

Jawa-9&10 Coal Fired Steam Power Plant 2x1000 MW Project

Stakeholder Management Plan

Document Number: IRI-EHS-SMP-0021

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10-Dec-19	H	Re Issued for Use	SAD	TYE / MSI / PHA	SAD

Document Revision

Date	Revision	Remarks
10-Dec-19	H	Reissued for Use (updated to accommodate comments from IFC)
15-Nov-19	G	Reissued for Use (updated to accommodate comments from LEG)
20-Sep-19	F	Reissued for Use (updated to accommodate comments from Lenders)
21-May-19	E	Reissued for Use (updated to accommodate comments from IFC)
20-Jan-19	D	Reissued for Use (updated to accommodate comments after workshop)
14-Jan-19	C	Reissued for Use (updated to accommodate comments)
14-Jan-19	B	Issued for Review (updated and issued for reviewed)
31-Aug-18	A	Issued for Use (1 st issued)

Comment Sheet

Date	Revision	Remarks
20-Sep-19	F	Reissued for Use (updated to accommodate comments from LEG): Incorporation of the proposed stakeholder engagement measures to manage cumulative social impacts into the SMP (P-SIO) (pg. 48) Update is provided in: - Stakeholder Identification (Section 3.2.8) - Stakeholder Interest (Table 3.1); - Stakeholder Perception (Table 3.1); - Stakeholder Engagement Strategy (Table 3.3); - The ongoing stakeholder engagement (Table 2.6) Other updates - Organization Structure (Figure 3.3) - Community Grievance Address Mechanism (Section 4)
15 Nov 19	G	a. includes in Table 3.3 - Engagement with NGO related to their concern on environmental impacts - Regular media monitoring (including local, national, and international NGO concerns activities related to the Project); b. Update in Section 4.6 to add information on grievance mechanism socialization information c. Update in Section 3.2.6 to add information of severely affected PAPs as part of vulnerable groups and proposed engagement plan to vulnerable group; d. Update in Section 3.4.3 to include Additional stakeholder engagement commitments including attention to gender balance in public participation; e. Update in Table 3.4 to include role and responsibility of EPC with regards to stakeholder engagement
06 Nov 19	H	a. Updates in Table 3.3 Point No. 7 with the use of project website as one of the engagement tools, the targeted stakeholder should include: broader stakeholders are ▪ Mass media; ▪ National and international NGOs; ▪ Wider public which may have concerns or interest on the environmental issues related to coal projects; b. Add responsibilities of grievance receive and resolution for External Relation Manager and Community Development Officer in Table 3.4. c. Add EPC roles in Figure 4.1, e.g. ▪ During investigation step ▪ During planning corrective actions d. include EPC in Figure 3.3, which also showing the EPC coordination roles in four of stakeholder engagement for broader ESG issues i.e. with (a) Security Permit & PR Manager; and (b) EHS Manager.

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1. INTRODUCTION

This Stakeholder Management Plan (SMP) is part of project management document for the Java 9&10 Coal Fired Steam Power Plant (CFSP) Project and prepared as supplementary to the Environmental and Social Impact Assessment (ESIA) report. This document demonstrates strong commitment to transparent, meaningful and effective stakeholder engagement throughout the project lifecycle. The primary purpose of this plan is to provide brief and guide on strategies and plans of managing Stakeholders to meet the business and project objectives.

The project is developed and executed by PT Indo Raya Tenaga (IRT) called as "Company" and act as an Indonesian power generation company.

1.1. PROJECT BACKGROUND

Indo Raya Tenaga under Earito Pacific, Tbk., Indonesia Power (IP), Barito Wahana Lestari (BWL), and Putra Indo Tenaga (PI) are planning to develop Java 9&10 Coal Fired Steam Power Plant 2x1000 MW (the Project) in Surabaya, Cilong, Banten Province, Indonesia. This project follows to President Regulation of Republic Indonesia Number 3 Year 2016 Acceleration of National Strategic Implementation, specific to the Electricity Infrastructure Development Program.

1.1.1. Business Objectives

The following summarises the overall Business Objectives of the Java-9&10 Coal Fired Steam Power Plant (CFSP), 2x1000 MW Project Development:

- Contribute to the fulfilment of the demands for electricity in the Western part of Java (Jakarta, Banten and West Java regions);
- Initiate and establish IRT as one of main Indonesian power Generation Company;
- Provide reasonable economic benefit and added value to the Company and Sponsors.

1.1.2. Project Objectives

Project Objectives of the Java 9&10 CFSS, 2x1000 MW Development are summarised as follow:

- Deliver the project safely and prevent injury or illness;
- Ensure no harm comes to the environment;
- Achieve project cost, schedule & production targets;
- Full compliance with PLN and other applicable regulatory requirements.

1.2. PROJECT SITE

The Java 9 & 10 Coal Fired Steam Power Plant Project location is at Suralaya, Pulomerak District, Cilegon City, Banten province, approximately 130 km from Jakarta, Indonesia (Figure.1.1). The Project will be built on approximately 76 Ha of land which was initially owned by PT. Indonesia Power, and around 20 Ha of reclamation land for supporting facilities such as coal stockyard and jetty.

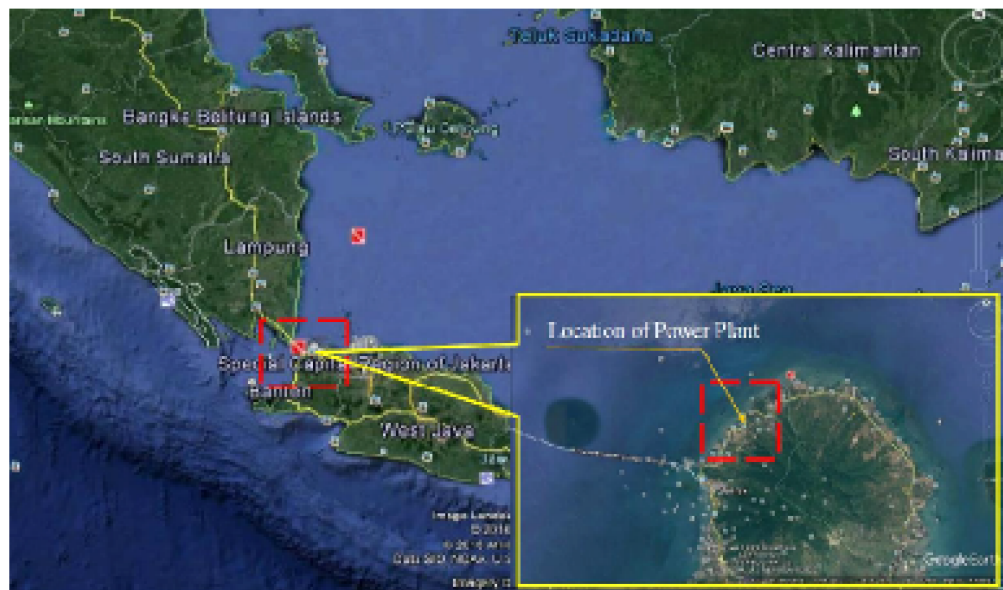


Figure 1.1: Jawa-9 & 10 CFS Power Plant Location

The Plant will consist of 2 (two) units each including the following main equipment: Coal Fired Ultra Super Critical (USC) Steam Generators with an Electrostatic Precipitator (ESP), a sea water flue gas desulphurization (SWFGD) and fuel feeding systems, a condensing steam turbine with direct sea water cooling of condenser; an electrical generator with including all systems, facilities, equipment, materials, services and works required to ensure safe, reliable, and economic operation of the plant.

The project scope comprises of the design, engineering, procurement, supply, construction, installation, testing, commissioning and start up the facilities, operation and maintenance of the plant, the Electrical Interconnection facilities and the interconnection points.

The project is located adjacent to the existing Suralaya CFSPP units 1 – 10 that has a total capacity of 4,025 MW, for reference the current proposed site layout is shown in Figure 1.2.

There will be a separate jetty and coal handling facilities specifically for Jawa-03/10 CFSPP, 2x1000MW Project.

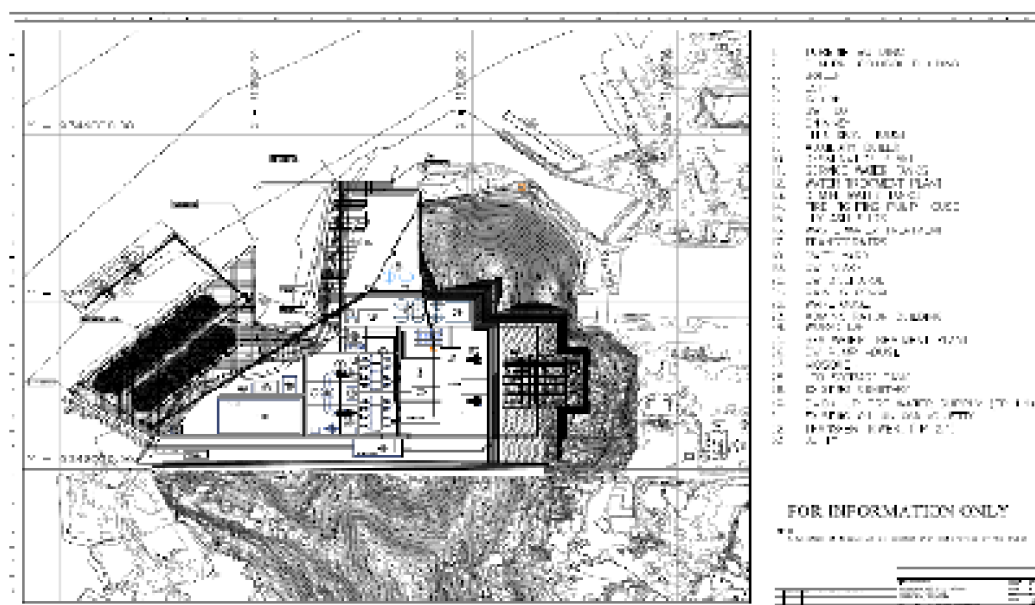


Figure 1.2: Tentative Site Layout for Reference

1.3. POTENTIAL ENVIRONMENT AND SOCIAL CONCERN

The potential impacts of the proposed project on the biological, physical and social environments are detailed and analyzed by detail in ESIA report. Table 1.1 summarizes the key potential environment and social and issues.

Table 1.1: Environment and Social Potential Issues

Affected environment	Environment and social potential issues
Air Quality	• Emission from stack and air pollution control • Fugitive dust from traffic and ash disposal
Noise level	• Operational of Heavy equipment • Increased traffic from material transportation
Sea Water Quality	• Sedimentation from reclamation activity • Run-off carrying contaminants • Effluent discharge • Wastewaters discharges from ships
Soil and Ground water Quality	• Emission • Leachate from hazardous material storage • Open storage coal yard

Affected environment	Environment and social potential issues
Terrestrial/ Coastal Biodiversity and ecosystem Services	• Spread of invasive species • Reduction/disappearance of species and habitat • Disruption and dislocation of local and / or migratory wildlife
Aquatic Biota ecosystems	• Run-off carrying contaminants
Social and Cultural conditions	• Disruption of people's livelihoods
Economic conditions	• Increased individual income by direct and indirect employment • Increases economic activities from local business
Resettlement and relocation	• Uncompleted land acquisition handover
Health	• Impacts on public health • Occupational disease

2. PURPOSE

This document is designed to articulate the principles, procedures and approaches that will guide Company's engagement with stakeholders. **This plan is a live document that will be regularly reviewed, improved and adapted to evolving stakeholder needs and project environment.** Company will make deliberate efforts to assimilate this Stakeholder Management Plan (SMP) into the Company's operations.

