



Stakeholder Engagement Plan

Proposed Dominica Geothermal Development
Project

September 2021

17. STAKEHOLDER ENGAGEMENT PLAN

17.1 Introduction

The Dominica Geothermal Development Company (DGDC) is committed to ensuring compliance with the implementation of the Environmental and Social Management Plans (ESMP) policies and procedures.

Stakeholder engagement is an essential part of the ESIA and project development process. It ensures that stakeholders, including Project-affected communities, are provided with timely and transparent information regarding the Project, and allows stakeholders to provide input on potential issues of concern relating to the Project. This plan is connected and complementary to the External Grievance Mechanism (Section 15).

This Stakeholder Engagement Plan (SEP) outlines the program of engagement for the communities in the Project's Area of Influence. Development, update and implementation of this SEP are the responsibility of DGDC (the Project). This SEP conforms to international good practice and has been developed to align with the IFC's Guidelines for meaningful stakeholder consultation, and to enable a positive community change through community participation. DGDC acknowledges the importance of an adequate management of the environmental and social risks and impacts associated with its Project, alongside the expansion of the positive effects of its activities. DGDC believes that a two-way communication and participation with internal and external stakeholders is essential for the development and success of its operations.

This SEP is designed for an ongoing exchange of information that allows the Project to 1) identify, understand and address community/stakeholders priorities and concerns, and 2) improve decision-making and transparency. Furthermore, this is an evergreen document that will evolve according to DGDC's activities.

Aligned to the above, the Stakeholder Engagement Plan establishes the guidelines for the:

- Identification of Stakeholders within the Project's Area of Influence (AOI) and definition of their characteristics;
- Stakeholder Mapping and prioritization of stakeholders;
- Disclosure of information and community participation;
- Defining the appropriate communication tools;
- Scheduling communication and engagement activities; and
- Keeping a record of the interactions with stakeholders.
- Describing how concerns or grievances will be handled via a Grievance Mechanism and record feedback and resolve any grievances that may arise through a formal feedback mechanism.

17.1.1 Objective

This SEP has been developed to meet the expectations of the DGDC, lenders, regulators and the communities. It also incorporates international standards from the IFC and WB. The SEP describes the stakeholder identification process and outlines an engagement program to promote meaningful, timely and effective engagement with stakeholders. It builds on previous engagement efforts, such as the public consultation carried out in June of 2017.

Engaging stakeholders is an important aspect of managing ongoing social and environmental performance and non-technical risks. The objectives of stakeholder engagement are to:

- Promote the development of respectful and open relationships between stakeholders and DGDC;
- Identify stakeholders and understand their interests, concerns and influence in relation to ongoing activities as well as relevant interested parties such as government agencies and other key stakeholders. Vulnerable groups (elderly, disabled, unemployed) will be also identified as stakeholders;
- Provide stakeholders, both interested and affected stakeholders, with timely information about the Project's activities, in ways that are appropriate to their interests and needs;
- Provide a disclosure plan, including the identification of any locations where relevant project documentation will be available locally and elsewhere as well as languages to be used;
- Guarantee the active participation and consultation of the stakeholders throughout the life of the Project. During the consultations there will not be any form of manipulation, interference, coercion or external intimidation;
- Support alignment with the international requirements, corporate standards and guidelines for stakeholder engagement and identify the local legal framework of consultation activities and disclosure requirements, particularly in respect of those public consultation activities that are directly required under the local permitting process;
- Describe how concerns or grievances will be handled via a Grievance Mechanism and record feedback and resolve any grievances that may arise through a formal feedback mechanism;
- Identify the resources and responsibilities for the SEP execution, including the monitoring activities; and
- Monitor and evaluate the actions carried out to adapt or modify the SEP as necessary.
- Record all consultation activities, including those prior to the commencement of the ESIA process; and
- Provide an action plan for further consultation including at least two meetings bi-annually in each affected community during preparation, construction and operational phases of the Project, including details on appropriate formats for effective and culturally meaningful interaction with the community and relevant stakeholders.

17.1.2 Scope of Application

This plan will apply during the development of DGDC's activities and during the Project's life cycle. It is DGDC's responsibility to ensure that Employees, Contractors and Subcontractors are evaluated according to DGDC's ESMP policies and procedures, which are aligned to international best practices.

Contractors will use this plan and develop it further to provide specifics on how the various requirements from the project-specific ESMP will be applied on the ground. DGDC will review and approve this document before any implementation.

The geographical scope of the stakeholder engagement plan is described by the Project's Area of Influence (AOI), which comprises Roseau (in the Area of Direct Influence, ADI) and the entire island of Dominica (which is the Area of Indirect Influence (All)).

17.2 Roles and Responsibilities

In order to properly implement the Stakeholder Engagement Plan, DGDC requires the involvement of the people listed below.

Table 17-1: Roles and Responsibilities

Role	Responsibilities
Executive Chairman and Board of Directors	<ul style="list-style-type: none"> ■ Be familiarized, review and approve the Stakeholder Engagement Plan.
Finance & HR Manager	<ul style="list-style-type: none"> ■ Ensure the availability of resources necessary for the implementation of the Stakeholder Engagement Plan.
Managing Director	<ul style="list-style-type: none"> ■ Be familiarized with the Stakeholder Engagement Plan and provide the necessary resources to ensure its proper implementation.
Grievance Mechanism Team	<ul style="list-style-type: none"> ■ Responsible for office management and administration of stakeholder engagement systems, including grievance mechanism.
Role	Responsibilities
Site and Office Attendant	<ul style="list-style-type: none"> ■ Monitor sites for maintenance purposes, to provide local guiding services to visitors and undertake office activities as required
Community Liaison Officer	<ul style="list-style-type: none"> ■ Implement the Stakeholder Engagement Plan. ■ Coordinate, together with the Administration and Safeguards Officer, the implementation of the relationship and communication actions. ■ Ensure a constant communication channel with the Project Stakeholders.
Contractor Company	<ul style="list-style-type: none"> ■ Develop a project-specific Stakeholder Engagement Plan.
DGDC Employees, Contractors and Subcontractors	<ul style="list-style-type: none"> ■ Read and be familiarized with the Stakeholder Engagement Plan.

