

This *Chapter* presents a summary of the stakeholder engagement activities as part of the ESIA process. It serves as a summary of a more detailed Stakeholder Engagement Programme described in the Stakeholder Engagement Plan (SEP - refer to *Annex C* in *Part II* of this ESIA) and presents the engagement approach, the stakeholders included in engagement activities, and the mechanisms through which they were and will continue to be engaged. The SEP also provides a means to document the stakeholder engagement process and includes meeting minutes, participant signatures, photographs etc.

This *Chapter* has been structured to provide a summary of:

- The objectives of stakeholder engagement in the ESIA;
- The overall approach to stakeholder engagement;
- The engagement undertaken during in the screening phase;
- The engagement undertaken during the baseline phase
- The engagement undertaken during the draft ESIA consultation phase;
- The engagement undertaken during the final ESIA consultation phase;
- The next steps related to stakeholder engagement; and
- The feedback mechanism.

7.1

OBJECTIVES OF STAKEHOLDER ENGAGEMENT

The objectives of engaging stakeholders during the ESIA process included:

- **Ensuring Understanding** - developing an open, inclusive and transparent process of culturally appropriate engagement and communication to ensure that stakeholders are well informed about the proposed Project.
- **Involving Stakeholders in the Assessment** - stakeholders were included in the scoping of issues, the assessment of impacts, the generation of mitigation and management measures and the finalisation of the ESIA report. Stakeholders play an important role in providing local knowledge and information for the baseline and to inform the impact assessment and mitigation.
- **Building Relationships** - through supporting open dialogue, engagement helped establish and maintain a productive relationship between the ESIA team and stakeholders. This supported an effective ESIA, but also strengthened the existing relationships between Yara Dallol BV and stakeholders.
- **Engaging Vulnerable Peoples** - an open and inclusive approach to consultation increases the opportunity for stakeholders to provide comment on the proposed Project and to voice their concerns. Some

stakeholders need special attention in such a process due to their vulnerability (for example, elderly, female headed households, children, etc.). Special measures will be considered to ensure that the perspectives of vulnerable stakeholders are heard and considered.

- **Managing Expectations** - it is important to ensure that the proposed Project does not create or allow unrealistic expectations to develop amongst stakeholders with respect to proposed Project benefits. The engagement process served as a mechanism for understanding and managing stakeholder and community expectations by disseminating accurate information in an accessible way.
- **Ensuring Compliance** - the engagement process is designed to ensure compliance with both local regulatory requirements and international best practice.

One of the key outcomes of engagement should be free, prior and informed consultation of stakeholders, where this can be understood to be:

- **Free** - engagement free of external manipulation or coercion and intimidation;
- **Prior** - engagement undertaken in a timely way, for example the timely disclosure of information early in the ESIA process; and
- **Informed** - engagement enabled by relevant, understandable and accessible information.

7.2 APPROACH TO STAKEHOLDER ENGAGEMENT

Stakeholder engagement for the ESIA was undertaken using a staged approach in line with the various phases of the ESIA process. All engagement has been developed according to Ethiopian legislative requirements and with consideration of IFC Performance Standards.

Stakeholder engagement for an ESIA has five key phases, shown in *Figure 7.1* below.

Figure 7.1 *ESIA Engagement Phases*



The objectives of each engagement phase are presented below in *Table 7.1*.

Table 7.1 Phases of Stakeholder Engagement

Phase	Objective	Key Activities	Key Outputs
Screening Engagement	<ul style="list-style-type: none"> To gain a preliminary understanding of the scope of the proposed Project, it's likely impacts and relevant stakeholders. 	<ul style="list-style-type: none"> Inception meeting with Yara Dallol BV and personnel involved in the stakeholder engagement activities; Site screening field visit; and Stakeholder identification process. 	<ul style="list-style-type: none"> SEP for the ESIA; Summary of screening issues raised and stakeholders identified.
Notification and Scoping Engagement	<ul style="list-style-type: none"> To meet key stakeholders and discuss the proposed Project and ESIA; To generate feedback on the Draft Scoping Report, including the scope, approach and key issues to be investigated further in the ESIA process; and To consult key stakeholders on the next steps in the ESIA process. 	<ul style="list-style-type: none"> Formal submission of Draft Scoping Report to Authorities; Distribution of draft Scoping Report and /or Background Information Document (BID) to key stakeholders; Stakeholder consultation on the proposed Project and associated ESIA through meetings and workshops with identified stakeholders. Details may include: <ul style="list-style-type: none"> Contextualisation of the proposed Project with respect to other neighbouring projects and any previous consultation undertaken; Nature, purpose and scale of the proposed Project; Discussion of the ESIA and stakeholder engagement process; Disclosure of scoping findings, including identification of preliminary impacts; Feedback regarding findings; and Dissemination of engagement materials (BID, posters etc.). 	<ul style="list-style-type: none"> Updated SEP; Stakeholder database; Engagement tools and records of their dissemination; Final Scoping Report with record of stakeholder issues; Non-technical presentation and posters summarising the draft Scoping Report including list of preliminary identified impacts; Meeting minutes; and Updates to project website.
Baseline Data Gathering Engagement	<ul style="list-style-type: none"> To gather data to form a comprehensive understanding of existing baseline conditions of the socio-economic environment; and To allow stakeholders to raise concerns and expectations regarding the proposed Project. 	<ul style="list-style-type: none"> Further engagement for the purposes of additional baseline data gathering through: <ul style="list-style-type: none"> Workshops Focus Group Discussions (FGD) Key Informant Interviews (KII) 	<ul style="list-style-type: none"> Updated SEP; Updated stakeholder database; Engagement tools; Updated socio-economic baseline; Meeting minutes; and Updates to project website.

Phase	Objective	Key Activities	Key Outputs
Draft ESIA Consultation and Disclosure Engagement	<ul style="list-style-type: none"> To discuss the identified impacts and proposed mitigation measures with stakeholders allowing for their input; and To provide stakeholders with the opportunity to comment on the Draft ESIA report. 	<ul style="list-style-type: none"> Dissemination of the Draft ESIA to Authorities and key stakeholders; Dissemination of engagement materials (BID, posters etc.) disclosing findings of the draft Impact Assessment Report; Consultation on the draft ESIA Report. This included: <ul style="list-style-type: none"> Identification of impacts in the draft ESIA and proposed mitigation; Identification of stakeholder concerns and opinions on the impacts identified; Involvement of stakeholders in assessing the efficacy and suitability of the proposed mitigation measures; and Identification of revisions or additions to the draft ESIA report where necessary. 	<ul style="list-style-type: none"> Draft ESIA Report; Non-Technical Summary of identified impacts and mitigation measures; Updated SEP; and Updates to Project website.
Final ESIA Disclosure Engagement	<ul style="list-style-type: none"> To get sign-off and formally submit the Final ESIA to the authorities and key stakeholders with comments incorporated from the Scoping and draft ESIA engagement and disclosure stages. 	<ul style="list-style-type: none"> Disclosure of the Final ESIA Report with stakeholders. 	<ul style="list-style-type: none"> Final ESIA Report; and Final SEP.