The objectives are to:

- Comply with IRT Value, Environmental Impacts Analysis and Government regulations;
- Identify relevant stakeholders: Authorities, Government, Communities and mass Media;
- Comply with the ESIA Regulatory requirements and best practice standards on the public participation process;
- Ensure transparency and involvement of stakeholders in assessing and managing the potential environmental, socio-economic, and health impacts of the Coal Fired Power Plant project;
- Respond to stakeholder concerns and grievances with a view of seeking mutually agreed resolutions in a timely, well-structured manner;
- Identify, establish and implement stakeholder engagement tools for initial and ongoing communications;
- Manage project obstacles by actively involve stakeholders in the identification of issues/ concerns and development of alternative solutions;

- Proactively seek mutual understanding with stakeholders on recommend strategies to minimise negative impacts and maximise positive impacts of project;
- Establish means for documenting or recording all initiatives in which communication and/or consultation is undertaken; issues raised; and responses recorded;
- Establish a sense of ownership in the project by stakeholders.

2.1. POTENTIAL ENVIRONMENT AND SOCIAL REGULATION

Company is committed to continuous operational excellence, sustainability in environmental management and stringent adherence to quality. In this effort, Company aims to comply with all applicable national legislations as well as adherence to international standards.

2.1.1. National Regulation

- Law No. 23 Year 2009, on Environmental Protection and Management concerning community rights which includes: equal entitlement to a good and healthy environment; entitlement to information about potential impacts; and entitlement to play a role in the framework of environmental management.
- Government Regulation No. 27 Year 2012 Article 9 (paragraph 4) of Government Regulation of Republic of Indonesia Number 27/2012 regarding Environmental Impact Assessment states that within ten working days of the date of the announcement of proposed activities, interested members of the community have the right to suggest, express opinions and provide input regarding the planned activities
- Government Regulation No. 47 Year 2012, regarding Corporate Social Environmental Responsibility.
- Environmental Ministry Decree No. 17 Year 2012 related to Public Participation in Environmental Impact Analysis (AMDAL) and Environmental Permit. One of the objectives of this decree is to provide the community rights in the decision of a project's feasibility, in particular projects which have significant impacts on the environment and/or the community.
- Head of AMDAL Decree No. 8 Year 2000, on Disclosure of Information on the AMDAL Process. This decree highlights the protection of community from the impacts of business operation, community participation and open communication in the preparation of environmental impact assessment.
- Decree of Head of Environmental Impact Management Agency No. 8 Year 2000, regarding Community Involvement and Information Availability in the Process of Environmental Impact Assessment.

2.1.2. International Regulation

- International Finance Corporation (IFC) Performance Standards (2012); PS 1 Assessment and Management of Environmental and Social Risks and Impacts; PS 2 Labor and Working Conditions; PS 3 Land Acquisition and Involuntary Resettlement; PS 4 Biodiversity Conservation and Sustainable Natural Resources Management; PS 5 Indigenous People; and PS 6 Cultural Heritage;
- Equator Principle 5: Stakeholder Engagement requires clients to demonstrate effective Stakeholder Engagement as an ongoing process in a structured and culturally appropriate manner with Affected Communities and, where relevant, other Stakeholders;
- ISO 26000 International Guidance Standard for Social Responsibility;
- International Finance Corporation (IFC) Policy on Social and Environmental Sustainability;
- IFC Stakeholder Engagement: A good Practice Handbook for Companies doing Business in Emerging Markets (2007);
- IFC Policy on Disclosure of Information;
- UN Declaration on the Rights of Indigenous People (2010);
- UN International Convention on the Elimination of All Forms of Racial Discrimination (ICERD).

2.2. SUMMARY OF PAST STAKEHOLDER ENGAGEMENT ACTIVITIES

Java 9-10 CFSEP Project committed to engaging stakeholders early in the development process to encourage their support and input in pursuit of improved outcomes and long term sustainability. This section describes information disclosure, consultation and participation activities already undertaken.

2.2.1. Planning Phase

After the issue of the President Instruction No. 1 Year 2016 about Acceleration of National Strategic Project Implementation in January 8th, 2016, Indonesia Power received the letter from PTN No. 2038/PTAN/02-0143/IRU/2016 regarding the Assignment of and Preparation for the Jawa 9&10 CFS Power Plant, 2 x 1000 MW on November 30th, 2016. Responding to this instruction, Indonesia Power, as the appointed company, started to make the development planning, which is AMDAL Document and Land Acquisition process.

In Table 2 and Table 3 are shown the public consultation as part of the AMDAL Process and Stakeholder Consultation as Part of The Project Land Acquisition Process.

2.2.2. Construction Phase

During the ESIA baseline fieldwork the focus of engagement is primarily on gathering information and opinions from stakeholders. Engagement activities will therefore include interviews with stakeholder representatives and key information organizations (communities, authorities, NGOs) using one-on-one meetings, and smaller focus group meetings. Within the overarching ESIA engagement objectives, the specific objectives of engagement during this baseline phase are to:

- Introduce the project to key stakeholders;
- Identify potential impacts and issues that will be covered in subsequent phases;
- Further identify stakeholders related to the Project;
- Identify and gain access to relevant data for the baseline;
- Gather stakeholder opinions on the proposed project and ensure that these opinions are fed into the assessment process;
- Gather stakeholder feedback on the development of management and mitigation measures of potential impacts, particularly where stakeholders have a potential role to play in these measures.

The following tables shown the stakeholder consultation as part of the AMDAL, ESIA Process and Land Acquisition Audit Process.

Table 2.1: Public Consultation as Part of AMIAW Process

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
1	September 6 th 2013 : Meeting Room 11P, Suralaya	Project information disclosure	Suralaya, Lebak Cede and Salira village communities	Information on Jawa-98/10 CFSPP 2x7000kVA Project Development	- The public participants questioned about the working opportunity for local people. - The food vendor in Kelapa Tiuhin fresh questioned about the information. - Fisherman concern about the fishing area and docking that will be disturbed by the Project.	- Project presented about the project background as national strategic project, the project location and the predicted impact people because of the project development. - All process land acquisition was done based on applicable regulation and best practice. - Project started to prioritize local people for consultation phase generally.	- Implementation, monitor, and evaluation of local workforce number based on requirement in FS&P. - Livelihood Restoration Plan (LRP). - Socialization of Project's grievance mechanism.
2	October 6 th 2013, RW Sumpang, Bako, di Rawa Mirak	Public consultation	Suralaya village communities & Lebakpede village communities	Public representation appointment to join EIA meeting	The participants appointed the representatives from Suralaya and Lebakpede village to join EIA meeting. The participants of public consultation appointed the representatives from Salira village to join EIA meeting.	Project confirmed and documented the process. Project confirmed and documented the process.	In the future engagement to communities to elect democratically representatives to cultural early stage on the consultation forum. Representatives should be responsible for providing information to community members. The elected representative shall bring a final letter shown that selected represents a group.
4	September 11 th 2013, Pulemank District office	Public Consultation	Uluik Prose Bonten Pulemank Hand District.	Information on reclamation activity of Jawa 98/10	Fisherman raised their concern about their fishing in the future.	Project will conduct reclamation to the fisherman dock in the future.	Project already built the new dock for fisherman in Dec 2013.

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
			Suralaya Sub District, • Tegal Gede Sub District, • Patomasek Sub District, • Patomasek Police (Police Air) • Community Leader • Gunung Pakermen Association • Suralaya Socio-religiosity Forum • Tegalgede Socio-religiosity Forum	CHSTP, 2x1000 foto Project	look that will be used by the Project • Public hoped the advantage of this project can be perceived by community with CSR&D program	• IP committed to taking participation to development of Suralaya community	• Develop CSR&D program to improve people group that had been assessed in ES&I and implement the mitigation activities stated in ES&I. • Socialization of Project's grievance mechanism. • Documentation of an on case engagement, in written submissions

Table 2.2: Public Consultation as Part of Land Acquisition Process

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
1	November 2016; Surabaya General Manager official residence in Komplek PLTU Surabaya	Public consultation	- General Manager PLU Surabaya - Project Team PLTU Unit 6-10 - Land owner of Komplek PLTU Surabaya - Legal experts	Information on development of Java state CLUP, 2x1000kW Project and legal guidance from expert	- Public hearing information about the project development - Public requested the formal socialization	- The project explained background as national strategic project 35,000 MW based on official order from PLN to IP. - The initial socialization to all residence conducted after the change of land using R/TGRT is accepted by IP from Cilugan Mayor - The legal experts mentioned that the compensation will be given to the impacted after shown the ownership evidence after the appraisal is conducted by the authorized team	Conduct socialization and consultation activities with the relevant stakeholders in an open, timely and transparent manner
2.	December 2016; Gedung Serba Guna IP Surabaya	Public consultation	- Appraisal Team - Banlim Prosecutors office - Notaris (Habrum, SH) - BPN - Land owner	Information of appraisal mechanism as Land Acquisition process	- The land owner asked for relocation if the price appraisal is not accepted - The land owner hopes the appraisal won't not only calculate the physical value, but also the nonphysical value.	- Project explained that the compensation comes from APBN (state budget). The project group that had been assessed in process of land acquisition will be conducted based on request applied. - Project stated that valuation of years of stay/masa "tinggal" will be recorded as solution	- Develop CSRP CD program to impacted project group that had been assessed in ESI/A and implement the mitigation activities started in ESMIP. - Socialization of Project's grievance mechanism.
3..	December 2016;	Public consultation	General Manager PLU Surabaya	Information of appraisal mechanism	Land owner request for the compensation can be used	Project plan will give the maximum reasonable	Develop CSRP CD program to impacted project to impacted

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
	Gedung Serba Guna di Surabaya		- Project Team PI T.1 Unit 8-10 - Land owner of Komplek PI T.1 Surabaya - Legal experts	as Land Acquisition process	- to build the substitution house in Gilegon, with the same land area. - Land owner doubt the calculation of the Appraisal.	- compensation which can be accepted legally. - Company concerned that Appraisal is independent and professional. Land owner asked Company to relocate the housing	- people/group that had been assessed in ESI/A and implement the mitigation activities stated in ESI/A - socialization of projects grievance mechanism.
4.	December, 10 th 2015 ; Le Dian Hotel Sarang	Coordination Meeting	- Representation of Land Owner; - Director of IP	Information of appraisal mechanism as Land Acquisition process	- The land owner asked for relocation. - Land owner doubt the calculation of the Appraisal.	- Relocation allocation is not legally accepted from Banten Prosecutors office statement - Project team did not want to accept the appraisal result (as an independent body) if the land owner didn't accept. Project can wait but the project must be continued. - appraisal team stated that the calculation can be improved after considering the limit of clay, needation of building, and physical and morphological value based on UUT No. 29/1.7	- Develop CSRXD program in impacted people/group that had been assessed in ESI/A and implement the mitigation activities stated in ESI/A. - socialization of projects grievance mechanism.