17.3 Activities

The identification, mapping and analysis of stakeholders will be a dynamic and continuous exercise in the execution of any project, since it allows a deep understanding of its context and guarantees the effectiveness and adaptation of engagement strategies. The activities found in this SEP establish the guidelines for the management of external communication channels, as well as the mechanisms to manage the participation of interested stakeholders.

17.3.1 Stakeholder Identification

The identification of stakeholders is essential, since it provides the basis for designing the relationship strategies with each interest group in order to achieve the greatest possible participation and social acceptance. To the extent that as the participation and acceptance grows, social impacts and risks may be minimized in greater proportion.

Likewise, the mapping helps to define which interest and affected groups DGDC will contact and how to manage the risks. This section of the SEP focuses on the stakeholder identification and mapping identified for the early stages of the Project.

Considering previous experiences, direct sources of information (e.g. interviews, surveys) and publicly available information, the Project's stakeholders have been identified by:

- Analyzing who could be affected by the Project activities and how. For doing so, the Project geographical location as well as its activities and potential impacts will be considered (e.g. primary site, related facilities, transport routes, etc.);
- Avoiding limited criteria for the identification of stakeholders affected and prioritizing groups of neighboring people;
- Phone interviews were carried out with different stakeholders.

17.3.1.1 Methodology

One of the first steps in stakeholder engagement planning is the identification of stakeholders. Stakeholders typically include government officials, regulators, members of the community and public at large, Non-Governmental Organizations (NGOs) and civic leaders, media, employees and contractors, and industry associations. Stakeholders can be individuals working on a project, groups of people or organizations, or even segments or sectors of a population. A stakeholder may be actively involved in a project's work, affected by the project's outcome, or in a position to affect the project's success.

After identifying the stakeholders, it is key to understand their needs and expectations for engagement, and their priorities and objectives in relation to the Project.

As part of this process, it is particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status. It is also important to understand how stakeholders may be affected – or perceive they may be affected – so that ongoing engagement can be tailored to inform them in an appropriate manner and address their views and concerns.

While an interest in an effort or organization could be just that – intellectually, academically, philosophically, or politically motivated attention – stakeholders are generally said to have an interest in an effort or organization based on whether they can affect or be affected by it. The more they stand to benefit or lose by it, the stronger their interest is likely to be; and the more heavily involved they are in the effort or organization, the stronger their interest is as well.

Stakeholders' interests can be many and varied. A few of the more common interests include:

- Labor
- Social Change
- Economics
- Indigenous Peoples Rights
- Environment
- Natural Resources
- Safety and Security

The identification of stakeholder groups for DGDC should be made through publicly available information, local knowledge from the Project team and data collected during the any interviews with stakeholders. The stakeholder groups have been "mapped" according to their influence, interest and probable position in relation to the Project. This assignment is based on knowledge of the social, cultural, political, environmental, and factors associated with the development of the Project.

Vulnerable groups who may be differentially or disproportionately affected by the Project because of their disadvantaged or vulnerable status should also been identified as part of the stakeholder mapping. This group of affected stakeholders should be determined based on factors, data and status of gender, ethnicity, culture, physical or mental disability, poverty or economic disadvantage and dependence on unique natural resources. It should be noted that this is not a comprehensive list, but includes characteristics which may drive inclusion.

Once the stakeholder groups are identified, their position, interest and influence regarding the Project are evaluated. The position has been defined as the degree of acceptance by the interest group towards DGDC. The criteria are presented in the table below.

Table 17-2: Assessment of Position Criteria

Assessment	Position
In favor	The interest group's position in relation to the Project is favorable; given that it perceives that, it has or will have a positive performance in relation to its topics of interest.
Neutral	The stakeholder's position in relation to the Project is neutral, indefinite. They may need more information if it is not clear to them how the Project will be developed in the future.
Against	The position of the group of interest in relation to the Project is unfavorable, since it identifies more negative aspects than positive ones in the current or future development of the Project.

Source: ERM, 2020.

The interest has been defined as the stakeholder's interest degree that he/she has on the issues associated with DGDC. The evaluation criteria are presented below.

Table 17-3: Interest Evaluation Criteria

Assessment	Interest Position
Low	The interested party does not know or recognizes few links between the Project and their own interests, and shows little interest in knowing more about it.
Average	The interested party recognizes some relations between the Project and its interests.
High	The interested party recognizes a set of common interests with the Project and shows a strong interest to know more information about it.

Source: ERM, 2020

Finally, the influence has been defined as the degree of articulation with other actors and the capacity to generate mobilization as seen on the table below.

Table 17-4: Influence Evaluation Criteria

Assessment	Influence Position
Low	The interested party has little capacity for mobilization and/or few networks and relationships with local actors.
Average	The interested party has the ability to articulate and mobilize media, exerts influence in social networks with important connections with local actors such as inhabitants, workers, tourists, politicians, among others.
High	The interested party has a high capacity for articulation and mobilization with significant local networks and actors such as inhabitants, workers, tourists, politicians, among others.