7.2.1 *Differentiated Approach to Engagement*

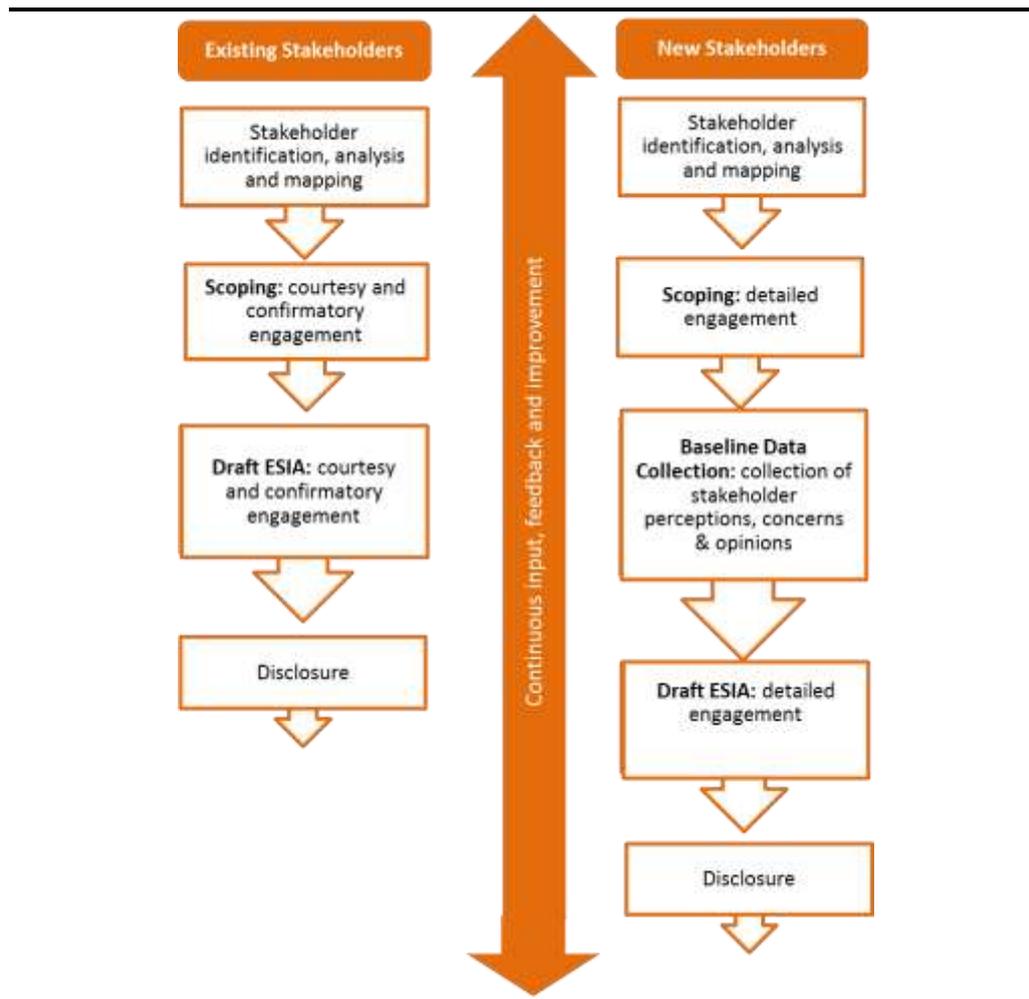
It is important to note that a significant proportion of stakeholders within the communities identified within the Project Area may have been previously engaged either directly by Yara Dallol BV or by other companies operating in the greater Project Area.

Work to date on neighbouring projects already points to stakeholder fatigue and despondency amongst key stakeholders in whom expectations have been raised for benefits and assistance from developers and mining companies. The risk of baseline survey and engagement teams finding stakeholder fatigue and or unmet expectations influencing the ability to engage stakeholder in a comprehensive manner has been considered in the design of the SEP.

In response to this risk a two pronged process for stakeholder engagement has been designed that is outlined in *Figure 7.2*, and includes the following:

- **Courtesy and Confirmatory** engagement and disclosure for those that have been engaged previously with respect to potential impacts of neighbouring projects (and will be less impacted by this Project).
- **Detailed Engagement and Disclosure** for those newly identified stakeholders in additional locations, which fall specifically within the Yara Dallol BV area of influence (the socio-economic area of influence is defined in *Chapter 9*). The area of influence can be defined as an area likely to be disturbed by the Project activities during the pre-construction, construction and operation phases. The effects can be positive or negative, short or long term or permanently, direct / and in-direct.

Figure 7.2 Approach to Stakeholder Engagement



7.2.2 Project Stakeholders

For the purposes of the stakeholder engagement, a stakeholder is defined as any individual or group which is potentially affected by the proposed Project or who has an interest in the proposed Project and its potential impacts. A diverse range of stakeholders were identified and involved in the stakeholder engagement process. Furthermore, different issues are likely to concern different stakeholders, and so different types of stakeholder have been grouped for engagement and consultation based on their connections or interests in the proposed Project.

Table 7.2 identifies the range of stakeholder groups that are likely to be interested and / or affected by the proposed Project.

Different issues are likely to concern different stakeholders, and so different stakeholder groups have been established based on their anticipated interest in the proposed Project.

Table 7.2 Project Stakeholders

Stakeholder Categories	Stakeholder Groups	Stakeholder
Government	Federal, regional and local government: political	<ul style="list-style-type: none"> • ANRS Council • Woreda administrators for Dallol and Berahale • Kebele leaders for project affected Kebeles in Dallol and Berahale Woredas
	Federal, regional and local government: administrative and technical	<ul style="list-style-type: none"> • Ministries at federal level (including Ministry leads and technical support e.g. Ministry of Mines and associated offices at the regional and local level) • Bureaus at regional level • Offices at woreda level
	Government agencies	<ul style="list-style-type: none"> • Ethiopian Wildlife Conservation Authority
Directly Affected Stakeholders*	Customary authorities (per village)	<ul style="list-style-type: none"> • Clan leaders • Religious leaders • Elders
	Community associations (per village)	<ul style="list-style-type: none"> • Women’s Federation • Youth Groups • Palm Association • Berahale Salt Association
	Community members, including men, women, youth, artisanal salt workers	<ul style="list-style-type: none"> • Bada • Asabuya • Musley • New Alai lai and Mororo • Hamad Ela • Asabolo • Ambule • Morrora • Berahale Town
	Business	<ul style="list-style-type: none"> • Mining companies in the northern Danakil • Potential suppliers • Salt related business: <ul style="list-style-type: none"> - Berahale Salt Selling - Mekele Salt Buying Associations - Subsidiary services including local restaurants, hotels, accommodation etc. in Berahale, Asabolo, Hamad Ela • Tourism operators working in the Danakil Depression • National Tourism Operator and Travel Agency (NTO)

Stakeholder Categories	Stakeholder Groups	Stakeholder
Civil Society	Federal / national and regional NGOs	<ul style="list-style-type: none"> • Forum for the Environment • MELCA • Matrix Development Solutions • Afar Pastoralist Development Association
	International NGOs (working or with an interest in the Danakil Depression)	<ul style="list-style-type: none"> • AMREF • The International Red Cross • Farm Africa • SOS Sahel • Other international NGOs e.g. Norwegian organisations
	Academics and research institutes	<ul style="list-style-type: none"> • Ethiopian Authority for Research and Conservation of Cultural Heritage • Addis Ababa University • Ethiopian Biodiversity Research Institute • Mekele University • Semera University

An outline of the stakeholder engagement activities undertaken in each phase of the ESIA is provided in *Sections 7.3 to Error! Reference source not found.*, and a summary of the engagement is provided in *Table 7.1*.