Table 2.3: Stakeholder Engagement with Fishermen Group

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
1	Aug 04 2017 Site Office IR1	Socialization	- Leader of Hirupanin Melayun Ciliguguh (INC) - Fishermen Group - Suralaya Head of Subdistric - Cilegon Resort Police Station - Cilegon Military District Commander	Re-location of fishermen dock	Fishermen and HNC requested the dock to be re-located because of mechanism of Hand of Suralaya substituted asked HNC to give input to Jawa Barat CFSPP management related to the re-configuration of new dock	Project commit to re-locate the fishermen dock but temporary the dock will be located behind Polair	- Jawa 9-10 CFSPP already built the new dock for fishermen in Dec 2018 - Develop CFSPP program to impacted people/group that had been assessed in FSA and implement the mitigation activities stated in ESMIP. - Socialization of Project's grievance mechanism.

Table 2.4: Stakeholder Consultation as Part of ESIA Process

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
1	November 1 st 2018; Pantar Kelapa Lurah	Focus Group Discussion	The Indonesian Fishermen Association of Surabaya District	Information on development of Jawa Barat CFSPP, 2x100MW Project	- Opportunity for local workforce to involve in the project particularly during the construction stage / phase. - There is no safety zone that regulates activities particularly for local barges. This could overlap with the traditional fishing ground of the local fishermen. This has often caused collision between barges and traditional fishing boat. - Consideration for the project to provide fishermen with fishing tool such as the fish fence to improve the fishermen catch.	- Project commits to empower local community in construction phase. Project will make sure the Contractor to empower local workforce. - Determining safety zone is KSOE and Waze Transmutation Agency's competency. - Project 3 to will develop CSR program, especially for vulnerable group. Unknown, it has supported fishermen such as social service boat fixing and replacement boat maintenance.	- Implementator, Monitor, and evaluation of local work in number based on requirement in ESMP. - Implement the mitigation activity in ESMP. - Develop CSRCO program to impact people group that has been assessed in ESIA and implement the mitigation activities stated in ESMP.
2	November 1 st 2018; Lebak Inlet	Focus Group Discussion	Fishermen Community	Information on development of Jawa Barat CFSPP, 2x100MW Project	- Decrease fish catch and fishermen income due to restriction zone applied by the project and overlapped the traditional fishing ground. - Opportunity for local workforce to involve in the	- Project will continue support fishermen by CSR program. - Project commits to empower local community in construction phase. - Project has conducted public consultation and yearly social service event	Develop CSRCO program to impact people group that has been assessed in ESIA and implement the mitigation activities stated in ESMP.

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
					project particularly during the construction stage / phase, Impacted communities should be provided sufficient information related to Project development	In order to maintain relationship with the fishermen previously, Project will give detail information about the project development to interested parties Conduct regular socialization and consultation activities with the relevant stakeholders in an open, timely and transparent manner	- Implementation and evaluation of local workers based on requirement in ESRP - Conduct regular socialization and consultation activities with the relevant stakeholders in an open, timely and transparent manner
3	November 1 st , 2013, Tanjung Pahl	Focus Group Discussion	The Indonesian Fishermen Association of Suralaya District	Information on development of Jember-9810 CFSPP 2x100MW Project	Currently CSR program delivered by PTIP is more focus for the community of Suralaya in general and less focus on the fishermen community - The project related facility (Suralaya 1-8) gave many attentions to the communities since years ago - The people influx because of the industry surrounds Suralaya and Lebak Cede will add more people whom	Project has renovated and rehabilitated the jetty for fisherman. Project will continue support fisherman by CSR program such as social service that has been continuously performed. Project has initiation to maintain a good relationship with local authority and community, and work in transparency in accordance with stakeholder management plan and program.	Develop CSR/CD program to impact people/group that has been assessed in ESRP and implement the mitigation activities stated in ESRP. - Develop CSR/CD program to impact people/group that has been assessed in ESRP and implement the mitigation activities stated in ESRP - Implementation and Monitor
4	November 1 st , 2013, Lebak Cede	In depth Interview	Community Figure Lebak Cede	Information on development of Jember-9810 CFSPP 2x100MW Project	The people influx because of the industry surrounds Suralaya and Lebak Cede will add more people whom	Project has initiated to maintain a good relationship with local authority and community, and work in transparency in accordance with stakeholder management plan and program.	Implementation and Monitor

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
5	November 2nd 2018; Village office of Suralaya	Focus Group Discussion	- Village Youth Organization (Karung Tannya Desa Suralaya) and - Youth Communication Forum of Suralaya Village	Information on development of Jember 630 MW CESP 2x1000MW Project	the project established in the future, - as long as the Project keeps on thinking about the community, it expected that there will be no problem or conflict happened. - Limited information on local workforce recruitment process. - Majority of local workforce should be sourced from Suralaya village given it is the closest village to the Project area. - Project should provide community development program to the community who are having economic activities in Kelapa Luluh Beach. This group of community are likely to experience economic displacement	- Project will make sure the Contractor to empower local workforce. Previously the recruitment process of the Contractor is support by Head of Subdistrik and Youth Organization). - Project will develop CSR and CD program to empower the vulnerable community as priority. - Project will empower the local workforce in accordance with the required competencies	- Implementator, monitor and evaluation of local workforce number stated in ESMP. - Implementor, monitor and evaluation of local workforce number stated in ESMP. - Develop CS/CD program to improve people group that have been assessed in ESMP and implement the mitigation activities stated in ESMP.
6	November 2nd 2018; Mubana Clinic at Suralaya	Individual interviews	Village Health Worker	Information on development of Jember 630 MW CESP 2x1000MW Project	There is no study about direct impact of the pollution to community health condition, but sometimes patients planning the pollution from the existing Project facilities as the	Patients/people can submit a grievance/comments to Project promptly with the evidence they have then Project will create investigate the case.	Implementation or mitigation and monitoring activities stated in ESMP related to community health

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
7.	November 2 nd 2018; Village offices of Sumataya	In depth interviews	Community figure Sumataya	Information on development of Jeneng-8510 CRSPP 2x1000MW Project	cause of their health problem. • Sometimes, the clinic received patients experiencing accident from companies surround it. If the Project starts the construction, the clinic may expect more patients due to accident in the Project working area • Maintenance and repair are the activities that usually conducted surrounds the project area • Fisherman and farmers used to be the majority of job but now the community prefer to work for companies. • The worker of the Project and existing project is expected to come from the surroundings area or local area as they notice not many local people get the job in existing project facilities • The pollution and vibration impact of Project are become the main concern.	• Project will coordinate with the medical surrounding clinic and hospital when there is accident occurred in construction phase.	• Clinic and paramedic will be provided on site for workers as committed in ESMS document.
						• Project will make sure the Contractor to empower local workforce. • Project commits to prevent environment pollution and implement safety working procedure to all activities in project area. Project will make follow the applicable environment regulation in every related aspect	• Implementative, Monitor, and evaluation of local workforce number stated in ESMS. • Implementation of mitigation and monitoring activities stated in ESMS related to community health and safety

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
E	November 2018: Village office of Suralaya	In depth interview	Head of sub district Suralaya	Information on development of Jawa 9&10 CFSPP, >1000kva Project	not only for the health matter but also community safety. - The project has been known as the characteristic of Suralaya since it has been there since 1993. This is not the project expansion - The project should provide more priority for local people to get job opportunity, if the capacity is not there yet, capacity building will be needed.	- Project commits to empower local community in construction phase. Project will make sure the Contractor will make sure the Contractor to empower local workforce - Documentation of one on one engagement or written submissions in the future - Documentation of one on one engagement or written submissions	Implementation, Monitor, and evaluation of local workforce number stated in ESMP
F	November 2018: Village office of Suralaya	Focus Group Discussion	Farmer group Suralaya	Information on development of Jawa 9&10 CFSPP, >1000kva Project	- Farming is the type of job that available for old people in Suralaya, the youngest farmer is more than 45-years old. The farmers don't have any chance to work for the project as they are old and mainly do not have minimum education required even to work as cleaner - Farmers do not mention that they get any assistance from the project existing operation (1-8) CFSPP or other companies, but they notice	- Project will develop CSR and CD program to empower the vulnerable community, as priority. - Project will consider making CSR program to support farming	Develop program to empower vulnerable group that have been assessed in ESMP and implement the mitigation activities stated in ESMP.

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
10.	November 2nd 2018; Lebak Gede	Focus Group Discussion	Former Group of Lebak Gede	Information on development of Jawa 9&10 CFSPP, 2x100MW Project	- Fishermen get some assistance. - Expectation on the Project to support farmer in preaching more sustainable farming. - Air pollution generated from the project affecting the quality of crops / farming commodities	- Project will develop CSR and CSD program to empower the vulnerable community as priority. - Project hasn't started construction and operation phase. Design project is Ultra Super Critical power plant which equipped with anti-air technology to prevent pollution then the existing plant. Because Surabaya surrounded by many industry, especially stone quarry and coarse mining, it needs further study to prove this case.	- Develop CSR and CSD program to empower the vulnerable community that have been assessed in FSI. - Implement the mitigation activities stated in ESM.
11.	November 2nd 2018; Fishermen House in Suling	Focus Group Discussion	Fishermen Community	Information on development of Jawa 9&10 CFSPP, 2x100MW Project	- Opportunity for local workforce to involve in the project particularly during the construction stage / phase - Should the Project apply any restriction or restriction zone in the sea if should be socialized to minimize impact on livelihood, health and safety of the fishermen	- Project commits to empower local community in construction phase. Project will make sure the Contractor to empower local workforce. - Project commits to empower local community in construction phase. Project will make sure the Contractor to empower local workforce. - Project commits to empower local community in construction phase. Project will make sure the Contractor to empower local workforce.	- Implement, Monitor, and evaluation of local workforce number started in ESM. - Socialization of Project's grievance mechanism to fishermen. - Develop CSR and CSD program to empower people/group that have

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
12.	November 2 nd 2013, Salim	In-depth Interview	Head of Village of Salim	Information on development of Jawa Barat CRSP, 2x100MW Project	- Decrease of fishermen catch due to application of exclusive or restricted zone; - Impact to community health due to air, water and noise pollution potential generated from the Project activities; - Opportunity for local workforce to involve in the project particularly during the construction stage / phase; - Project should provide CSR / Community Development program for the impacted communities; - Project should establish close relationship with local stakeholders particularly to village communities and authorities; - Disturbance of fishing habitat can lead to decrease of fishermen catch; - Water and air pollution caused by Project activities; - Exclusion or fire accident and - Concern on Project will recruit large number of	- Project permits to empower local community in construction phase. Project will make sure the Contractor to empower local workforce; - Project will develop CSR and CIP program to empower the vulnerable community as priority; - Project team is to maintain a good relationship with local authority, community, and another stakeholder; - Project commits to prevent pollution and accident by applying best available technology in the design and process; - Project will follow the applicable regulation, including to not recruit the foreign workers for non skill work;	- Implementing, Monitor and evaluation of local work force number structured step; - Develop CSRCOD program to impact the people/group that have been assessed in FSLA and implement the mitigation activities stated in FSLA; - Conduct regular consultation and consultation activities with the relevant stakeholders in an open, timely and transparent manner; - Implementation of mitigation and monitoring activities stated in FSLAP