Source: ERM, 2020

17.3.1.2 Stakeholder Groups

Stakeholder groups are individuals, groups or institutions that have a stake or a particular interest in the Project. They may be affected by it (either positively or negatively) or they may have an interest in it and be in a position to influence its outcomes. Therefore, the stakeholder groups have been classified as:

- Interested groups, which can be Project beneficiaries and commonly favor the Project; and
- Affected groups, which are individuals or groups adversely affected by the Project and consequently some might oppose the Project.

The Project will follow a different consultation rationale per stakeholder group. The Project will closely monitor, engage and consult the affected groups in the AOI. Meetings with these groups, described below, are prioritized by the Project. On the other hand, the Project engages with interested groups to keep them informed about the Project, to collaborate in topics related to common issues, such as health and safety measures, and provide specific information when they request it. While the consultation rationale towards interested groups is not as intense and frequent as with the affected groups, DGDC is committed to maintain a close relationship and frequent communication with government entities and financial institutions, among others.

Table 17-5: Affected and Interested Stakeholder Groups in the Project’s AOI

Affected Stakeholder Groups	Interested Stakeholder Groups
<p>Communities in the Area of Influence and landowners near the Project site: Residential communities in the Project’s wider socio-economic Study Area. Several land plots and houses have been identified near the Project site. For example, Laudat, Trafalgar and Wotten Waven communities.</p>	<p>Government entities relevant to the Project: Government agencies, elected officials and public service providers that may be at the local or national levels. For example, Ministry of Public Works, Energy & Ports, Office of Disaster Management</p>
	<p>Neighboring Projects: Includes companies carrying out activities near the Project.</p>
	<p>Mass media: It refers to media present in the Area of Influence, including social media platforms linked to the Project.</p>
	<p>Contractors: It includes DGDC’s contractors and sub-contractors.</p>
	<p>Workers and Staff: It includes all of DGDC’s workers and staff.</p>
	<p>Tourism sector: This sector includes different groups within the sector such as hotels, restaurants and government agencies. For example, Wotten Waven Spa Operators and Papillote Wilderness Retreat.</p>
	<p>Vulnerable groups in the AOI: This stakeholder group could include women, children and elderly, indigenous people, families and individuals in extreme poverty, people with physical and psychological disabilities, and individuals that depend on natural resources. These groups are commonly more vulnerable to social inequality. In addition, vulnerable groups have a higher sensitivity to potential Project impacts, in many cases do not have the means to defend their interests and concerns and it is more challenging for them to benefit from the Project’s benefits. For example, women.</p>
<p>NGOs, Associations and civil organizations: Local and regional NGOs and associations that could generate opinions about the development of the Project or that could participate in conflict resolution that could take place within the communities. For example, Community Leaders of the Roseau Valley, Laudat Community, Laudat Improvement Community.</p>	

Source: ERM, 2020

17.3.1.3 Stakeholder Analysis

The table below presents each stakeholder group description, identified actors, and their potential position, interest and influence. Ten (10) categories of interest groups have been identified: i) Communities and landowners in the Area of Influence, ii) Neighboring Projects, iii) Tourism Sector, iv) Government Entities, v) NGOs and Associations, vi) Financial Institutions, vii) Mass Media, viii) Contractors, ix) Workers, and x) Vulnerable Groups.

Table 17-6: Analysis and Identification of Stakeholder Groups

Stakeholder Group	Description	Identified Actors	Potential Position (Against, Neutral, In favor)	Interest (Low, Average, High)	Influence (Low, Average, High)
Communities in the Area of Influence and landowners near the Project Site	It refers to those locations that are within the perimeter of the Project or neighboring areas and may be affected by the Project.	Laudat, Trafalgar and Wotten Waven Communities, Roseau Valley Constituency	In Favour	High	Average
Local Authorities and Government entities relevant to the Project, including the management authority of the Morne Trois Piton National Park	It refers to Dominica island authorities that might be interested in or affected by the Project.	Ministry of Public Works, & Digital Economy, Office of Disaster Management, Forestry Department, Invest Dominica Authority, Statistics Department, Environmental Health Department, Discover Dominica Authority, Ministry of Agriculture, DOWASCO, DOMLEC, Ministry for Blue & Green Economy; Ministry of Planning, Economic Development and Investment; Environmental Coordinating Unit; Ministry of Housing & Lands; Ministry of Health and New Health Investment; Independent Regulatory Commission	In Favour	High	High
Tourism Sector	Businesses in the tourism sector, such as restaurants, hotels, or the tourism department.	Wotten Waven Spa Operators, Papillote Wilderness Retreat, Dominica Hotel and Tourism Association, vendors, , Café Mon Plaisis, Rainforest Cottages; Le Petit Paradis;; Symes Zee Villa; Roxy's Mountain Lodge; tour guides	In Favour	Average	Average
Neighboring Projects	Refers to any projects that are being developed near the Project site	<ul style="list-style-type: none"> ■ 3 River's Eco resort 	Neutral	Low	Low
Vulnerable Groups in the AOI	This category includes identified vulnerable groups in the AOI (affected people are only those located in the footprint of the project)	<ul style="list-style-type: none"> ■ Women, children and elderly ■ Families and individuals in extreme poverty ■ People with physical and psychological disabilities ■ Individuals that depend on natural resources 	In Favour	High	Average
NGOs and Associations	Local and regional NGOs and associations that could generate opinions about the development of	Community Leaders of the Roseau Valley, Laudat Improvement Committee, Geothermal Awareness	Neutral	Average	Average