7.3 SCREENING ENGAGEMENT

Screening phase engagements were undertaken between 11th and 15th November 2013. The primary objective of the engagements were to identify social receptors in the project Area of Influence and ‘map’ stakeholders including directly Project affected people, other stakeholders and social sensitivities in areas selected for mine related development. The following activities were undertaken:

- Meetings and interviews with key stakeholder groups including local leaders, men and women; and
- General site reconnaissance through driving and walks, transect walks, taking GPS reading for mapping purposes, observation and capturing photography with a Yara representative.

Table 7.3 provides a schedule of screening activities that were undertaken.

Table 7.3 *Schedule of Screening Activities Undertaken*

Day	Schedule	Data Collection Activities
11 November 2013	<ul style="list-style-type: none"> • Camp induction • Planning of forthcoming activities 	<ul style="list-style-type: none"> • NA
12 November 2013	<ul style="list-style-type: none"> • Site visit and overview • Asabuya village identification 	<ul style="list-style-type: none"> • Recording geo-spatial information ⁽¹⁾ • Photographs • Preliminary engagement
13 November 2013	<ul style="list-style-type: none"> • Bada Town identification and • Musley village identification 	<ul style="list-style-type: none"> • Recording geo-spatial information • Photographs • Preliminary engagement
14 November 2013	<ul style="list-style-type: none"> • Natural resource transect walk • Village identification • Interview with Site Manager 	<ul style="list-style-type: none"> • Recording geo-spatial information • Photographs • Preliminary engagement • Natural resource ranking
15 November 2013	<ul style="list-style-type: none"> • Provisioning ecosystem services identification 	<ul style="list-style-type: none"> • Recording geo-spatial information • Photographs

More information about the engagement activities undertaken during each of these phases as well as the outcomes of these visits are described in the SEP (refer to *Annex C* in *Part II* of this ESIA) and its associated appendices.

(1) This included recording information regarding the following social topics – existing settlements, as well as remains of old settlements, social infrastructure and key resources e.g. water sources.

In March 2014, the Scoping Report was made available to stakeholders for a four week comment period. As part of this disclosure and consultation on the scoping report, a round of stakeholder engagement was conducted by the ESIA team. The Scoping engagement involved consultation with stakeholders at the federal, regional, and local levels. The objectives of this phase were to disseminate accessible Project information and to engage stakeholders regarding the ESIA process, the likely key issues and how they can be involved.

The following engagement materials were generated and disseminated that summarised the ESIA process, the key issues and how stakeholders could get involved in the process:

- PowerPoint presentations for government level engagement and engagement in formal settings.
- A Background Information Document (BID).
- A simplified version of the PowerPoint presentation used as a flipchart presentation for engagement at the local and regional level.

These materials were written in non-technical/accessible language and translated into local languages, and provided information on the following:

- A background and description of the proposed Project;
- The environment in which the proposed Project will be developed;
- Information on the Yara Dallol BV;
- Information on the ESIA process and timelines;
- Typical impacts associated with similar Projects; and
- Information on ESIA consultants and their independence.

Due to the high instance of illiteracy amongst potentially impacted groups in the proposed Project Area, and due to a history of social and political marginalisation of some minorities in this region, the ESIA team developed a series of alternative techniques for the dissemination of Project information to vulnerable or marginalised communities. This included a series of Focus Group Discussions (FGDs) and one-to-one meetings that rely on the dissemination of information through the materials mentioned above, as well as verbal discussion with the involvement of cultural translators.

Consultation with stakeholders was undertaken through a series of face-to-face meetings and workshops with key stakeholders at the federal, regional and local levels. Two variants of PowerPoint presentations were given at each of the meetings depending on the anticipated technical understanding of the stakeholder group met. For instance, a more technical presentation was given to government officials; whilst at a local village level a simplified version of

the presentation was given. Copies of the BID (translated into Amharic) were distributed at all meetings.

A list of stakeholders that were engaged at each level, and schedule of their engagement is presented in *Table 7.4* below.

Table 7.4 Stakeholder Consultation Meetings during the Scoping Phase

Organisation	Date	Location
Federal Government		
Ministry of Environmental Protection and Forestry	3 March 2014	Addis Ababa
Ministry of Mines	3 March 2014	Addis Ababa
Ministry of Culture & Tourism	3 and 4 March 2014	Addis Ababa
Ministry of Water, Irrigation and Energy	3 March 2014	Addis Ababa
Ministry of Federal Affairs	3 March 2014	Addis Ababa
<i>In addition the Ministry of Agriculture, Ministry of Women, Children and Youth Affairs, Ministry of Urban Development, Housing and Construction were contacted and provided with a copy of the Draft Scoping Report for comment.</i>		
Regional Government		
Bureau of Environmental Protection, Rural Land Use and Administration	6 and 7 March 2014	Semera
Bureau of Finance & Economic Development	6 and 7 March 2014	Semera
Bureau of Water Resources	6 and 7 March 2014	Semera
Bureau of Culture & Tourism	6 and 7 March 2014	Semera
Bureau of Mines and Energy	6 and 7 March 2014	Semera
Local Government		
Berahale Woreda Council and offices	13 March 2014	Berahale Town
Dallol Woreda Administration	13 March 2014	Adiquwa
Dallol Bureau of Justice and Security	13 March 2014	Adiquwa
Dallol Bureau for Agriculture and Pastoralism	13 March 2014	Adiquwa
Dallol Bureau of Economic Development	13 March 2014	Adiquwa
Dallol Bureau of Health	13 March 2014	Adiquwa
Community Associations		
Berahale Salt Selling & Buying Association	12 March 2014	Berahale Town
Women's Palm Association	12 March 2014	Berahale Town
Tourism Operators & Experts		
Medir Tours	4 March 2014	Addis Ababa
Marinata Tours	4 March 2014	Addis Ababa
Ethioder Plc	4 March 2014	Addis Ababa
Off Road Ethiopia	4 March 2014	Addis Ababa
Federal NGOs		
Forum for the Environment	4 March 2014	Addis Ababa
Research and Academic Institutions		
Authority for Research and Conservation of Cultural Heritage	4 March 2014	Addis Ababa
Addis Ababa University (departments of Biology, Archaeology, Geology)	4 March 2014	Addis Ababa
Semera University	6 and 7 March 2014	Semera
Settlements/Communities*		
Ambule	10 March 2014	Ambule
Musley	10 March 2014	Musley
Beheiti (Asabuya)	10 March 2014	Asabuya
Bada Ermile	11 March 2014	Central Bada
Bada Admeruq	11 March 2014	Central Bada
Asabolo	10 March 2014	Asabolo

Organisation	Date	Location
Hamad Ela	12 March 2014	Hamad Ela
Morror	13 March 2014	Morror
Resettled Alai lai and Mororo	13 March 2014	Resettled Alai lai and Mororo

* Community consultations involved engagement with the clan leader, local elders and religious leaders as well as selected women and youth as identified by the local elders and clan leader.

Upon completion of engagement during the scoping phase, the development of the Final Scoping Report took into consideration the feedback gained from stakeholders during Scoping engagement. A summary of key comments and concerns raised during this phase of engagement is provided in *Section 7.8*.

7.5

BASELINE DATA GATHERING ENGAGEMENT

Baseline data gathering was conducted during a period of two weeks between 28th April and 7th May 2014. Although the primary purpose of this phase was to gather primary data for the socio-economic baseline, it also involved engagement with stakeholders, and provided stakeholders an opportunity to provide feedback or ask any questions regarding the proposed Project. Stakeholder engagement during this phase included meetings with key government stakeholders at the *Woreda* and *Kebele* levels, community based organisations and local community members.