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
					foreign workers including for non-skills workers.		related to community health and safety Documentation of action on one engagement or written on bulletins
13	November 2nd 2012, Lubuk Gedeh	In depth Interview	Head of Sub-district of Lubuk Gedeh	Information on development of Jawa Barat CFSPP 2010/2012 Project	- Opportunity for local workforce to involve in the project particularly during the construction stage / phase; - Project should establish close relationship with local stakeholders particularly to village communities and authorities; - Disruption of fishing habitat had can lead to decrease of fishermen catch; - Water and air pollution caused by Project activities - Project should conduct regular consultation to the affected communities to disclose information on project development / progress.	- Project commits to empower local community in construction phase. Project will make sure the Contractor to empower local workers - Project team is to maintain a good relationship with local authority, community, and another stakeholder - Project will develop CFSPP and CD program to empower the vulnerable community as priority - Project commits to prevent pollution by applying best available technology in the design and process. - Project regularly invite stakeholder gathering, such as head of sub-district and RT/RW	- Implementation, Monitor, and evaluation of local work team number stated in FSDP - Conduct regular socialization and consultation activities with the relevant stakeholders in an open, timely and transparent manner - Socialization of Project's grievance mechanism to fishermen. - Implementation of mitigation and monitoring activities stated in FSDP related to community health and safety. - Documentation of one on one engagement

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project or submitters.
14	November 4 th 2018; Salira	In depth interview	Religious Leader of Salira (H. Hamdan)	Information on development of Jawa 9810 CFSPP, 2x100000 Project	• Opportunity for local workforce to involve in the project particularly during the construction stage ; • Project should disclose the project impacts to the communities and particularly on how the project will address the adverse impacts; and • Project should establish close relationship with local stakeholders particularly to village communities and authorities;	• Project commits to empower local community in construction phase. Project will make sure the Contractor to empower local workforce • Project commit to maintain a good relationship with local authority, community, and another stakeholder	• Implementation, monitor, and evaluation of local work force number stated in ESMP • Conduct regular socialisation and consultation activities with the relevant stakeholders in an open, timely and transparent manner • Socialisation of Project's grievance mechanism to fishermen. • Documentation of on and off engagement or written submissions
15	November 4 th 2018; Salira	In depth interview	Community Leader of Salira Village and owner of a number of local sub-contractor companies (Syarifuddin Bahri)	Information on development of Jawa 9810 CFSPP, 2x100000 Project	• Opportunity for local workforce to involve in the project particularly during the construction stage ; • Project should establish close relationship with local stakeholders particularly to village communities and authorities;	• Project commits to empower local community in construction phase. Project will make sure the Contractor to empower local workforce • Project commit to maintain a good relationship with local authority, community, and another stakeholder	• Implementation, monitor, and evaluation of local work force number stated in ESMP • Conduct regular socialisation and consultation activities with the relevant stakeholders in an open, timely and transparent manner • Socialisation of Project's grievance mechanism to fishermen. • Documentation of on and off engagement or written submissions

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
16	November 4 th 2013, Sadin	In depth Interview	Sadin village, Makmur (Widyia Surojo)	Information on development of Jawa-4830 CFSPP, 2x100MW Project	- Project should discuss the project impacts to the communities particularly during the construction phase, and how the project will address the adverse impacts to the environmental and social. - Project to provide community health support program to the surrounding community. - Impact to community health due to air, water and noise pollution potential generated from the Project activities. - Hazardous waste potentially impacted to community health and - Project should establish close relationship with local stakeholders particularly to village communities and authorities.	- Project commits to prevent environment pollution and implement safety working procedure to all activities in project area. Project will make follow the applicable environment regulation in every related aspect. - Project will develop CSR and CSD program to empower the vulnerable community as priority - Project commits to prevent pollution by applying best available technology in the design and process - Project commits to maintain a good relationship with local authority, community, and another stakeholder	- open, timely and transparent manner - Socialization of Project's grievance mechanism to fishermen. - Demonstration of an on-site engagement oriented submissions - Implementation, monitor, and evaluation of local workers number stated in I-Stage - Conduct regular socialization and consultation activities with the relevant stakeholders in an open, timely and transparent manner - Socialization of Project's grievance mechanism to fishermen.

Table 2.5: Stakeholder Consultation as Part of the Land Acquisition Audit Process

No	Date & Location	Activities	Stakeholders Involved/ Participants	Information Unseminated	Issue Raised by Stakeholders	Sponsor/ Project Feedback	Action to be taken by Project
1	4 December 2016 Strong	Focus Group Discussion	1 Landowner vulnerable group retirement widow/ Widely	Information on development of Java-99411 C1 SPP 241000MW Project	- Retired Landowners concern about the land acquisition process as a very fast process and this only shows that the Project is in hurry. - Demit compensation value is not available for the landowners in principal version, they find it hard to understand the appraisal value simulation for their owner's asset without print-out version - Most landowners is retired employees; it seems that retired employees did not link the Project has accommodated their need on compensation as a person in retirement age.	- As national strategic project, the project should start immediately but still follow the applicable regulation. Project has been through all the steps in accordance with the applied regulation Project gave 2 months to the landowner to move after compensation given (as regulation only 14 days) - The detail of compensation calculation is available on the screen by appraisal team for the land owner who were requested and doubt the value. - Project will done socialization and discussion in accordance with applicable regulation	Develop CSR/CO program to impacted people/group that had been assessed in ESIA and implement the mitigation activities stated in ESIA
			2 School Management (Elementary school and Kindergarten)		School management and teachers support the project plan, as it does not cause any disadvantages for the school. They think that improving the access road	- School has interacted with better facilities improvement than the previous one. - Project will consider improving the access road	

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
			3 Lendowners- Active Employees of IP> Sutaleva		the school facility as part of IP facility, therefore it is IP law the initiator of the project) right's to move their facility for whatever the reason is, as long as the school can keep on running - Access road to the school need to be improved. - Active Employees raised the issue about transparency of the AQ process. They did not receive the detail calculation of assets valuation during the compensation payment process. Some of them asked about it, but the calculation simulation for their asset was not provided in printed paper. - As all of the land owners in this group is the Sution IP employees, they think that they are corruptary and have a	in the future noted that the access road is public road	Develop CSRCO program to impacted peoplegroup that had been assessed in FSLA and implement the mitigatif activities stated in ESMI>

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
		In depth Interview	1 Head of Youth organization (KMPU) 2 Toll manager from Kelapa Tiuh 3 Land and building outlease involved in the land acquisition process (KIP P) 4 Cornet house owner	Information on development of Java-9510 CIP-SMP, 2-1000000 Project	support the progress of IP business through engineering and supporting the L/O process of the Project - Head of youth organization support the project plan and understand the public facility built in Kelapa Tiuh are located in the company land; - Understand company has appropriate standard for compensation and don't have concern about nominal of compensation; - Expectation from food vendor about relocation;	Project will note the suggestion as consideration in the future, but currently there are no planning for having in ESIA and relocation.	Develop CSR/CD program to impacted people/group that had been assessed in ESIA and implement the mitigative activities stated in ESMP
2		Farmer house owner (Consignment)			They did not receive the detail calculation of assets estimation during the compensation payment process. Some of them asked about it, but the calculation simulation for their asset was not provided in printed paper	- The detail of compensation calculation is available, also shown by appraisal team for the land owner who were requested and doubt the calculation - Calculation has explained by detail by Appraiser in socialization event. As we	Develop CSR/CD program to impacted people/group that had been assessed in ESIA and implement the mitigative activities stated in ESMP

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
3	9 December 2018, Serang	Focus Group Discussion	Land user (food vendor from Kelapa Putih)	Information on development of Linea 9510 CFSPP, 201000000 Project	- The LAC process treated and raised suspicion among communities, since the committee created their own assumption on how the appraiser came up with the calculation. - They went to the court to claim disagreement because they do not think the Project LAC process is transparent enough - They assume that the project might not have enough budget - Expectation from the food vendor about relocation; - Majority food vendor from Kelapa Putih are unemployed; - Food vendor understands selling not in their land and support the project plan; - Food vendor has expectation will get compensation for one year of income.	- Know, Appraiser is independent public agent - Project had followed the process in the court until final decision made by the judge. Project never publish / broadcasted in ga through court process - Budget for acquisition was secure from company, as state company. All price is based on Appraised calculation	Develop CSKKCD program to impacted people/group that had been assessed in LACs and implement the mitigative activities stated in ESMP

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
A	6 December 2016, Surung	In-depth Interview	1 Head of Social Foundation 2 Food vendor from Kelapa Tujuh (5 pursues Gado-gado, Mee, Lall, grilled fish, Banana food stalls) 3 Local house owner (contractor) 4 Mosquito representative	Information on development of 99.10 CTSPP, 2x100MW Project	- Expectation from the food vendor about relocation - Food vendor who have capital still selling on the other area with land cost - Food vendor has expectation will get compensation minimum for three month of income - Identified vulnerable group from food vendor are older, and women as head of family	- Project doesn't have program for relocation currently - The amount of compensation was coming from the appraisal loan - Project has followed all the applied regulation	Develop CSR/CD program to impacted people/group that had been assessed in E-SIA and implement the mitigating activities stated in ESMP
			1 Food vendor from Kelapa Tujuh (5 pursues rent mats and chili selling) 2 Head of Surabaya village 3 Head of Labak Gado village 4 Head of Pulomerak district 5 Public works service	Information on development of Java-99.10 CTSPP, 2x100MW Project	- Village government support the project plan that is a government program - Expectation from food vendor about relocation - Relocation of national roads is in accordance with provincial and regulation	- Project doesn't have program for relocation currently - Project commits to maintain a good relationship with local authority, community and other stakeholders	Develop CSR/CD program to impacted people/group that had been assessed in E-SIA and implement the mitigating activities stated in ESMP

Table 2.6 Stakeholder Management to Nearby Communities Prior to Construction Phase

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
1.	Fishermen's pool in Surabaya (5 September 2019)	Socialization on the grievance mechanism with respect to Java 9 & 10 CHSPP by PT Indo Baraya Tenaga and Man Contractor (PT Unilama Karen Doosom)	Group of Fishermen of Surabaya	- General information of Project, Java 9-10 and information emission control technology that will be used is better than the conventional power plant - The progress activity of Project Java 9-10, the Paradigm of land for Java 9 10 CHSPP has been gained out since 2018. Around mid-2020, full construction activities will be started - The main contractor who will be involved - Grievance mechanism procedure - Recruitment mechanism in construction phase	- Fishermen expect to get work from the Java 9-10 CHSPP project - The construction of Java 9-10 CHSPP is expected to be able to help fishermen and fishermen families, especially involved as workers - Fisherman organizations should in given work priority if there is work that is in contact with the sea such as boat rental. - Fishermen asked PT to make room for a prayer room in the fishing base	- The company has begun to accommodate requests to involve Surabaya Fishermen such as boat rental, involvement in the construction of the base, one of which is making kanyung, the company expects that the economic level of fishermen will increase - At the stage of consulting the fishing base, in addition to the building, involving them will be built and a musala will be added regarding the design it has been conveyed beforehand to the Surabaya Fishermen and severe members.	- Project will build a praying room in fishing base - Project will keep priority to fishermen and maximize the involvement in the project activities - Grievance mechanism will be running and controlled by the Company
2	Sub districts of Surabaya (5 September 2019 and 03 10 00)	Socialization of grievance mechanism with respect to Java 9 & 10 CHSPP by PT	- Staff of Surabaya Sub district - NCOs in Surabaya Sub district - Embarga	General information of Project, Java 9-10 and information emission control technology that will be used is better than the conventional power plant.	Residents have no objections and are very enthusiastic about Java 9 10 CHSPP development project because it is a national strategic project. Additionally, the PLTU Java 9 Unit 1 & 2 project had	The Company and Contractor will maintain the continuity of Java 9 & 10 CHSPP project that controlled by the Surabaya village community can feel the positive impact	Grievance mechanism will be running and controlled by the Company