	the Project or that could participate in conflict resolution that could take place within the communities.	Committee; Laudat Church Committee; Laudat Farmers Group; Wotten Waven Improvement Committee; Wotten Waven Development Committee; Wotten Waven Farmers Group; Trafalgar Village Council; Trafalgar Vendors Association; Trafalgar Church Committee; Trafalgar Farmers Group			
Contractors	It includes DGDC's contractors and sub-contractors.	The Project's clients, suppliers, contractors and subcontractors. They will be defined once the Project begins.	In favor	Average	Average
Workers and Staff	It includes all of DGDC's workers and staff.	The Project's workers,	In favor	High	Low
Mass Media	Includes mass media in the Project area.	<ul style="list-style-type: none"> ■ Dominica Broadcasting Corp, Wice FM, Kairi Radio, Dominica Newsonline 	Neutral	Average	High

The following figure shows the identified actors that have been engaged with and their probable position and influence on the Project according to the qualitative analysis.

The categories of stakeholder groups were assigned in an X-Y axis according to their position (X-axis) and the influence (Y-axis) with respect to the Project. A qualitative mapping criteria scale was applied in order to position the stakeholders on the X-Y axis. The level of influence of each interest group was determined as High, Average or Low. Just as the probable position was determined as *Positive* (grey), *Negative* (blue) or *Neutral* (light blue).

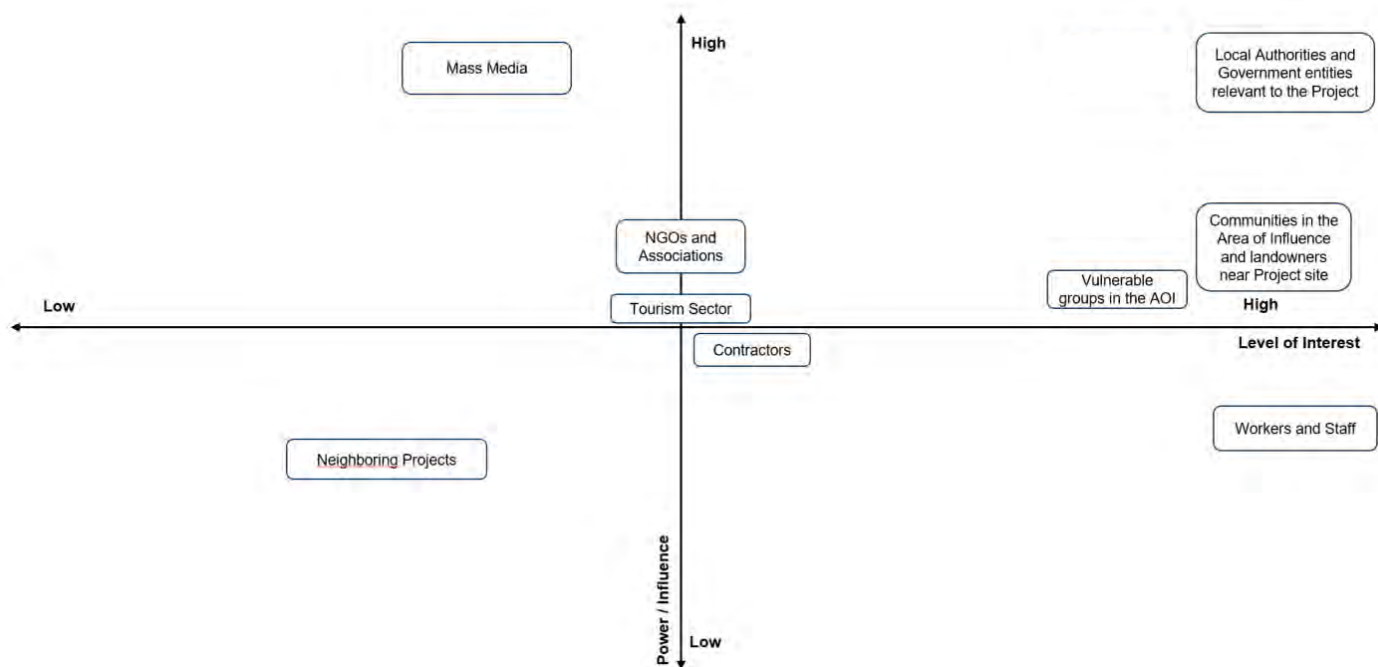


Figure 17-1: Mapping of the Stakeholder Groups

17.3.2 Community Participation

Effective participation requires sharing information related to the Project with affected communities and other key stakeholders, facilitating a well-informed consultation process and the contribution of interested citizens to the design and planning of the Project.

In order to promote a better understanding of the Project and instill confidence among its stakeholders, DGDC will ensure transparency in the communication of relevant information by:

- Disclosing information on a timely manner;
- Disclosing relevant information by managing expectations adequately (e.g. employment opportunities) and avoiding downplaying the potential negative aspects (e.g. inconvenience during the construction phase);
- Disclosing relevant information in a culturally appropriated manner to facilitate the participation of local population;
- Disclosing information in a way that supports the consultation process, allowing enough time to pass between the communication of information and the start of the consultations.
- Disclosing the existence of the External Grievance Mechanism and its communication channels.

17.3.2.1 Communication Tools

Media and Disclosure of Written Information

DGDC has set up a Project specific website (<https://www.geodominica.dm/>) which is regularly updated highlighting progress, minutes of meetings that have taken place, the latest grievances that have been raised and other issues as appropriate. This site will be functional throughout the duration of the scoping and construction periods and for at least the first years of operation.