Engagement objectives during baseline data gathering included:

- To understand the existing environmental and socio-economic context of the Project Area; which will serve as a benchmark of pre-project livelihoods and conditions.
- To inform impact predictions (positive and negative) and assessments of the ability of receptors and stakeholders to benefit from, adapt to and accept change.
- To further identify stakeholders who are potentially sensitive/ vulnerable to the proposed Project or able to support in the implementation of information disclosure and mitigation measures.
- To ground-truth stakeholder feedback in order to differentiate between stakeholder perceived and actual impacts.

Communities engaged were selected based on the following characteristics:

- Proximity of the community to the Project footprint;
- Type of livelihoods activities engaged in;

- Level of vulnerability;
- Dependency of palm leaves products as a main source of income; and
- Communities residing in the broader Project Area who enjoy communal user right on the land in-and-around the Project footprint to harvest natural resources.

Primary data gathering activities were undertaken using Key Informant Interviews (KII), Focus Group Discussions (FGDs), and one-to-one meetings. As part of these engagements, a summary of the proposed Project activities were presented, BIDs were distributed and a social questionnaire was administered along with other social data gathering methods, such as Participatory Rural Appraisal (PRA). Flipchart presentations and maps were used for the different audiences at the local level and supported the data gathering engagement activities. These were all produced in non-technical/accessible language and translated into Amharic.

Table 7.5 provides a list of the meetings undertaken during the data gathering phase.

Table 7.5 Stakeholder Consultation Meetings during the Social Data Gathering Phase

Date	Village/ Gov. Leaders	Type of Engagement
28 April 2014	Bada Admeruk	FGDs: women, elders and men
		Bada Admeruk <i>Kebele</i> leaders
		KIIs: Health Care Practitioner
		Local guide (to show the team areas used to collect various natural resources)
29 April 2014	Bada Ermile	FGDs: women, elders and men
		Bada Ermile <i>Kebele</i> leaders (for health, education, finance, agriculture, and others)
		KIIs: Health Care Practitioner
30 April 2014	Abaa/ Kulili (Elifan <i>Kebele</i>)	FGD: women and men
		KII: Elder
01 May 2014	Dallol Woreda	FGD: Woreda Leaders (for health, education, finance, agriculture, and others)
03 May 2014	Asagosso Baheita <i>Kebele</i>	FGDs: women, elders and men
	Asabuyi	FGDs: women, elders and men
05 May 2014	Musley	FGDs: women
		KII: local man, and elder (woman)
06 May	Mororo	KII: local household
	Hamad'Elä	KII: local business woman and man
07 May 2014	Zonal Government	FGD/KII: Zone 2 Officials for health, education, finance, agriculture, and others

A summary of key comments and concerns raised during this phase of engagement is provided in Section 7.8.

Engagement on the contents of the Draft ESIA report was undertaken in December 2014 over a two week period. This phase of engagement involved consultation with stakeholders at the federal, regional, and local levels. The objectives of this round of engagement were to:

- Present the key social and environmental impacts identified in the draft ESIA report, and proposed mitigation;
- Involve stakeholders in assessing the efficacy and appropriateness of the proposed mitigation measures;
- Capture stakeholder concerns and opinions on the identified impacts; and
- Identify revisions or additions to the draft ESIA report where necessary.

This phase of engagement seeks to provide stakeholders an insight into the predicted impacts and mitigation and allow them an opportunity to contribute their local knowledge to the assessment and mitigation process. This process also allowed stakeholders the opportunity to discuss their needs, concerns and aspirations and to incorporate responses into the specialist investigations and Project design where possible and appropriate.

The following engagement materials were generated and disseminated:

- PowerPoint presentations for federal level engagement and engagement in formal settings.
- A Non- Technical Summary of the Draft ESIA, (which was in both English and Amharic).

These materials were written in non-technical/accessible language and translated into Amharic, and provided information on the following:

- A background and description of the proposed Project;
- The potential Project impacts; and
- The proposed mitigation measures.

The ESIA team developed a series of specific techniques for the dissemination of Project information to vulnerable or marginalised communities. This included a series of Focus Group Discussions (FGDs) and ranking of impacts approaches that relied on the dissemination of information through aforementioned materials, as well as verbal discussion with the involvement of cultural translators.

A list of stakeholders that were engaged at each level, and schedule of their engagement is presented in *Table 7.6* below.

Table 7.6 Stakeholder Consultation Meetings

Organisation	Date	Location
Federal Government		
Ethiopian Wildlife & Natural History Society (EWNHS)	2 December 2014	Addis Ababa
Authority for Research & Conservation of Cultural Heritage (ARCCCH)	2 December 2014	Addis Ababa
Ministry of Mines (MoM)	2 December 2014	Addis Ababa
Addis Ababa University (AAU) School of Earth Sciences	2 December 2014	Addis Ababa
Ministry of Environment & Forestry (MoEF)	2 December 2014	Addis Ababa
Ministry of Water, Irrigation & Energy (MWIE)	2 and 3 December 2014	Addis Ababa
Ministry of Foreign Affairs (MoFA)	3 December 2014	Addis Ababa
Ethiopian Wildlife Conservation Authority (EWCA)	2 and 3 December 2014	Addis Ababa
Ethiopian Biodiversity Institute	3 December 2014	Addis Ababa
Pastoral Community Development Project (PCDP)	3 December 2014	Addis Ababa
Ethiopian Tourism Organisation (ETO)	3 December 2014	Addis Ababa
Ministry of Agriculture (Land administration and Use Directorate)	3 December 2014	Addis Ababa
Regional Government		
Bureau of Mines and Energy	4 and 5 December 2014	Semera
University of Semera	4 December 2014	Semera
Bureau of Pastoral Agriculture Development	4 and 5 December 2014	Semera
Bureau of Water Resources	4 and 5 December 2014	Semera
Afar Design And Supervision Works Enterprise	4 and 5 December 2014	Semera
Bureau of Women, Children and Youth Affairs	4 and 5 December 2014	Semera
Afar Integrated Basin Development and Villagization Coordination Office	4 December 2014	Semera
Bureau of Regional Health	4 and 5 December 2014	Semera
Bureau of Afar Labour and Social Affairs	4 and 5 December 2014	Semera
Bureau of Administration and Security	4 and 5 December 2014	Semera
Zonal administrator , Zone 2	5 December 2014	Semera
Local Government		
Dallol Woreda Administration	8 December 2014	Adiquwa
Dallol Bureau of Justice and Security	8 December 2014	Adiquwa
Dallol Bureau for Agriculture and Pastoralism	8 December 2014	Adiquwa
Dallol Bureau of Economic Development	8 December 2014	Adiquwa
Dallol Bureau of Health	8 December 2014	Adiquwa
Dallol Bureau of Public Communication	8 December 2014	Adiquwa
Dallol Bureau of Militia	8 December 2014	Adiquwa
Dallol Bureau of Parliament	8 December 2014	Adiquwa

Organisation	Date	Location
Dallol Party Office	8 December 2014	Adiquwa
Dallol Bureau of Water Resources	8 December 2014	Adiquwa
Dallol Bureau of Women, Children and Youth Affairs	8 December 2014	Adiquwa
Dallol Bureau of Civil Services	8 December 2014	Adiquwa
Dallol Bureau of Trade and Small Enterprise	8 December 2014	Adiquwa
Dallol Police Office	8 December 2014	Adiquwa
Berahale Woreda Council and Offices	9 December 2014	Berahale Town
Settlements/Communities*		
Bada Admeruk	7 December 2014	Bada
Hamad Ela	10 December 2014	Hamad Ela
Beheiti Kebele	10 December 2014	Beheiti
Asabolo and Ambule	11 December 2014	Ambule
Asabuyi	11 December 2014	Asabuyi
Musley	12 December 2014	Musley
Bada Ermile	12 December 2014	Bada
Mororo and Alai lai	12 December 2014	Mororo and Alai lai

* Community consultations involved engagement with the clan leader, local elders, youths and women. The communities were divided into two groups based on gender.

