



Stakeholder engagement and community grievance mechanisms

Stakeholder engagement

Continued Stakeholder Consultation will be undertaken during all phases of the project. If required, Stakeholder Forum may be established including directly affected parties, representatives from the local municipality and other identified persons. The forum will serve to communicate project progress, material changes to the project, grievances received and corrective action taken.

The stakeholder of the project may differ depending on the project type. The key internal stakeholder includes, but not limited to, shareholders, related employees to the project, suppliers, and contractors. The key external stakeholder may include affected parties, neighbors, clients, general public, and external regulators such as Central, and local government, and their agencies.

The Stakeholder Engagement Plan must be developed, implemented and revised regularly to document all consultation activities proposed and undertaken. The appropriateness and effectiveness of methods of stakeholder engagement should be reviewed on a regular basis and existing methods revised and alternative methods implemented as required.

Specific consideration should be given to the inclusiveness of the method utilised to ensure that all stakeholders including individuals, communities and groups and organisations are included.

Stakeholder Engagement Plan provides guidelines for:

- regular liaison with neighborhood, district councils and the municipal authority to keep them advised of the project programme, progress and planned activities;
- timely and appropriate disclosure of information about planned activities to Project neighbours and the local community prior to and during construction including, in particular, information about any disruptive activities such as transport of abnormal loads or noisy activities;
- timely and appropriate disclosure of information regarding any significant changes in the Project, for example local re-alignment of the route or changes in the construction programme;
- timely and appropriate information about any non-routine activities during operation that could cause disruption, for example major maintenance or repair works; and
- clear information about Emergency Planning arrangements for the local community explaining what they need to do in the event of an incident affecting the Project.



Grievance mechanism for affected communities

All employees, workers, stakeholders and affected communities can voice their concerns and opinions without fear of punishment or retribution. Workers, communities and stakeholders are able to complain with dignity via an impartial decision maker.

'Procedures for Reporting Improperities' provides background on the Group's Whistle Blowing policy and information on complaint process to make a disclosure or raise a concern. These procedures are made available in both English and Myanmar languages and available on the Group's website as well as on notice boards throughout the organization.

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Details of the contact point for all grievances and other enquiries will be distributed widely throughout the Project area and posted on the Project website (if available).

Project specific grievance mechanism will be developed, providing guidelines for grievance reporting and response process, allowing communities to:

- ❑ communicate the grievance/complaint to the local authority (using the official grievance form, via letter/note or verbally) who will be responsible for reporting the issue to relevant management team;
- ❑ submit the grievance directly to relevant management team (either verbally or via the grievance form); and
- ❑ submit the grievance to the contractor who will then be responsible for informing relevant management team.

All grievances received must be forwarded to the relevant personnel who will be responsible for recording them in a Grievance/Complaints Register and for implementing the grievance response mechanism. When a grievance is received, the mechanism for dealing with it will be as follows:

- ❑ Grievance received;
- ❑ Grievance recorded in the Grievance/ complaints Register;



- ❑ For an immediate action to satisfy the complaint, the complainant will be informed of corrective action;
- ❑ Implement corrective action, record the date and close case;
- ❑ For a long corrective action, the complainant will be informed of proposed action; and
- ❑ Implement corrective action, record the date and close case.

All the Grievances/Complaints can be sent to following mentioned person;

Name : Daw Poe Maw Maw Theint

Email : poepoe@spa-mm.com