Community Visual Aids

DGDC will produce visual aids to support community engagement. Visual aids shall describe the Project and impacts using images and photographic examples of the types of activities and infrastructure planned. Images shall be used to facilitate discussion potential impacts.

Community Meeting Records

Records of community consultation meetings, meetings with government and civil society shall be kept in a separate document with the detailed stakeholder database. All records shall include attendance lists and photos.

It is recommended that this documentation should include the following, as appropriate:

- (a) Date and location of each meeting, with copy of the notification to stakeholders;
- (b) The purpose of the engagement
- (c) The form of engagement and consultation
- (d) Number of participants and categories of participants;
- (e) A list of relevant documentation disclosed to participants;

- (f) Summary of main points and concerns raised by stakeholders;
- (g) Summary of how stakeholder concerns were responded to and taken into account;
- (h) Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions.

Language

All community materials shall be translated into Creole and English to meet the needs of local stakeholders. Meetings shall be conducted in English and Creole as necessary. Materials for government and civil society stakeholders shall be in Creole and/or English.

17.3.2.2 Engagement Activities to date

Stakeholder engagement and outreach activities have been carried out by the Project since 2012. Since this date, the Project has carried out some consultation activities to provide the public with information about the Project and its potential impacts, to elicit public input and feedback on various Project aspects and access local knowledge on baseline environmental, social and health conditions in the Project area communities. These activities included:

- In 2012 school visits were conducted in February and March from the Wotten Waven Primary School, Trafalgar Primary School, Morne Prosper Primary School and Laudat Primary School, where students and staffed toured the drilling sites;
- Laudat Public Meetings: January 20, 2011; November 11, 2011; February 15, 2012, April 13 and 16th 2012; November 14, 2013; December 11th 2013; January 23, 2014; July 2017; and March 17, 2018 (for details see Appendix A of Appendix J in Volume 5 of the Jacobs ESIA);
- Trafalgar Public Meetings: January 12, 2011; November 8, 2011; March 28, 2012; November 12, 2013; December 12th, 2013; December 2016; and March 18 and 25, 2018 (for details see Appendix A of Appendix J in Volume 5 of the Jacobs ESIA);
- Wotten-Waven Public Meetings: January 16, 2011; November 10, 2011; June 13, 2012; December 13, 2013; March 24, 2018 (for details see Appendix A of Appendix J in Volume 5 of the Jacobs ESIA);
- A town hall meeting was held in Trafalgar in December 2016 with approximately 40 in attendance, where the project and ESIA were discussed. In July 2017, a town hall was held in Laudat with 43 in attendance. An additional town meeting was held in Wotten Waven in August 2017.
- The Grievance Mechanism was shared with the community during the 2017 social baseline survey process
- 15 focus groups were held in 2016, 2017 and 2018 in Wotten Waven, Trafalgar and Laudat. These included meetings with community women, vendor meetings, meetings with hotels and resorts, hot springs businesses and unemployed parties. Groups consisted of 5-15 people and target questions were asked and recorded. See table below for a summary of interviews with these focus groups.
- The ESIA non-Technical Summary was disclosed to the communities of the Roseau Valley via three public meetings: one in Laudat, one in Trafalgar and one in Wotten Waven in the first week of July 2018. Meetings were attended by Jacobs, DGDC, and approximately 20 members of each community. The community had another opportunity to express concerns and ask questions about the Project and ESIA findings. Concerns generally included community health and safety issues, natural hazards, employment and construction impacts. A summary of the meetings is included in

Appendix 17-A below. For additional meeting minutes, please see Appendix J in Volume 5 of the Jacob's ESIA.

- Two national consultations on the Jacobs ESIA were conducted in February 2019 one in the south and one in the north (Portsmouth). A series of public meetings to update the community on the changes in the project were held in June 2020. Given the COVID-19 public gathering protocols, the DGDC conducted 3 sessions per day for three days to allow for maximum community participation. Eclipse Inc conducted three focus group meetings in August 2020 and another meeting to present the findings of the ESIA to the community in November 2020. Lastly, consultation with landowners was held in October 2020 by Eclipse and by DGDC in June 2020.

Table 17-7: Summary of DGDC Interviews with Key Stakeholders

Consultation	Comment Category	ESIA Reference	Response
Laudat Community at Laudat Primary School (29/06/2017)	Noise level of the project and effect on the community	ESIA Volume 2: EIA, Section 12 – Noise (Section 12.5 Assessment of Impacts)	Operational noise will be within acceptable community noise standards. Noise from construction will be reduced to the extent feasible using best practice mitigation measures.
Papillote Wilderness Retreat (30/06/2017)			
Wotton Waven Spa Operators			
Laudat Community at Laudat Primary School (29/06/2017)	Community Benefits	ESIA Volume 3: SIA, Employment and community benefits, Section 6.1.1 – Assessment of Impacts and Section 8.1.1 Employment and Tourism.	The GoCD is committed to providing a community benefits package for this Project. There are several ideas for community benefit/investment options detailed in the ESIA.
Papillote Wilderness Retreat (30/06/2017)			
Wotton Waven Spa Operators			
Papillote Wilderness Retreat (30/06/2017)	Will there be a social/community development fund	ESIA Volume 3: SIA Employment and community benefits, Section 6.1.1 – Assessment of Impacts and Section 8.1.1 Employment and Tourism	The GoCD is committed to providing a community benefits package for this Project. There are several ideas for community benefit/investment options detailed in the ESIA.
Laudat Community at Laudat Primary School (29/06/2017)	Will the re-injection pipeline pass through villages?	ESIA Volume 3: SIA, Preferred route of reinjection pipeline, Figure 4.3 - Location of Power Plant and Reinjection Pipeline.	The re-injection route pipeline has been selected with the intent of avoiding settlements to the extent feasible.
Papillote Wilderness Retreat (30/06/2017)	What will be the visual impact of the project?	ESIA Volume 2: EIA, Section 9 – Landscape and Visual (Section 9.3 – Assessment of Impacts).	The Project is expected to have minor visual impacts with the exception of those living immediate adjacent to the power plant.