During meetings stakeholders were notified of the start of the draft ESIA comment period, which began on the 2nd of December 2014 and ended on the 2nd January 2015. The availability of the Draft ESIA report was advertised in two newspapers namely “The Ethiopian Herald” and “The Reporter” (both adverts were in English). The report was also made available through the project website.

Upon completion of engagement activities, the ESIA Report was revised to take into consideration the feedback gained from stakeholders. A summary of key comments and concerns raised during this phase of engagement is provided in *Table 7.7*.

7.7

FINAL ESIA REPORT CONSULTATION AND DISCLOSURE

The Final ESIA report was supplemented by additional stakeholder engagement efforts during February 2015, namely disclosure and consultation of the Final ESIA Report. The objective of this phase consultation was to close out the stakeholder engagement process and generate ‘sign-off’ by affected community members on their position in response to the proposed Project as well verifying the engagement process undertaken.

During this phase of engagement the following activities were completed:

- **Incorporated Feedback and Updated Final ESIA Report** - all feedback received from stakeholders was documented, considered and where relevant incorporated within the Final ESIA Report. This included updating of the Stakeholder Engagement Plan (this document) and the ESIA Stakeholder Engagement Chapter with records of engagement activities including:
 - Meeting minutes;
 - Attendance registers;
 - Engagement tools; and
 - Updated comment and response report.
- **Presentation of the Final ESIA Report** for ‘sign-off’ by the by the local Authorities (Woreda and Kebele leaders) and communities.
- **Disclosure of the Final ESIA Report** - the final updated ESIA documents were submitted to the relevant Authorities for approval.

All engagement tools and materials are appended to *Appendix F*.

Engagement activities during this phase were undertaken through a series of consultation events with local stakeholders that sought to:

- Describe where stakeholder revisions to the Draft ESIA were made;
- Provide a description of the final impacts identified in the ESIA;

- Receive sign-off from local stakeholders on their position in response to the proposed Project as well verifying the engagement process undertaken; and
- Identify the completion of the ESIA stakeholder engagement process.

The details for this phase of engagement is provided in detail in *Appendix F*.

7.8

KEY ISSUES RAISED DURING STAKEHOLDER ENGAGEMENT

The key issues identified during stakeholder engagement (namely Screening, Scoping, baseline data collection and Draft ESIA) are summarised in *Table 7.7* and *Table 7.8*. These issues together with the findings of baseline data collection have been considered when compiling the Social Impact Assessment presented in *Chapter 11 (Part I of the ESIA)*.

Table 7.7 *ESIA Related Issues Raised During the Scoping Phase*

Issue Category	Issue	Details on the Issue	Stakeholder Raising Issue
Anticipated Impacts	Water resources	<ul style="list-style-type: none"> Stakeholders' at all three levels identified significant concerns around the perceived scarcity of water in the local area, and potential impacts for abstraction of water for mining related activities, which may result in decline of water resources available for the local population and animals. The abstraction of groundwater could result in a decline of water recharging the pools located on Mount Dallol (which are key tourist attractions). The potential decline in groundwater levels caused by abstraction of water by Yara could result in the decline in important vegetation in the area, including plants that livestock and camels feed on, as well as doum palms that are a key source of income for local women, and hold cultural value for the Afar people. 	<ul style="list-style-type: none"> All stakeholder groups
	Tourism	<ul style="list-style-type: none"> The overall development of the area will deter tourists from visiting the area, in particular if the area becomes industrialised. Concerns were raised over the proximity of Yara Dallol BV's license area, as well as other developments in the area to Mount Dallol. The increases in traffic that have already been reported in the local area from mining companies is reported to be causing pollution (dust) and disturbance to tourists that stay in Hamad Ela. The potential decline in water resources will have secondary impacts on surface water bodies located on and around Mount Dallol, which form key tourist attractions. The development of infrastructure (mainly the road) by the federal government for mining companies in the Danakil Depression will lead to increases in-migration, resulting in disturbance and pollution of important landmarks and tourist attractions. 	<ul style="list-style-type: none"> Federal government Regional government Local government Tourism operators Local communities
	In-migration	<ul style="list-style-type: none"> The development of infrastructure in the local area, as well as the presence of mining companies in the area is likely to result in in-migration. Concerns were raised over the secondary impacts such as pressure on existing infrastructure, localised inflation and competition over land and resources. In-migration and resulting changes in the local health profile (communicable diseases including sexually transmitted diseases) is a key concern. A lot of case studies from the extractives sector elsewhere in Ethiopia were referenced where increases in the communicable disease 	<ul style="list-style-type: none"> Federal government Regional government Local government

Issue Category	Issue	Details on the Issue	Stakeholder Raising Issue
		have not been managed adequately.	
	Traffic	<ul style="list-style-type: none"> Increases in traffic have been noted in the local area, much of which is attributed to mining companies including Yara Dallol BV. The increase in traffic is reported to have led to increased pollution and disturbance to local residents and tourists. Concerns over the increases in traffic will lead to disturbance to important areas, such as those used for salt collection and where important vegetation is found. 	<ul style="list-style-type: none"> Tourism operators Federal government Local communities
	Ecology	<ul style="list-style-type: none"> The Danakil is identified to be an area that has not been studied in detail; therefore there are concerns that species (flora and fauna) exist that are specific to the Danakil and may be threatened by project activities. The potential decline in water resources due to groundwater abstraction by Yara Dallol BV may threaten local biodiversity. Further studies should be conducted with regards to the ecological nature of the area, taking into account potential seasonal variations in the local ecology. 	<ul style="list-style-type: none"> Academic and research institutions Regional government Local government
	Health	<ul style="list-style-type: none"> Potential impacts on the health and safety of people recruited by Yara Dallol BV, in particular local people who may not be accustomed to working for a mining company. Changes to the community health profile (increases in communicable and sexually transmitted diseases) due to potential in-migration of people, as well as the introduction of a workforce by Yara Dallol BV. The potential decline in water resources due to mining activities may have consequences on community health, as they access water through hand dug wells. In addition there maybe secondary impacts to key resources (salt, palms) that are used to generate income. 	<ul style="list-style-type: none"> Federal government Regional government Local government Local communities Community associations
	Military	<ul style="list-style-type: none"> There is reported to be an unnecessary use of the military in the local area, as well as recruitment of militia. Reports of the military being used to threaten stakeholders (in particular local communities). 	<ul style="list-style-type: none"> Regional government Local communities
	Access and use of land (and natural resources)	<ul style="list-style-type: none"> Land use and access is still administered through a common property regime, although government policies contradict this. People in the local area are mobile, and are accustomed to accessing land and resources in a seasonal nature. The movement of people and pastoralist activities need to be considered by Yara Dallol BV, as well as in the ESIA process. Pastoralists were identified as a potentially vulnerable group, and measures need to be developed to ensure that pastoralists are able to 	<ul style="list-style-type: none"> Regional government Local government Academic and research institutes Local communities

