo juu nakala mbili, ubaki na nakala moja na nakala nyingine ulete CGC kwa faili zetu).

Thank you for submitting your grievance to CGC. CGC is committed to maintaining strong relationships with the communities and workers that enable it to operate and strives to address grievances in a responsible and timely manner and we hope that this process has been managed in accordance with these principles. (Asante kwa kuleta malalamiko yako CGC. CGC ipo imaraka kudumisha uhusiano na jamii na wafanyakazi ili kushughulikia malalamiko kwa wakati na tunaamini mchakato huu ulifanyika kulingana na sharia)

Regards (Wako),

Signature (Sahihi)

[Name and position of suitably qualified person (Jinan na cheo)]