Consultation	Comment Category	ESIA Reference	Response
Papillote Wilderness Retreat (30/06/2017)	What will the impact on tourism be? Concerns that it will have a negative impact	ESIA Volume 3: SIA, Tourism impacts: Section 6.2.5 Impacts to Tourism. ESIA Volume 3: SIA, Tourism enhancement and mitigation, Section 8.1.1 Employment and Tourism.	Impacts are tourism including thermal spas, etc. are considered to be minor. The thermal resource is not likely to be reduced as a result of the Project and the Project could become an educational tourist destination.
Papillote Wilderness Retreat (30/06/2017)	Traffic impacts on the community and local businesses	ESIA Volume 2: EIA, Traffic impacts, Section 16 – Traffic and Access (Section 16.3 Assessment of Impacts).	Traffic congestion could result during construction and will be mitigated to the extent feasible. Long-term traffic increases are considered minor.
Wotten Waven Spa Operators			
Papillote Wilderness Retreat (30/06/2017)	Air quality impacts	ESIA Volume 2: EIA, Air Quality impacts, Section 4 – Air Quality (Section 4.3 Assessment of Impacts).	Air quality emissions will be within acceptable community standards. Dust from construction will be reduced to the extent feasible using best practice mitigation measures.
Wotten Waven Spa Operators			
Papillote – Community Leaders of the Roseau Valley	Resettlement and land acquisition impacts and plans for the community and businesses	ESIA Volume 3: SIA, Resettlement mitigation plans, Section 8.1.2 Physical and Economic Displacement. ESIA Volume 3: SIA, Land acquisition impacts, Section 6.2 Land Acquisition, Physical Displacement and Resettlement Impacts.	Impacted land owners will be properly consulted and compensated in accordance with International Standards.
Papillote Wilderness Retreat (30/06/2017)			
Wotten Waven Spa Operators			
Wotten Waven Spa Operators	What would happen if the reinjection pipe has a leak and dangerous fluids are flowing on the surface?	ESIA Volume 2: EIA, Section 15, Hazardous Substances and Waste and ESIA Volume 3: SIA, Emergency Response Plan.	An Emergency Response and Disaster Management Plan will be developed and implemented for the Project in line with best practices.
Laudat Community at Laudat Primary School (29/06/2017)	When and how will payment be made for property and land acquisitions?	See the ARAP.	Impacted land owners will be properly consulted and compensated by the GoCD in accordance with International Standards prior to the commencement of any construction activity.
Laudat Community at Laudat Primary	Potential for	Outside the scope of the ESIA.	This is outside the scope of the ESIA.

Consultation	Comment Category	ESIA Reference	Response
School (29/06/2017)	community shares in the Project		
Papillote Wilderness Retreat (30/06/2017)			
Papillote Wilderness Retreat (30/06/2017)	Why was solar power not considered?	ESIA Volume 2: Introduction, Section 4, Project Alternatives.	This Project evolved on the basis of the geothermal resource.
Papillote Wilderness Retreat (30/06/2017)	Why was this type of consultation not done before decision was made to drill?	See SEP for a full list of consultation activities in Appendix C of the ESIA.	Consultation has been conducted throughout the development of the Project.
Papillote Wilderness Retreat (30/06/2017)	Total cost of the Project.	Outside the scope of the ESIA.	This is outside the scope of the ESIA.
Wotten Waven Spa Operators	Project start date and duration	ESIA Volume 2: Introduction, Section 3, Project Description.	Construction date estimated to be first quarter 2019. Estimated 18 -24 months for construction of Project.



Figure 17-2 Stakeholder Engagement with the Laudat Community

17.3.2.3 Disclosure of Information

The Project will select which information will be communicated, taking into account the following:

- Project phase, activities and schedule;
- Analysis of previous interactions between DGDC and the stakeholders;
- Area where the information will be communicated;
- Stakeholder type (affected vs. interested and considering their potential influence and position regarding the Project);
- Tool chosen to share the information;
- Type of information to be communicated;
- Date of communication; and
- Responsible party for sharing the information (whether DGDC or a contractor).

The Community Liaison Officer, together with DGDC Management, will select what type of environmental, social, or occupational or community health and safety documentation regarding the Project's phases and activities will be communicated. This information will be confirmed with the contractor at each site and addressed taking into account the identified key stakeholders. There are some documents that will require

disclosure, such as updates to the ESIA and to some plans within the ESMP, such as the Grievance Mechanism.

The main topics to consider during engagement activities with stakeholders are:

- Project status update: Publicize all the activities and stages of the Project;
- Project objectives in the short, medium and long term, to avoid creating misguided expectations among stakeholders;
- Information and update regarding positive and negative impacts, when applicable: Provide information on the impacts generated during each phase of the Project, as well as the mitigation measures to be implemented or already being implemented;
- Grievance mechanism: take into consideration the opinions of stakeholders to continually improve the external grievance mechanism procedures (e.g. preferred location of grievance boxes), and continue to reinforce its communication, according to positive or negative experiences;
- Emergency Plan and Community Health and Safety Plan: Share the procedures of the Project Emergency Plan and the Community Health and Safety Plan to all communities and related stakeholders for their knowledge and implementation;
- Aspects of the Project that have attracted stakeholders' attention: Contemplate the opportunity to learn about the perception of stakeholders that may not have been formally transmitted through the grievance mechanism (e.g. retrenchment plans of the Project);
- Invitations to meetings or information communication sessions where general information on the Project will be provided (stages, activities, times); and
- Other relevant plans such as the, Traffic Management Plan.