Issue Category	Issue	Details on the Issue	Stakeholder Raising Issue
		adapt and benefit to any changes that the proposed Project brings.	
	Archaeology and cultural heritage	<ul style="list-style-type: none"> There are numerous locations across the local area that are used for burials. In addition there are important cultural landmarks such as Mount Dallol and Ashe Ale that need to be protected from potential disturbance and damage. 	<ul style="list-style-type: none"> Local communities Regional government Local government Academic and research institutes
	Gender	<ul style="list-style-type: none"> The impacts to women need to be considered in the ESIA process. Women are a potentially vulnerable group due to their position in Afar society. In addition they chiefly rely on the collection of palms to generate an income, thus protection of this resource is key. Women should look to benefit from the proposed Project through community development activities and employment opportunities. 	<ul style="list-style-type: none"> Regional government Local government Community associations
Process Related	Engagement	<ul style="list-style-type: none"> Further engagement should be conducted with stakeholders, in particular with local stakeholders to ensure that they are aware of the proposed Project, its stages and activities. 	<ul style="list-style-type: none"> Regional government Local government Local communities
	Methodologies for specialist studies	<ul style="list-style-type: none"> Request for detailed methodologies around specialists' studies and their results should be presented in the ESIA report, in particular the hydrological studies. 	<ul style="list-style-type: none"> Federal government Regional government Academic and research institutes
Communication and engagement	Consistency in communication	<ul style="list-style-type: none"> Inconsistencies in communication with stakeholders were identified at the local level in particular. This predominantly revolved around communication regarding labour and recruitment opportunities. 	<ul style="list-style-type: none"> Regional government Local government Local communities
	The proposed Project	<p>There are several misconceptions around the proposed Project including:</p> <ul style="list-style-type: none"> Ownership of the Project. Stage of the Project. Location of the Project. 	<ul style="list-style-type: none"> Regional government Local government Local communities
Existing impacts	Labour and recruitment	<p>Numerous concerns were raised with regards to labour and recruitment practices (actual or perceived) including:</p> <ul style="list-style-type: none"> Inconsistency in the way in which contracts are terminated, including communication around this. Preferential recruitment and treatment of non-Afar employees. Inequalities in the positions and salaries offered to Afari employees. 	<ul style="list-style-type: none"> Regional government Local government Local communities
	Water	<ul style="list-style-type: none"> Concerns were raised that the presence of mining companies in the area over the past three years has led to a decline in water resources. 	<ul style="list-style-type: none"> Local communities

Issue Category	Issue	Details on the Issue	Stakeholder Raising Issue
	Traffic	<p>Complaints raised that Yara Dallol BV (and other mining companies working in the area) has led to an increase in traffic in the local area, with resulting impacts to:</p> <ul style="list-style-type: none"> • Air pollution (dust emissions). • Damage to local vegetation. • Potential accidents with communities and livestock. • Disturbance to tourists. 	<ul style="list-style-type: none"> • Local government • Local communities • Tourism operators
Anticipated benefits	Employment	<ul style="list-style-type: none"> • There is considerable expectation for local stakeholders to benefit from employment opportunities arising from the proposed Project. • The importance of local communities benefiting from the proposed Project was highlighted at all levels. 	<ul style="list-style-type: none"> • Regional government • Local government • Local communities
	Community development initiatives	<p>Expectation that in addition to employment opportunities, stakeholders will benefit from community development initiatives.</p> <p>It was acknowledged that local stakeholders are not likely to largely benefit from employment opportunities, in particular skilled positions. Therefore it is expected that local stakeholders should benefit from proposed community development initiatives including:</p> <ul style="list-style-type: none"> • Access to potable water; • Support and improvement to health and educational facilities; • Capacity building and skills training. 	<ul style="list-style-type: none"> • Federal government • Regional government • Local government • Local communities

Table 7.8 *Issued Raised During the Draft ESIA Phase*

Issue Category	Issue	Further Detail on the Issue	Stakeholder Raising Issue
Labour and employment	Recruitment	<p>Numerous questions were raised about employment and recruitment, including:</p> <ul style="list-style-type: none"> • The number of jobs that will be created. • The number of jobs that will be reserved for the local population (Afar people). • Future plans to increase the number of Afar people employed by the Project. • Inequalities in the salaries offered to Afari employees compared to non-Afari. 	<ul style="list-style-type: none"> • Regional government • Local communities

Issue Category	Issue	Further Detail on the Issue	Stakeholder Raising Issue
	Conditions of employment	Comments were made from stakeholders regarding the need: <ul style="list-style-type: none"> • For allowances for the workforce to become part of a trade union should they wish. • To ensure the presence of a recruitment and employment policy. • To ensure that all employees have signed contracts and that the contracts are explained to the workforce. 	<ul style="list-style-type: none"> • Regional government
	Workforce health and safety	Numerous issues/ comments were raised at a regional level regarding the conditions of employment of the workforce. The key health and safety considerations suggested included: <ul style="list-style-type: none"> • Ensure the presence of a recruitment and employment policy. • Ensure that the availability of equipment for the workforce. • Ensure the presence of a workforce compensation plan for on-the-job injuries. • Ensure the presence of a workforce HIV/AIDS policy. • Provision of workforce accommodation with accepted standard for the workforce. 	<ul style="list-style-type: none"> • Regional government
	Skills development	Stakeholders wanted to know the following regarding skills development and training: <ul style="list-style-type: none"> • If Yara Dallol BV will be providing training; • The type of training that will be provided; and • The potential recipients of training. 	<ul style="list-style-type: none"> • Regional government • Local government • Local communities
Community Benefits (excl. jobs)	Community development initiatives	Issues of community development were raised with the majority of stakeholders acknowledging that the local people are likely not going to benefit from employment opportunities, in particular skilled positions. Therefore, it is expected that local population should benefit from proposed community development initiatives including: <ul style="list-style-type: none"> • Improved access to potable water; • Support and improvement to health and educational facilities; and • Capacity building and training. 	<ul style="list-style-type: none"> • Federal government • Regional government • Local government • Local communities

Issue Category	Issue	Further Detail on the Issue	Stakeholder Raising Issue
Water	Water abstraction	Stakeholders raised concerns related to: <ul style="list-style-type: none"> The potential decline in groundwater levels caused by abstraction of water by Yara Dallol BV could result in the decline in important vegetation in the area, including plants that livestock and camels feed on, as well as doum palms that are a key source of income for local women, and hold cultural value for the Afar people. How the abstraction of water for the project could affect the sulphur pools on Mount Dallol. Whether the water abstraction model considered the impacts of climate change. <ul style="list-style-type: none"> Whether the abstraction of water (saline and fresh water) will reduce the natural production of salt. 	<ul style="list-style-type: none"> Federal government Regional government Local government Local communities
		The need for Yara Dallol BV to further engage with the Ministries and Bureaus responsible for water management was highlighted.	<ul style="list-style-type: none"> Federal government Regional government Local government Local communities
		Yara Dallol BV was requested to bring the water specialist team to present their finding to the Ministry responsible for water management as well as share the data that has been collected for the purposes of the study.	<ul style="list-style-type: none"> Federal government
		The need to understand if the mining companies in Dallol will be abstracting water from the same fans was highlighted.	<ul style="list-style-type: none"> Federal government
	Blockage of surface runoff	Stakeholders raised concerns related to: <ul style="list-style-type: none"> The construction of Yara Dallol BV roads blocking water from reaching the palms, and salt ponds. That all three mining companies have to varying degrees blocked surface runoff from reaching palms; with their secondary roads to the drilling wells and some palm trees are dying. The access roads to the testing wells of all three mining companies are blocking salty surface water from reaching the salt area. If nothing is done now, there will be no more salt to mine. 	<ul style="list-style-type: none"> Local government Local communities
Cumulative Impacts	Concerns over the cumulative impacts of water abstraction by multiple mining companies have the potential to deplete the	<ul style="list-style-type: none"> Federal government Regional government 	