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
		Indo Tenggul and Main Contractor (PT Hindama Karya – Dooosan)	Pemberdayaan Masyarakat (LPW) Faker (neighbourhood communication forum) in Surabaya Sub district	- The progress activity of Project Jember 100 MW the Preparation of land for Jember 100 CRSPPP have been carried out since 2016. Around mid 2020, full contractor activities will be started. - The main contractor who will be involved - Grassroots mechanism - Commitment mechanism in various situation phase	- also seen proven to be good and supported by the community - Precious employment opportunities by PT TJ Unit 3 cannot be absorbed properly because the available information is minimal. The recruitment process for the Java Unit 3-10 PLTU project is expected to be better - Every company working in the Surabaya region generally has its own CSR program. On the other hand, PT recommends that the Company establish a training program that is able to facilitate school graduates and prepare them before work. The training was conducted in various fields, including excavations, security guards and others. The Cilogen City Government also has this program, but it is limited. The Company and the Contractor are expected to help accommodate this program - PT expects that in addition to the training program, the Company also supports the house renovation program. - Faker (neighbourhood communication forum) expects the Company and the Contractor	- of the existence of this project. - The company and the contractor request that residents also monitor and remind IR / management to maintain performance during the project via grievance mechanism - The Company and the Contractor also expect that the local residents or Surabaya can compete with other workers - In connection with requests for home training and surge programs to be considered and communicated with the Company's stakeholders.	- Company will discuss internally to provide CSR program requested by the community - provide training for local people to compete with the non local workers in employment process at construction phase)

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
3	Sub districts of Sempor, 20 th on 20.00 - 11.00	Socialization of grievance mechanism with respect to Jawa 9 & 10 CRSP by PT Indramaya and Man Contractor (PT Hulama Kaya - Dumasri)	- Religious women leader from community welfare program (PKK) - Representatives of Islamic study firm - Neighboring Communities	- General information of Project Jawa 9 & 10 and information on community welfare program that will be used is better than the conventional power plant. - The progress activity of Project Jawa 9 & 10. The preparation of land for Jawa 9 - CRSP has been carried out since 2016. Around mid-2020, full contractor activities will be started - The main contractor who will be involved - Grievance mechanism procedure - Recruitment mechanism in construction phase	- to prioritize the total workforce in the recruitment process - PT. Chempas that residents will use the mechanism for grievance appropriately. Complaints must be accompanied by full identity and various evidence of complaint. This warning is intended so that the discovery of anonymous letters can be avoided	- Islamic study forum may use the project inspection for recruitment by informing the project beforehand and expected to maintain cleanliness. - Women are also asked to actively report if there are complaints. The mechanism can directly meet the RT / RW (Kak Hamir) through a written letter directed through the complaint at the village office and project office. - Handling health problems will be considered in internal as a CSR program	- Grievance mechanism will be running and controlled by the Company - Company will discuss internally to provide CSR program requested by the community health (provide health handling problems)

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
4	Sub districts of Surabaya September 2019	Socialization of grievance mechanism with respect to Java 9 & 10 CHSPP by PT Indo Kaya Tenaga and PTM Contractor (PT Hutama Karya Doosan)	Local public figures in Surabaya Sub district	- General information of Project, Java 9 10 and information emission control technology that will be used is better than the conventional power plant - The progress activity of Project Java 9 10. The Paradigm of land has been carried out since 2016 around mid 2020, full construction activities will be started. - The main contractor who will be involved - Grievance mechanism process - Recruitment mechanism in construction phase	in the construction and operation stages. - Businessmen and residents are aware of the impacts on the development of the Java 9-10 CHSPP, both positive and negative - On the positive side, residents, independent and community leaders strongly support and appreciate the project - Others support the recruitment system through the selection but ask that local communities can be prioritized. - If the recruitment of workers citizens are worried if they have to compete with applicants from well-known tertiary institutions such as UI or UGM. Residents around the project only high school graduates that is impossible to compete. - The community hope to be prioritized in terms of recruitment of workers and during construction but until operation.	- Recruitment will be carried out in stages and continue to seek local residents as a priority. - The company will seek a training program for prospective workers so that prospective local workers can compete with workers outside Cagayan - For the local employment during operation the company will follow the legal requirement based on ANUAL document - Provide training for local people to compete with the non-local workers in employment process (construction phase)	

No	Date & Location	Activities	Stakeholders Involved / Participants	Information Disseminated	Issue Raised by Stakeholders	Sponsor / Project Feedback	Action to be taken by Project
					- The company is expected to be able to respond and follow up on all public complaints - the community hopes that employment development will be conducted prior to termination, so that the required qualifications can be met.		

2.3. KEY ISSUES OF PAST ENGAGEMENT ACTIVITIES

The stakeholders shared their views, concerns and requests on the proposed project. These have provided insight to the development of the SMP and will be addressed accordingly in the ESIA phase as well as during the project lifecycle.

Table below is a summary of the key issues and concerns raised during the stakeholder consultation process.

Table 2.6: Key Issues and Concern of Stakeholders

Key Issues	Concerns and Requests highlighted
AMDAL Process	
Community Development	Local business traders are not satisfied (approximately 30%) with P.T. Indonesia Power's measures in community development or CSR programs towards traders. P.T. Indonesia Power is regarded as solely land owner, without providing any community intensive management. Increased employment opportunities Local communities would like more engagement and disclosure of CSR activities.
Working Opportunity	Fisherman would like to obtain more intensive attention from PT Indonesia Power regarding reallocation of boats resting area. Through discussions among P.T. Huhra, P.T. Indonesia Power and other stakeholders, fisherman stated they are not supporting the development of the Project. Training development programs regarding small businesses. Local communities would like to be sure that the recruitment process for local labour will be open and fair and transparent information disclosure could be via relevant authorities' disclosure.
Environmental Concern	The community expects the Project to avoid or manage effects on community livelihoods, especially for fisherman, traders and land user tenant. Compensation for loss of livelihoods Increased pollution during construction and operation of the Plant e.g. air pollution, water pollution, noise pollution, traffic disturbance, waste and water discharge. Potential impacts on community health from emissions - such as dust and changes to air quality are of concern for local communities. Impacts on marine life are also of concern as many of the community's livelihoods are dependent on marine resources. Potential impacts on community health from emissions - such as dust and changes to air quality are of concern for local communities. Impacts on marine life are also of concern as many of the community's livelihoods are dependent on marine resources.

Key Issues	Concerns and Requests highlighted
	Provision of clean water and drinking water
ESIA Process (Social Baseline survey)	
Working Opportunity	Opportunity for local workforce to involve in the project particularly during the construction stage / phase, including fisherman
CSR and CIO	Farmers hope to get any assistences and practice more sustainable farming and the fisherman community hope the Project to give more attention by CSR program to fisherman
Transparency	Impacted communities should be provided sufficient information related to Project development Information on local workforce recruitment process
Safety & Health	Project to instal Safety Zone that regulates river traffic particularly for coal barges Community concern the pollution from the existing Project facilities as the cause of their health problem. Lack of health service near the Project area i.e. Hospital The air pollution and vibration from existing project impacts the community health and safety and affect the quality of crops / farming commodities.
	Explosion or fire accident Project to provide community health support program to the surrounding community
ESIA Process (Land Acquisition Audit)	
CSR and CIO	The food vendor who were having economic activities in Kelapa Lujulu Beach expect the Project to relocate near Suralaya area or give another working opportunity The retired employees as majority of landowners expect to be empowered by the Project
Public Facility	Access road to the school need to be improved Relocation of national roads is performed with procedure and regulation

3. STAKEHOLDER ENGAGEMENT

The Stakeholder Management will be updated once the Main EPC Contractor is fully on board as the plan and content shall be incorporated.

3.1. DEFINING STAKEHOLDERS

The IFC's Handbook on Stakeholder Engagement (2007) defines stakeholders as "persons or groups who are directly or indirectly affected by a project as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively."

Java 9-10 CFSP Project has identified the following stakeholder groups, and each of these groups is discussed in greater detail below:

- a. **External stakeholders** are those external to core business operational activities, such as:
 - Government officials;
 - Impacted communities;
 - Community groups;
 - Mass Media.
- b. **Internal stakeholders** are employees, shareholders, contractors and customers who are not addressed in this stakeholder engagement plan as these interactions are subject to national laws and regulations and company policies and procedures as part of core business activities.

3.2. STAKEHOLDER IDENTIFICATION

Identification of stakeholders is the first step in the process of stakeholder engagement. The list is identified as below.

3.2.1. Ministerial Government

There are several Ministerial Government identified as follow:

- Ministry of Energy and Mineral Resources Indonesia;
- Ministry of Environment and Forestry;
- Ministry of Public Works and Housing.

3.2.2. Banten Provincial Government

Stakeholder for this group are as follow:

- Banten Governor's Office;
- Banten Province Environmental and Forestry Agency;
- Banten Province Investment and Integrated One-Stop Services Agency;
- Banten Province Prosecutor's office;

- Banten Province House of Representatives;
- Banten Province Regional Police;
- Banten Pelindo II (PT Pelabuhan Indonesia II);
- Banten Navy (TNI).

3.2.3. Cilegon Government

Stakeholder for this group are as follow:

- Cilegon Mayor's Office;
- Cilegon City Department of Transportation;
- Cilegon City Department of Manpower and Transmigration ;
- Cilegon City House of Representatives;
- Cilegon Reson Police Station
- Cilegon Transportation Agency;
- Pulomerak District's Office;
- Surabaya Sub District's Office;
- Lebakgede Sub District's Office;
- Selia Sub District's Office;
- Merak Port Authority Office;
- Merak District Police Department.

3.2.4. Impacted Communities

Impacted communities are groups of people who can be directly or indirectly (positively or negatively) affected by a project. An impacted community may be affected through components of the natural or social environment because of various aspects of a project and in varying degrees over its life cycle. To ascertain which communities are impacted and the level of impact, several studies have firstly established the area of influence of the Project.

The following settlements have been identified as being directly affected within primary area (Ring I) of influence of Jawa 9-10 CF-SPP Project:

- Surabaya Subdistrict,
- Lebakgede Subdistrict.

The secondary area (Ring II) of influence, which is considered the broader geographic area, is Selia Subdistrict.