The Project will keep photographic evidence of all the relevant activities carried out with stakeholders as well as Project related developments (e.g., construction development, labor training, flora and fauna rescue and preservation activities). This will complement the communication process with stakeholders.

DGDC is aware that the lack of information can lead to an erroneous perception of the Project, and trust from local communities may be affected. DGDC will continue to share and distribute meaningful and relevant information among the Project's stakeholders throughout the Project's life cycle.

In order to do this, the Project will build solid relationships with external stakeholders (e.g. government institutions, universities, other academic entities, influential NGOs) who can help DGDC to be known among local communities and people directly or indirectly involved in the Project (e.g. through press announcements). DGDC will work with these stakeholders to perform actions that could represent an improvement in the quality of life of community members and/or the region where the Project is located.

Depending on the type of stakeholder the means of communication will be defined, such as through the Project's website, by phone, memos, letters, email, informative sessions or meetings, brochures and copies of relevant documents placed in accessible and strategic locations.

17.3.2.4 *Consultation and Participation Action Plan*

Public consultation is a process that promotes a two-way dialogue between local communities and the Project, which will aim to ensure the establishment and maintenance of constructive relationships throughout the life of the Project. For local communities, the consultation process offers the opportunity to obtain information about the Project's activities, to update the company of the local context in which the Project is framed, to share problems and concerns, to ask questions and even, to make suggestions. The

consultations will provide an opportunity for feedback on the Project, which could influence some solutions or management measures.

The consultation process and participation plan with local communities will follow the five basic steps detailed below, which can be repeated as many times as necessary throughout the different phases of the Project.

1. Plan ahead, before beginning a process of consultation with local communities, it will be clear who will be consulted, on what issues and for what purpose, and the consultation topic will be shared with communities in advance in an accessible manner;
2. Conduct the consultations applying the basic principles of the recommended practices and adapted to the local situation and to the local communities;
3. Consider the opinions and observations received and make every effort to resolve the issues raised;
4. Document the consultation process and its results;
5. Prepare reports for stakeholders, in order to keep them informed about which of the concerns raised will be addressed and how, and explain what suggestions have not been taken into account and the reasons, so as to promote credibility, control expectations and maintain interest. The report will be shared with the communities.

The table in the section below presents the consultation and participation plan per each stakeholder group. The table includes the consultation and participation methods, the consultation topics, shared information and objectives, the Project phase and frequency, the priority and person in charge.

17.3.2.5 Engagement in Extraordinary Situations

DGDC will endeavor to maintain engagement with stakeholders throughout the project's continuity. In the case of health-related crises, pandemics and or epidemics, DGDC will develop, when necessary, an action plan for engagement with stakeholders in this scenario.

The action plan must be developed in order to guide DGDC's performance during this period, and must contain at least the following items: (i) target audience; (ii) organizational structure; (iii) communication channels; (iv) risk prevention and mitigation measures for the teams involved in the engagement actions; and (v) list of actions.

Table 17-8: Consultation and Participation Action Plan

Stakeholder Groups	Consultation and Participation Methods	Consultation Topics, Shared Information and Objectives	Project Phase and Frequency	Priority	Person in Charge
<i>Interested Stakeholder Groups</i>					
Government entities	Meetings with representatives, either in groups or individually	<ul style="list-style-type: none"> ■ Identify any concerns regarding Project impacts and progress ■ Answer their questions regarding the Project 	Construction: At least once a month Operations: at least once per six months	High	Managing Director
Neighboring Projects	Meetings with other Project developers	<ul style="list-style-type: none"> ■ Receive feedback about the Project's social management plans, health and 	Construction: At least bi-monthly	Medium	Community Liaison Officer

		safety measures, community communications and community grievance mechanism	Operations: at least once per six months		
Mass media	Meetings with representatives, either in groups or individually		Construction: At least bi-monthly Operations: at least once per six months	Medium	Community Liaison Officer
Workers	Meetings with representatives, either in groups or individually		Construction: At least once a month Operations: at least once per six months	High	HR Manager
Contractors	Meetings with representatives, either in groups or individually		Construction: At least once a month Operations: at least once per six months	High	Safeguards Manager
Tourism sector	Meetings with tourism representatives, either in groups or individually	<ul style="list-style-type: none"> ■ Identify any concerns regarding Project impacts and progress ■ Answer their questions regarding the Project 	Construction: At least bi-monthly Operations: at least once per six months	Medium	Community Relations Officer
Vulnerable populations in the Area of Influence	Vulnerable groups will be invited and encouraged to attend the community meetings The Project will contact representatives of vulnerable groups and the Project will organize an individual meeting with the person or particular group if requested.	<ul style="list-style-type: none"> ■ Receive feedback about the Project's social management plans, health and safety measures, community communications and community grievance mechanism 	Construction: At least once a month Operations: at least once per six months	High	Community Relations Officer
NGOs	Meetings or communication exchange by email or phone call	<ul style="list-style-type: none"> ■ Identify their concerns regarding the Project's impacts and progress ■ Answer their questions regarding the Project ■ Receive feedback about the Project's social management plans, health and safety measures, community communications and 	Construction: At least bi-monthly Operations: at least once per six months	Medium	Community Relations Officer

		community grievance mechanism <ul style="list-style-type: none"> ■ Discuss collaboration opportunities (e.g. environmental and social programs) 			
Affected Stakeholder Groups					
Communities and landowners near the Project site	Group meetings (virtually) with people from nearby residences, including women, young people and other vulnerable groups	<ul style="list-style-type: none"> ■ Identify any concerns regarding Project impacts and progress ■ Answer their questions regarding the Project ■ Receive feedback about the Project's social management plans, health and safety measures, community communications and community grievance mechanism 	Construction: At least once a month Operations: at least once per six months	High	Community Relations Officer