Issue Category	Issue	Further Detail on the Issue	Stakeholder Raising Issue
		water that communities' rely on.	<ul style="list-style-type: none"> Local communities
Air pollution	Increased generation of dust	Although the population of Musley is small at present, after the rains the population increases as people move to the area for grazing; as such higher numbers of people may be affected by changes in air quality as a result of the project.	<ul style="list-style-type: none"> Local communities
	Air quality	The proposed processing plant contributed to concerns with changes in air quality particularly the health implications of constructing a processing plant and perceptions it could increase emissions. Stakeholders also stated that when there are high winds they can smell the sulphur from Mt Dallol all the way in Hamad Ela.	<ul style="list-style-type: none"> Regional government Local government Local communities
Waste	Waste management	<ul style="list-style-type: none"> Concerns were raised regarding the quantities, handling and disposal of solid and hazardous waste by the company, with the stakeholders stating that one of the companies in the area had dumped some chemical on the surface. This waste chemical is said to be moving closer to an area where salt collection is being undertaken. The communities were not sure which company had disposed of the chemical in the area. Other stakeholders raised comments regarding the absence of local waste disposal and treatment areas. 	<ul style="list-style-type: none"> Federal government Regional government Local government Local communities
	Radioactive chemicals	Concerns with the potential use of radioactive chemicals in the plant were raised.	<ul style="list-style-type: none"> Federal government
Biodiversity	Impact on palms	<p>Stakeholders raised the following concerns:</p> <ul style="list-style-type: none"> Palms are dependent on both saline and fresh water; as such the decrease in any of these water types has the potential to affect the palm trees. The relocation of any palm tree should be undertaken with guidance of a local person as they have a better understanding of the plants than experts from abroad. Local stakeholders have never seen a successfully relocated palm tree in the area. 	<ul style="list-style-type: none"> Federal government Regional government Local government Local communities
	Impacts on salt	Concerns were raised regarding the potential contamination of salt collection areas by chemicals from the project.	<ul style="list-style-type: none"> Regional government Local government Local communities
	Fauna	Stakeholders raised the following concerns:	<ul style="list-style-type: none"> Federal government

Issue Category	Issue	Further Detail on the Issue	Stakeholder Raising Issue
		<ul style="list-style-type: none"> Ensure that wildlife such as the dessert fox, Egyptian vulture, wild-ass and killifish are not lost due to the project and its activities. The project site is a potential wild-ass habitat and this is an endangered species particularly sensitive to interference. 	
In-migration	Increased burden of diseases	Stakeholders expressed concerns related to potential changes to the community health profile (increases in communicable and sexually transmitted diseases) due to potential in-migration of people, as well as the introduction of a workforce by Yara Dallol BV.	<ul style="list-style-type: none"> Local communities
Cultural heritage	Disruption of burial and prayer sites	There are numerous locations across the Project Area and surrounds that are used for burials and prayers and these should not be disturbed.	<ul style="list-style-type: none"> Federal government Local communities
Visual	Change in sense of place	Stakeholders at a local level were divided regarding the visual impacts of the project, especial the proposed processing plant. Comments varied including: <ul style="list-style-type: none"> Measures should be put in place to ensure minimum changes in the landscape of the area. There is no need for Yara Dallol BV to use colours that blend with the natural surroundings, bright colours and large structures will be acceptable and will transform the area. 	<ul style="list-style-type: none"> Local communities
ESIA Process	Specialists	All people undertaking the study are experts in their fields and the communities' trust that the specialist know best.	<ul style="list-style-type: none"> Local communities
	Content of ESIA	Some concerns were raised regarding the content of the draft ESIA which included: <ul style="list-style-type: none"> The ESIA should address cumulative impacts; The social impact assessment should use qualitative and quantitative data in its analysis of impacts; and Issues of occupational health and safety should be highlighted in the ESIA. 	<ul style="list-style-type: none"> Federal government
Perceptions of Yara Dallol BV	Perceptions of Yara Dallol BV	In numerous meetings stakeholders stated that Yara Dallol BV is a good company and those they have not heard anything bad about the company.	<ul style="list-style-type: none"> Regional government Local government Local communities
Noise	Increased noise levels	Stakeholders raised the following concerns:	<ul style="list-style-type: none"> Local communities

Issue Category	Issue	Further Detail on the Issue	Stakeholder Raising Issue
		<ul style="list-style-type: none"> Project vehicles should not travel at night as they will increase the noise levels in the area and people will not be able to sleep. Although the population of Musley is small at present, after the rains the population increases as people move to the area for grazing; as such higher numbers of people may be affected by changes in noise levels as a result of the project. 	
Stakeholder Feedback	Communication	There have been no responses on the issues raised as part of the Scoping phase of the project.	<ul style="list-style-type: none"> Federal government
Stakeholder Engagement	Language of materials	Considerations should be made to translate the project booklets into Afar as a limited number of people can read Amharic at community level.	<ul style="list-style-type: none"> Local communities
	Presentation	The consultants were thanked for presenting detailed findings of their study in a clear and concise manner.	<ul style="list-style-type: none"> Local communities
	Participation	Stakeholders raised concerns that there is a need for better government participation in the ESIA meetings as the implementation of the projects will require collaboration between various government offices.	<ul style="list-style-type: none"> Federal government
Project Design	Source of electricity	Many stakeholders questioned the use of electricity from the national grid instead of the solar energy which is in abundance in the area.	<ul style="list-style-type: none"> Federal government Regional government
	Climate change	Some concerns were raised regarding the extent to which climate change has been considered in the planning for the project.	<ul style="list-style-type: none"> Regional government
	Seismic	Concerns were raised regarding whether the engineering and planning have undertaken the necessary precautions regarding seismic activity.	<ul style="list-style-type: none"> Federal government
	Processing plant	A concern was raised regarding no mention of the impact associated with the processing plant in the project presentation.	<ul style="list-style-type: none"> Federal government Regional government

The key outcomes of draft ESIA engagement are discussed in the SEP *Annex C of Part II* of this ESIA, which also provides the responses given to the issues and comments raised.

7.9 *NEXT STEPS IN THE STAKEHOLDER ENGAGEMENT PROCESS*

Following the submission of the final ESIA report the records of engagement including the endorsement letter verifying the community's position on the proposed Project will be appended to the report. This will be reviewed by the competent authority who will inform Yara Dallol BV of their Record of Decision (RoD). Following receipt of the RoD Yara Dallol BV will make this available to stakeholders as well as provide information on the appeals process. Following the completion of ESIA engagement process ERM's stakeholder engagement team will arrange for a handover to Yara Dallol BV of key project information including the stakeholder database and issues table.

7.10 *FEEDBACK MECHANISM*

Each round of engagement undertaken has provided stakeholders with an opportunity to provide input and feedback on the proposed Project and ESIA process. A feedback mechanism has been put in place for use throughout the ESIA process to ensure that potential concerns raised by stakeholders during engagement are acknowledged and addressed in a timely, structured and culturally appropriate manner. These have been captured by the ESIA team.

It remains important to offer stakeholders an opportunity to both provide feedback and receive responses after the completion of the ESIA process. In light of this, Yara Dallol BV has developed an External Feedback and Grievance Mechanism.