3.2.5. Community Organization

Community organization which have been identified include:

- Community Forum (Forum Komunikasi Kelompok RT/RW Kecamatan Pulomerak);

- Karang Taruna (Local Youth Organization);
- Himpunan Pengusaha Lokal Surabaya;
- Religious community: ICMI (Ikatan Cendekiawan Muslim Indonesia) Pulomerak District;
- Another Environmental NGO;

This list will be amended and expanded on as the Project progresses.

3.2.6. Vulnerable Groups

The vulnerable groups identified from primary data in FSA study and Land Acquisition Audit within the Project area of interest can be grouped into categories:

- Elderly people whose income is solely generated from fishing or farming activities i at Surabaya Subdistrict Lebakgede Subdistrict.
- Elderly people from formerly landowners of Housing in Kelapa Tujuh Beach, which mostly is retired from IP.
- Widows of Indonesia Power's employee from formerly land owners in Kelapa Tujuh Beach.
- Women headed households who acted as the bread winner of their families from formerly Land Users of Kelapa Tujuh Beach.
- Formerly land users in Kelapa Tujuh Beach that were solely reliant on the street vending activities for their household incomes with no alternative income streams ("Unemployed formerly land user").
- Surabaya Fishermen who solely depend on fishing for their household income, with no alternative income streams.
- People living below the poverty line.
- Severely affected PAPs identified under LRP process has acknowledged PAPs with layers of vulnerabilities. This group of PAP is included and monitored closely throughout the LRP implementation.

The local communities who are categorised as vulnerable groups may be more sensitive to the negative impacts. Special attention shall be implemented to these community members or groups, such as making separate consultation with other groups.

3.2.7. Mass Media

Printed and online mass media is one of methods to deliver messages to wider recipients within and beyond Project affected areas. The Project and stakeholders who have interest, and positive or negative influence toward the Project may use the media to convey their messages and aspirations. Any issues, information, news, resulted from the Project might interest not only local media, but also national and international mass media. Beside using the mass media as media

to deliver message, project implements media monitoring for issue available in media that relevant to the project phases.

A number of mass media are as follows:

1. Online Media

Local :Online (www.rada.banten.co.id, www.bantenonline.com, www.kabar-banten.com, etc)

National :Online (www.Detik.com, www.Vivanews.com, CNN, Rakyat Merdeka Online, Okezone, etc)

2. Radio, Newspaper and Television

Local:

- TV's (TVRI Jakarta & Banten, Jawa Pos Tv, etc).
- Radio (RSPD, Sorang FM, RR Danton, etc).
- Print (Danton Raya, Kabar Danton, Radar Danton, Tribun Jalar, etc).

National:

- Print (Kompas, Media Indonesia, Koran Sindo, Sepitara Indonesia, Koran Tempo, Business Indonesia, Kontan, etc).
- TV's (RCTI, AN TV, Trans TV, Trans 7, Metro TV, Global, MNC, Indosiar, NET).

Media engagement will occur throughout the life of the project. Media stakeholders are expected to become more active around the transition from one project phase to the next phase, due to public announcements to that effect, and as issues arise. National and state or provincial media may only become active in the emergence of major issues.

3.2.8. CCSR (Cilegon Corporate Social Responsibility) Agency and CD/CSR personnel in Nearby Industry

CCSR is an independent agency (non-government) which scope is to synchronize and integrate the CSR program and activity in Cilegon city. CCSR can provide:

- To give education and socialization about CSR
- To provide service and facilitate company to implement CSR
- To record, documented, and make public of CSR that has been implemented by company
- To conduct consultation that required by the company in implementing CSR
- To give appreciation to companies which implement CSR effectively and give real contribution in increasing the community's livelihood.

In considering the effectiveness of the implemented CSR program, Company might work with CCSR as third party agency to associate the CSR program with nearby companies and to manage cumulative social impacts that are identified at the project activity.

the other nearby companies that have similar impacted communities and impacted area i.e. PT Indonesia Power UP Suralaya Unit 1-7, and PT Indonesia Power Unit should be engaged with to gather information and to establish the joined action plans in order to manage the cumulative social impacts from surrounding community. The engagement to be conducted especially by the Community Relation personnel from each company. The Project will get information about the CSR activity from nearby company that has been given an on-going to the community of Suralaya and Lebakgede, and vice versa. The Project will also provide the information about the CSR program that will be conducted in the future by Jawa 9-10 CLEUP in order to capture the overview of what role that has been taken by each company. For example, when the Project has involved the vulnerable group from previous Kelapa Tujuh land users in Livelihood Restoration Program (LRP), the other nearby companies might involve the other vulnerable group besides the land users to be involved in CSR program.

3.3. STAKEHOLDERS ANALYSIS

The stakeholder analysis process performed to prioritize identified stakeholder based on: interest and expectations in relation to the proposed project; required levels of participation for each stakeholder throughout the project lifecycle; degree of influence of each stakeholder group to the direction and success of the proposed project; interrelationships between different stakeholders and the convergence/divergence between their interests and expectations. Stakeholder engagement plan will be updated continuously along the project phases. As such, the key issue and approach will be updated accordingly.

- **Directly Impacted Stakeholders:** People or entities that are directly affected by the Project and/or have been identified as most vulnerable to changes due to the Project. They require engaging when identifying impacts, stakeholder's significance and during mitigation and management measure discussions.
- **Indirectly Impacted Stakeholders:** People or entities who could be indirectly affected by the Project. Indirect stakeholders include community based organizations (community group).
- **Other Relevant Stakeholders:** People or entities who are interested in the Project or who can influence project operations.

An identification of stakeholders about their interests and influences is shown in Table 3.1

Table 3.1: Identification of Stakeholder Interest & Influence

Stakeholder No	Stakeholder Group	Interest	Power or influence	Perception
1.	Municipal Government	- To become an end user partner for the Project to fulfil government requirements on administration and business permit/ license; - Project to support public facility Infrastructure development - Project to contribute in the development of local economy whilst managing its environmental and social issues properly - To observe the project activity toward local policy, laws, and standard - To receive concern from community about the project activities - To make sure the Project run the OSC in its activities. - To observe the project activity toward local policy, laws, and standard - To issue permit and regulations through their authority	- Legal and formal position in the administrative - Set policy on environmental sharing the project - Through the Environmental Agency have the authority to monitor Project environmental and social performance based on AMD-A	Positive. Supportive, the Project is part of a national development program. As long as it meets the regulations, it will bring economic development for the local area.
2	Central Provincial Government			
3	Category Government			
4	Impacted Communities	- First priority for employment to be given to local communities - Environment improvement of the area - Participation in CSR program - Compliance of the project with environment policy - To gain information about environment and social impact of the Project to community	Raise environment, social, and security issue of concern between community and from the Project to another stakeholder Negative, when inefficient attention, riskiest, cases in mutual expectation among stakeholders occurred Example: Negative Perception to the Project might occurred during employment process when migrant workers were assumed to	Positive Supportive to the Project as long as the impacted communities received positive impacts and benefits from the Project otherwise will tend to oppose the Project Negative, when inefficient attention, riskiest, cases in mutual expectation among stakeholders occurred Example: Negative Perception to the Project might occurred during employment process when migrant workers were assumed to

Stakeholder Group	Interest	Power or influence	Perception
5. Community Organization - Compliance or the project with environment policy - Environment improvement of the area - Project to facilitate the organization activity - To gain information about environment impact of the Project to community - To give influence on government's related to the project impacts - Represent social groups - Partnership interest in the local program	- Power of social groups to influence other communities' view of the project - Respected because of their position of leadership in a particular population, or may be long time or lifelong residents who have earned the community's trust over years of integrity and community service - Local youth organizations are quite active in the village organizing social activities involving youth such as religious events	recognize benefits and opportunity from the locals Positive Supposition: a free Project as long as the organization received benefits from the Project otherwise will tend to oppose the Project. Negative Perception, when insufficient attention, mutual gaps in mutual expectation among stakeholders occurred	Positive Supposition: the Project is long as the group received benefits from the Project otherwise will tend to oppose the Project Negative Perception, when insufficient attention, mutual gaps in mutual expectation among stakeholders occurred. Example: reaction from civil servant community health impacts from coal fired power plant
6. Vulnerable Group - To get the maximum benefit from the existence of the Project. - Project to have programs provide a clean benefit for low-income people and can increase health - To gain information about environment impact of the Project to community - To give influence on government's related to the project impacts	Vulnerable group require special attention from the project. Due to their vulnerability, they have less of power and influence on the project	Positive Supposition: the Project is long as the group received benefits from the Project otherwise will tend to oppose the Project Negative Perception, when insufficient attention, mutual gaps in mutual expectation among stakeholders occurred. Example: reaction from civil servant community health impacts from coal fired power plant	Positive Supposition: the Project is long as the group received benefits from the Project otherwise will tend to oppose the Project Negative Perception, when insufficient attention, mutual gaps in mutual expectation among stakeholders occurred. Example: reaction from civil servant community health impacts from coal fired power plant
7. Mass Media - To get information about the progress activity of the project, project compliance, hazard mitigation - Media to raise hot topic news of the project, involving positive news and or negative news.	Transmit information about the project to the community and stakeholders	Positive Supposition: the Project is long as it rational development program as long as it meets the requirements, it will bring economic development for the local area. Negative Perception when insufficient information is given from the project to the media	Positive Supposition: the Project is long as it rational development program as long as it meets the requirements, it will bring economic development for the local area. Negative Perception when insufficient information is given from the project to the media

No	Stakeholder Group	Interest	Power or influence	Perception
8	CSR Local Agency CCSR (Gilegon Community Social Relationship) and CCSR personnel local nearby companies	CCSR: To coordinate and get information about the CSR program within Gilegon to be realized in CDCSR personnel from nearby companies: • To discuss about CSR collaboration with nearby companies • To understand role of each company to the CSR program can reach independent impacted communities	• CCSR will evaluate the CSR program and synchronize and integrate the CSR program and activity in companies within Gilegon • Collaboration of CSR program with surrounding companies might induce and manage cumulative social impacts. This collaboration is a process that requires the opportunity and space for participants to listen to and learn from one another. It is important to create spaces for stakeholders to come together to develop and share their visions and agendas	Positive perception of the Project as long as the collaboration program will increase positive impacts both in company and communities ready.

Mapping about estimation of stakeholders influences and their interest is shown on Figure below.