17.3.3 Registration Process: Stakeholder Database

Every time a communication or activity is carried out with any stakeholder, the CLO will register the details in the Stakeholder Engagement Database in order to reflect the development of the relationship with each stakeholder and the evolution of the respective negotiations.

The stakeholders' database will include a summary of each contact, participants, issues or agreements with stakeholders, including, but not limited to:

- Stage and activity of the Project;
- Stakeholder being represented;
- Type of interaction;
- Date of interaction;
- Place of the interaction;
- Background of the interaction with the stakeholder (if applicable);
- Reason for the interaction (e.g. information disclosure, follow-up meeting);
- Type of information provided (if applicable); and
- Reference to evidence supporting the interaction (e.g., minutes, photographs).

In the event that complaints or feedback are received, these will be dealt through the External Grievance Mechanism (see the External Grievance Mechanism Plan) as appropriate.

17.4 Documentation and Monitoring

Evidence of meetings and interactions with stakeholders will be maintained through the Stakeholder Engagement Database. For all stakeholder meetings, evidence will be collected, such meeting minutes,

videos, attendance lists and photographic evidence. The CLO will be responsible to maintain the documentation and records.

17.5 Reporting

Further, there will be internal and external reporting. The following sections describe the minimum reporting to be conducted.

17.5.1 Meeting Minutes

Records of community consultation meetings, meetings with government and civil society shall be kept in a separate document with the detailed database maintained by the CLO. All records shall include attendance lists and photos.

17.5.2 Recording Grievances

A formal log of grievances will be developed and the CLO will be responsible for logging all grievances except those related to land acquisition which will be handled directly by designated government representative] of the GoCD. A comments sheet will also be provided for complaints or other comments. Comments or complaints can be made directly to DGDC or the contractor, through the CLO or through a community representative (e.g. through the village elders).

17.5.3 Commitments Register

DGDC will maintain a commitments register that keeps track of the commitments made by DGDC throughout stakeholder consultation (including any commitments made by any contractors or members of the Project Team).

17.5.4 Reporting

The CLO will maintain engagement reports on a monthly basis. The objective of these engagement reports are to demonstrate and record the ongoing engagement process and progress made. These reports may include records of engagement including meeting registers, photographs.

These reports will be used to address and incorporate social issues into Project management. Engagement reports shall be stored with the detailed stakeholder database and retained for a minimum of five years.

At a minimum these reports will contain:

- Engagement activities undertaken;
- Grievances received as per grievance management;
- Updated stakeholder database;
- Feedback received during the engagement process;
- Update on complaints and grievances, expectations and requests,
- Investment made, and commitments and promises made; and
- Key records of communication with stakeholders.

17.6 Key Performance Indicators

The Stakeholder Engagement Management Plan is to be reviewed on a six-month basis for the initial two years and then annually or as necessary in consultation with key stakeholders.

The table below presents the key performance indicators that will evaluate the implementation of this plan:

Table 17-9: Key Performance Indicators

Impact	Indicator	Performance Goals/ KPIs	Project Phase	Method/Tool / Frequency
External Grievance Mechanism	Number of confirmed grievances resolved within prescribed timeframe	100%	Construction, Operations	External Grievance Database / Quarterly
	Audit the grievance mechanism to ensure implementation and that grievances are being adequately addressed	Every six months, the first two years, and then once a year.	Construction, Operations	Community Liaison Officer / Every six months during the first two years; then yearly
Local Community & Stakeholders	Number of resolved incidents involving local community members	100% resolved incidents	Construction, Operations	Stakeholder Engagement Database, External Grievance Database and the Community Liaison Officer / Quarterly
	Number of consultation and participation activities	100% reported meetings and activities, with 100% evidence provided	Construction, Operations	Stakeholder Engagement Database and the Community Liaison Officer / Quarterly
	Type, materials and methods of Disclosure of Information during consultations	Cover 100% of the relevant topics as established in the Consultation and Participation Action Plan	Construction, Operations	Stakeholder Engagement Database and the Community Liaison Officer / Quarterly
	Report back and feedback to the local community and stakeholders regularly (e.g. implementation of the grievance mechanism, conflicts solved and implemented solutions, etc.)	Delivery of reports to the community and communication channel chosen	Construction, Operations	Community Liaison Officer / Quarterly
	Number of women engaged by the Project	Track women engaged by the Project and ensure it is a representative number	Construction, Operations	Stakeholder Engagement Database and the Community Liaison Officer / Quarterly
	Audit the stakeholder engagement activities	Every six months, the first two years, and then once a year.	Construction, Operations	Community Liaison Officer / Every six months during the first two years; then yearly
Community Relations Staff/ Team	DGDC will monitor the number of new community relations staff and staff changes per period. This will be reported on the community engagement performance report.	Every six months.	Construction, Operations	Community Liaison Officer / Every six months during the first two years; then yearly