The ESIA feedback mechanism is discussed in further detail in *Section 7.10.1*, Yara Dallol BV's Grievance Mechanism is outlined in *Section 7.10.2*.

7.10.1 *The ESIA Feedback*

An ESIA feedback mechanism was communicated to the stakeholders during the Scoping Phase and it is being managed by ERM and it's in country partners TS Environmental Technology. The feedback mechanism seeks to:

- **Provide Opportunities to Provide Feedback**
- **Record Feedback** - all input received through the engagement process and other communication channels are recorded via meeting records and the feedback log.

- **Generate Responses** – the ESIA team together with Yara Dallol BV review comments received and generate comments after each phase of engagement.
- **Communicate Responses to Stakeholders who have Raised Comments** – all opinions and concerns noted during stakeholder engagements are recorded and a summary of the feedback and comments is maintained.

The following feedback channels have been available to stakeholders through the course of the ESIA process:

- Electronic and telephone feedback, email and telephone contact details have been made available to stakeholders for the ESIA team and two Yara Dallol BV contact persons; and
- Engagement activities undertaken directly with stakeholders during the draft ESIA and disclosure phases.

7.10.2 *Summary of Yara Dallol BV's External Feedback and Grievance Mechanism*

Yara Dallol BV have recently developed and implemented an External Feedback and Grievance Mechanism. The mechanism outlines Yara Dallol BV's approach to accepting, assessing, communicating, resolving and monitoring grievances from those affected by Project activities including contractors' activities. This mechanism has been implemented in parallel to the ESIA and will continue to be used by Yara Dallol BV post the ESIA process. Furthermore, the mechanism is designed to complement the ESIA engagement process and grievances related to the ESIA can be submitted to this mechanism.

The section below provides a brief description of Yara Dallol BV's External Feedback and Grievance Mechanism.

The mechanism has been designed to meet the requirements of the IFC in relation to Performance Standards 1, 5 and 7 and it has the following objectives:

- To provide a simple, fair and transparent process for all external parties to submit feedback and to raise grievances. This shall result in outcomes that are fair, effective and lasting.
- To provide a simple process for company personnel to redress any issues and concerns raised by stakeholders in a methodical and time bound manner.
- To mitigate risks and impacts to all external stakeholders due to project operations, demonstrating company care for the wellbeing of its stakeholders.

- To build trust and goodwill as an integral component of the stakeholder's relation activities, and promote trust and respect with stakeholders, particularly at a community level.
- To enable for the systematic identification of emerging issues and trends, facilitating corrective and pre-emptive engagement.

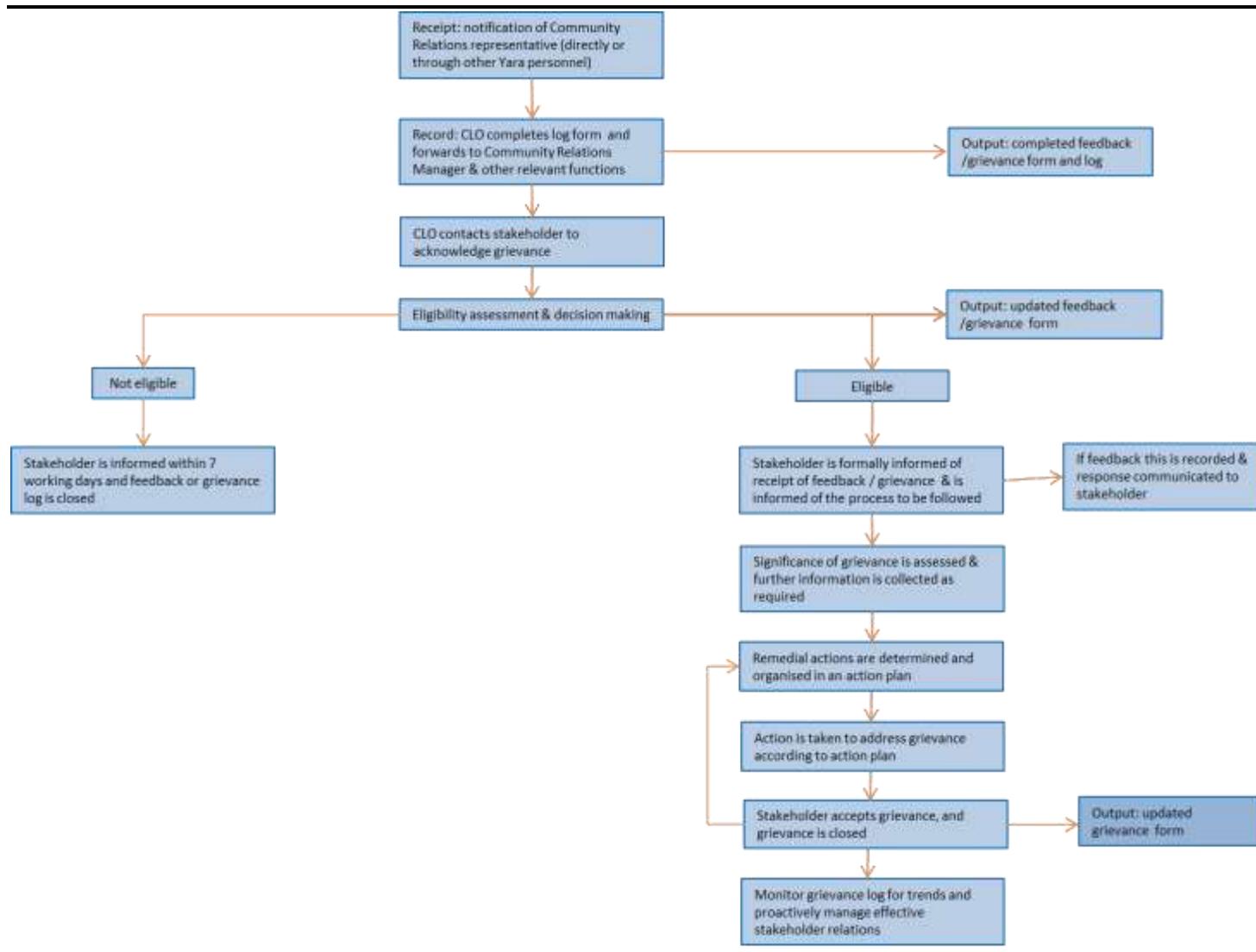
The mechanism sets out roles and responsibilities for implementation, from corporate to site level. The document also describes the process for responding to and dealing with feedback and grievances. *Figure 7.3* illustrates the process described in detail in the Grievance Mechanism.

The Grievance Mechanism stipulates the need for the following:

- **Training** - those responsible for responding to feedback and grievances must have detailed knowledge on how the project's feedback and complaints mechanism.
- **Record Keeping** - all aspects of the feedback and grievance management process must be comprehensively documented and accurate records should be maintained.
- **Reporting** - each Yara Dallol BV offices / business unit (site, Mekele, Addis Ababa) will compile information relating to engagement activities as appropriate for the weekly social and environmental reports.
- **Review** - the Grievance Mechanism will be periodically audited and reviewed to determine its accuracy and relevance with regard to legislation, education, training and technological changes.

The Feedback and Grievance Mechanism states that the Procedure are linked to the Stakeholder Engagement Plan as both involve interaction with Yara Dallol BV's stakeholders.

Figure 7.3 Operational Process for Grievance Resolution



Source: Yara Dallol BV Feedback and Grievance Mechanism Procedure – Version 1