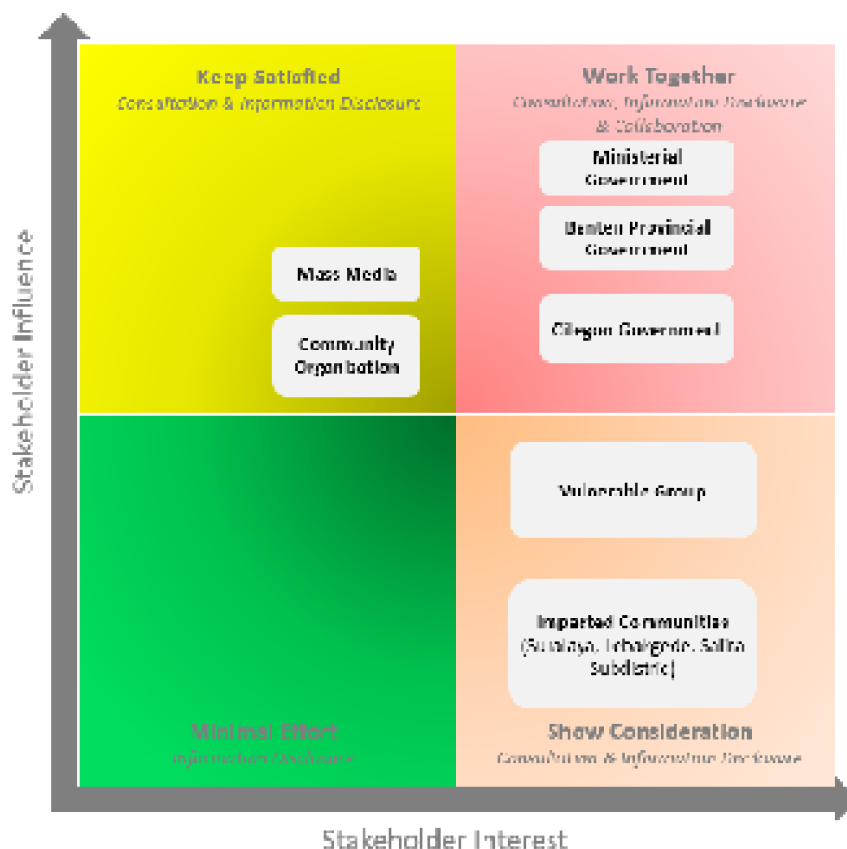


Figure 3.1: Stakeholder Engagement Based on Interest versus Influence Analysis

3.4. STAKEHOLDER ENGAGEMENT PROGRAM

Company (PT Indo Raya Tenaga) is committed to an active process of engagement with stakeholders.

Company recognizes that consultation is a two-way process which includes informing stakeholders about progress with the project, listening to stakeholders' views about the project, and responding to stakeholders' legitimate concerns.

Company recognizes that there is a range of stakeholders with differing interests in the project including people and organizations who:

- Are directly or indirectly affected by the project;
- Have "interests" in the project or parent company; and
- Have the potential to influence project outcomes.

3.4.1. Type of Information to be disclosed

The following project aspects, issues and activities are the information that is required to being disclosed to relevant stakeholders and affected communities:

- Project activities, timing, progress/milestones and employment opportunities
- Dissemination of Grievance Redress Mechanism to project affected communities
- Project operation;
- Community Health and Safety;
- Environmental and social responsibility programs
- Major Emergency situation.

3.4.2. Confidential Information

Company recognizes that interest in the project can extend beyond a direct financial interest in the project's outcomes. Company is committed to a transparent approach to providing information to stakeholders about its operations and their impacts. Some company information, however, needs to remain confidential. This information includes:

- Security arrangements;
- Information whose release could have adversely affected the commercial position of the company;
- Market-sensitive information which could affect the value of Company business position, but which may be incomplete or inaccurate
- Information provided in confidence; and
- Information relating to the personal affairs of individuals.

Basically, the Decisions on the release of essential information shall be made by Company Managing Director after consultation with RoD, General Manager, Deputy General Manager and Security, Permit and PR Manager, with inputs and side information from Project Team as required.

Community stakeholder engagement will generally take place via public meetings, informal meetings, community workshops and specific stakeholder group meeting. Preparation will be conducted prior to such meetings, as appropriate, particularly for the first meeting of a particular forum. Such preparation includes initial mapping of community concerns that stake to the project.

In conducting stakeholder engagement, Community Relations Officer shall work closely with Government Relation Officers since community and local government, they need close coordination and alignment.

3.4.3. Documentation of Stakeholder Engagement

Stakeholder engagement activity records will outline the following key points:

- Type of information disclosed, date, formats and mode of distribution;
- Locations of all project information/consultation meetings and the length of time needed for each consultation;
- Attendance records and identity for individuals, groups, and/or organizations consulted;
- Attendance records recorded with gender segregated data for each participant;
- Key issues/comments raised/ discussed, and requests received;
- Company's response to issues raised, requests, including any commitments or follow-up actions and reporting back to stakeholders;
- Registration of complaints via grievance mechanism.

3.4.4. Communication Tools and Method

A number of methods will be employed for stakeholder engagement to consult with each of the identified key stakeholder groups, such as Table below.

Table 3.2: Communication and Engagement Tools and Method

Engagement Method	Appropriate application of the Method
Correspondences (Phone, Email)	• Distribute information to Government officials, Local Government, and organisations/agencies • Invite stakeholders to meetings and follow-up
One-on-one meetings	• Present information to Project Affected Persons, and Directly Affected Community • Seeking views and opinions • Enable stakeholder to speak freely about sensitive issues • Build personal relationships • Record meetings
Forum meetings	• Present the Project information to a group of stakeholders • Allow group to comment – opinions and views • Build interpersonal relation with high level stakeholders • Disseminate technical information • Record discussions
Public meetings/ Consultation	• Present Project information to a large group of stakeholders – especially communities • Allow the group to provide their views and opinions • Build relationship with the communities, especially those impacted

Engagement Method	Appropriate application of the Method
Focus group meetings	• Distribute non-technical information • Facilitate meetings with presentation • Record discussions, comments, questions. • Present Project information to a group of stakeholders • Allow stakeholders to provide their views on targeted baseline information • Build relationships with communities • Record responses
Project website	• Present project information and progress updates • Disclose ESIA, ESMP and another relevant project documentation
Mass media (audio and visual) and Written Engagement	• Present project information and progress updates • Disclosure to the response of issue/concern

3.5. DOCUMENTATION AND RECORDING

Corporate procedures for managing stakeholder engagement shall be documented in the Company Integrated Management System, System Procedure External Communication and Reporting.

The main tools for recording stakeholder engagement activities include:

- **Grievance mechanism:** If a communication is a grievance or complaint, it will be dealt with according to Grievance Redress Mechanism. Grievances are formally recorded on a Grievance Form and documented in the Grievance Register. Feedback on grievances is provided either orally or in writing, in a language understandable by the complainant. There is provision of appeal to an external mediator when grievance cannot be resolved. A summary of grievances received and their respective responses / actions as well as updates on outstanding grievances is reported to the affected communities periodically at the dedicated meeting even.
- **Commitment register:** this register will be used to record any public commitments made by the Company or public concerns raised about the Project that require action.
- **Engagement notes/stakeholder logs:** this will ensure that an accurate and detailed record of information and views are gathered at every stakeholder meeting.

3.6. STAKEHOLDER ENGAGEMENT PHASE

An integrated and systematic approach shall be taken towards managing two-way communications between the project proponent and the stakeholders including the affected communities with the goal of improving decision making and promoting understanding through

the active engagement of individuals, groups and organizations who have a stake in the project and its outcomes.

The overall objective of this program is to define a stakeholder engagement, public information disclosure and consultation process that will be implemented throughout the project. It outlines the strategies that will be implemented to ensure inclusion of value-able stakeholder groups as well as the key objectives of Stakeholder Engagement during the different project phases.

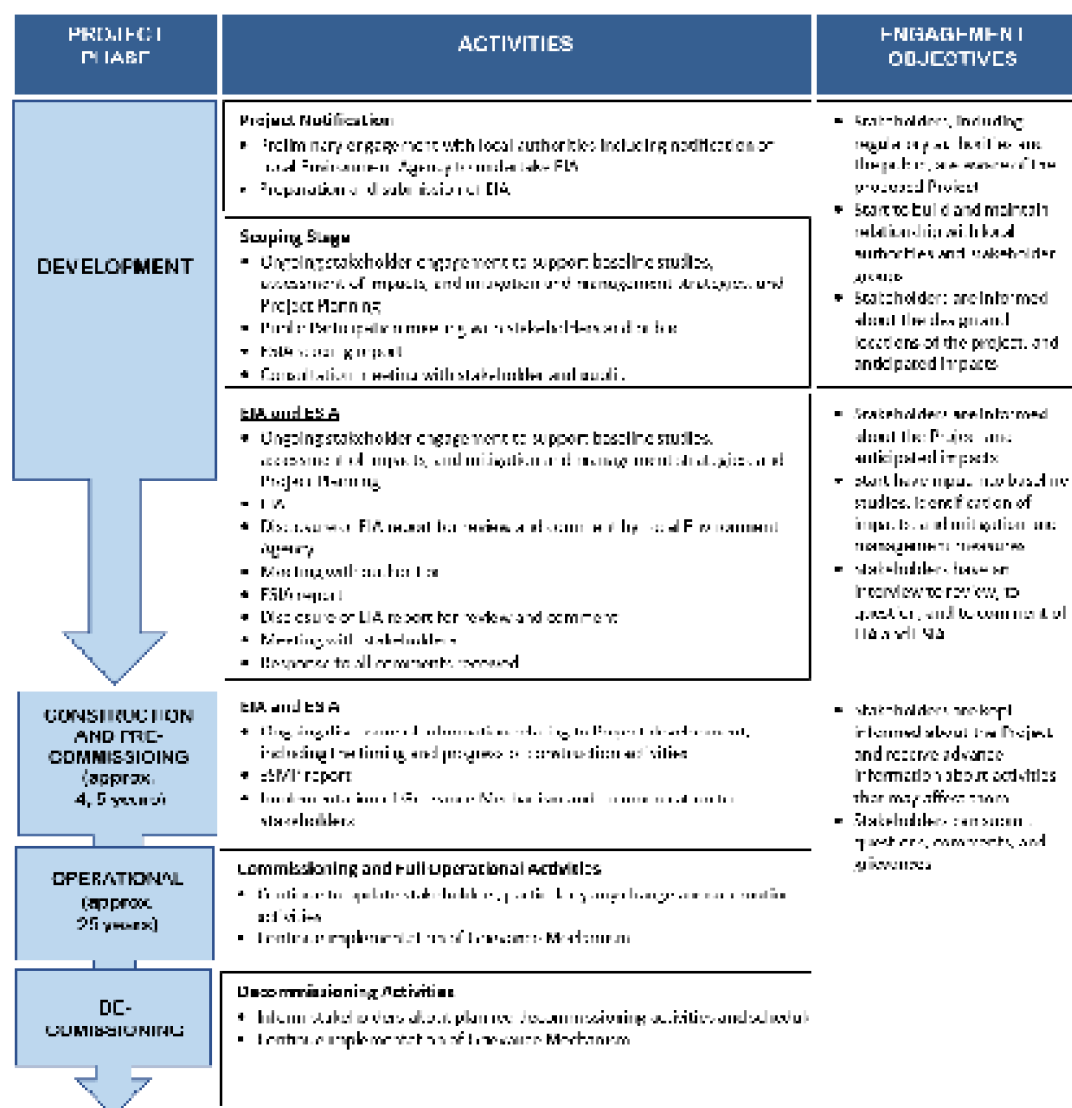


Figure 3.2: Stakeholder Engagement by Project Phase

3.7. STAKEHOLDER ENGAGEMENT PLAN

Stakeholder engagement plan will be updated continuously along the project phase. As such, the key issue and approach will be updated accordingly. Please see the matrix of Stakeholder Engagement Plan in the following table:

Table 3.3: Stakeholder Engagement Strategy

No	Stakeholder Group	Key Issue/Message	Approach	Responsibility	Timeline
1.	Ministry Government	Obtaining all regulatory permits and licensing requirements for the development of the Project mainly the business permit, Electricity Supply Business License (IUP-EL), safety, heavy equipment permits, permit for environmental protection and management (P-2111), Air Pollution Regulation (Peraturan Gubernur), Group) such as waste water discharge permit, hazardous waste management permit (landfill permit)	Approach: Consultation, Collaboration & Information Disclosure Tools: - Direct one on one meeting with relevant government agencies as required - Focus Group Meeting at region-level - Formal meetings - Official letter	- FIS Manager - Security, Permit & PR Manager	- Pre- Construction Phase - Construction Phase - Operational Phase - Decommissioning Phase
2.	Madura Provincial Government	- Obtaining all regulatory permits and licensing requirements for the development of the Project mainly the Environment Permits, AMDAL document, transportation permit, location permit and elly permit - Information about sea and land matters during construction and operation phases should be shared in timely manner to avoid potential risk to local communities/settlements.	Approach: Consultation, Collaboration & Information Disclosure Tools: - Direct one on one meeting with relevant government agencies as required - Focus Group Meeting - Formal meetings - Official letter	Security, Permit & PR Manager	- Pre- Construction Phase - Construction Phase - Operational Phase - Decommissioning Phase
3.	Giligan Government	- Obtaining all regulatory permits and licensing requirements for the development of the Project such as building permit, location permit hazardous waste storage permit - Disclosure of final project design, identified impacts and proposed mitigations - Project local labor requirements and procurement mechanism	Approach: Consultation, Collaboration & Information Disclosure Tools: - Direct one on one meeting with relevant government agencies as required - Focus Group Meeting	Security, Permit & PR Manager	- Pre- Construction Phase - Construction Phase - Operational Phase - Decommissioning Phase

No	Stakeholder Group	Key Issue/Message	Approach	Responsibility	Timeline
		▪ Disclosure of recruitment process ▪ Disclosure of Project CSR and CD program ▪ Information about sea and land traffic during construction and operation phases should be shared in timely manner to avoid potential risk to civil communities/fisherman	▪ Formal meetings ▪ Official letter		
4.	Impacted Communities	▪ Disclosure of the final project design, the impacts that has been identified and proposed mitigation ▪ Project local labor requirements ▪ Opportunities for involvement in local economy business ▪ Management of environmental and social impacts ▪ Disclosure of Project CSR and CD program ▪ Project community grievance mechanism ▪ Measures related to potential emergency involving community (e.g. traffic incident) ▪ Information about sea and land traffic during construction and operation phases should be shared in timely manner to avoid potential risk to local communities/fisherman	<u>Approach:</u> ▪ Discussion & Information ▪ Separate meeting for women ▪ Gender intervention may be needed to identify issues that are important to women and to ensure that they are given the same weighty <u>Tools:</u> ▪ Socialization forum in each village or subdistrict ▪ Briefing and presentation ▪ Public Consultation (appointed representatives) ▪ Direct one on-one meeting ▪ Focus Group meeting ▪ Media coverage <u>Approach:</u> ▪ Discussion & Information ▪ Disclosure <u>Tools:</u> ▪ Socialization forum in each village or subdistrict ▪ Printed project updates ▪ Direct one on-one meeting	▪ Security, Permit & PR Manager ▪ EHS Manager ▪ Pre-Construction Phase ▪ Construction Phase ▪ Operational Phase ▪ Decommissioning Phase	
5.	Community Organization	▪ Project local labor requirements and procurement mechanism ▪ Opportunities for involvement in local economy business and community development ▪ Disclosure of Project CSR and CD program ▪ Project community Grievance Mechanism ▪ Measures related to potential emergency involving community (e.g. traffic incident)	<u>Approach:</u> ▪ Discussion & Information ▪ Disclosure <u>Tools:</u> ▪ Socialization forum in each village or subdistrict ▪ Printed project updates ▪ Direct one on-one meeting	▪ Security, Permit & PR Manager ▪ Pre-Construction Phase ▪ Construction Phase ▪ Operational Phase ▪ Decommissioning Phase	

No	Stakeholder Group	Key Issue/Message	Approach	Responsibility	Timeline
6.	Vulnerable group	- Information about sea and land rights during construction and operation phases should be shared in timely manner to avoid potential risk to local communities/fisherman - Disclosure of the final project design, the impacts that has been identified and proposed mitigation. - Disclosure of Project CSR and CO program - Project community Grievance Mechanism - Information about sea and land rights during construction and operation phases should be shared in timely manner to avoid potential risk to local communities/fisherman	- Focus Group Discussion - Media coverage Approach: Request special attention • Provide support for elderly • Separate meeting for women (Active intervention may be needed to identify issues that are important to women and to ensure that they are given the same weight) Tools: • Direct one on-one meeting • Focus group listening • Public consultation	- Security, Permit & PR Manager - Pre- Construction Phase - Construction Phase - Operational Phase - Decommissioning Phase	
7.	Mass Media	Disclosure of the final project design, the impacts that has been identified and proposed mitigation	Approach: Discussion & Information Disbursement Tools: • Press conference • Direct one on one meeting • Website • Media monitoring for local, national, and international NGO concern activities related to the project • Wider public which may have concerns or interest on the environmental issues related to coal fired steam power plant projects	- Security, Permit & PR Manager - Pre- Construction Phase - Construction Phase - Operational Phase - Decommissioning Phase	



No	Stakeholder Group	Key Issue/Message	Approach	Responsibility	Timeline
8.	CSR Local Agency CCSR (Ciklopri Community Social Relation) and CD/CR personnel from nearby companies	CD/CR personnel from nearby companies: ▪ Disclosure of all and CSR programs that have been ongoing and later will be developed by each company ▪ When possible, separation of the role of each company so the CSR program can reach wider/different impacted communities ▪ Inform the collaboration possibility of the proposed CSR program ▪ Disclosure of general grievance/ social collaboration from nearby companies CCSR Agency: ▪ Joined CSR program or action plans that are reasonable to be established to manage cumulative social impacts ▪ Information Disclosure for social and environment impact of the Project ▪ Public consultation on project activities ▪ Implementing CSR program or any environment program	<u>Approach:</u> Discussion & Information Disclosure <u>Tools:</u> ▪ Focus Group Meeting	▪ Security, Permit & PR Manager	▪ Construction Phase ▪ Operational Phase ▪ Decommisioning Phase
9	Non-Government organization		<u>Approach:</u> Discussion & Information Disclosure <u>Tools:</u> ▪ Press conference ▪ Direct one on one meeting ▪ Website ▪ Media monitoring for local, national, and international (NGO) concern/ activities related to the Project	▪ Security, Permit & PR Manager	▪ Pre - Construction Phase ▪ Construction Phase ▪ Operational Phase ▪ Decommisioning Phase

3.8. RESOURCES AND RESPONSIBILITIES

Company is responsible for all communications with stakeholders located outside the Suralaya and Puloenerak Regency. The Managing Director of Company or Head Office Community Relation Officer (Public Relation) under consultation with General Manager is responsible for authorizing communications with those stakeholders and for making public statements on behalf of the Company.

The Security, Permit, and PR Manager on site is responsible for all communications with stakeholders within Suralaya and Puloenerak Regency. The ERM is aided by Security, Permit & PR Manager. The General Manager under consultation with Head Office Community Relation Officer (Public Relation) or Managing Director is responsible for authorizing communications with those stakeholders and for making public statements on behalf of the Company. The Security, Permit, and PR Manager on site is also responsible for day to day communication with stakeholders located in the project affected area. All Company managers are responsible for identifying when matters falling within their responsibilities may call for stakeholder consultation or communication.

Company will maintain close liaison with Corporate to ensure that all references to corporate governance matters in stakeholder communications are consistent with Company Board policies and have proper regard to Company reporting obligations to the Board.

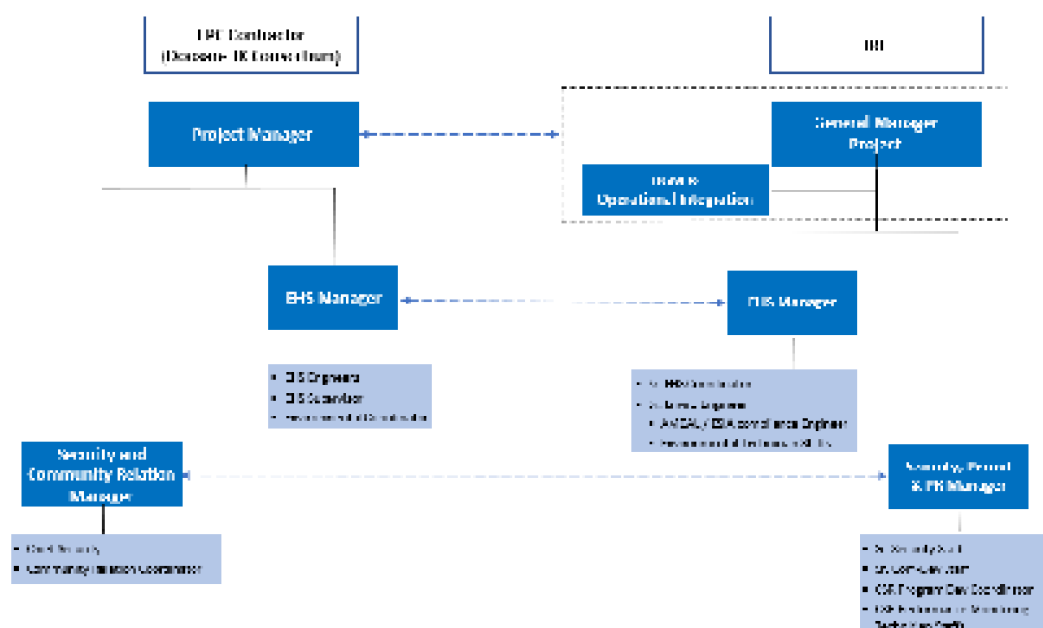


Figure 3.3: Project Organizational Structure related to SMP (for Construction Phase)

The following table shows the overview of Roles and Responsibilities to support the implementation of Stakeholder Engagement Plan:

Table 3.4: Roles and Responsibilities for Stakeholder Engagement

No	Roles and Responsibilities
Operational Director	
1	Release public statement on behalf of the Company for stakeholders outside of the Surabaya & Merak Regency.
2	Keep communicate with General Manager and DPM Operation and Integration for stakeholder issues and concerns.
General Manager	
1	Advise Security, Permit, and PR Manager on engagement strategies and emerging issues to support strategic decision processes and major or critical issues response
2	Coordinate the development and evaluation of the SMP document, including the communication strategic and budget to support stakeholder engagement activities
Deputy General Manager Operation & Integration	
1	Coordinate the development and evaluation of the SMP document, including the communication strategic and budget to support stakeholder engagement activities
Security, Permit, and PR Manager	
1	Developing and maintaining relationships with key community groups, government officials, media and public in general
2	Develop and proposes strategic stakeholders' engagement
3	Manage stakeholder mapping and prepare communications to stakeholders and respond to stakeholder enquiries
4	Lead the development, implementation and evaluation of strategic, tactical and operational stakeholder engagement plans, programs, projects and initiatives to align with the Company's vision and goals
5	Manage grievance redress mechanism
6	Communicate all major grievances to related Project management
7	Monitor the implementation and progress of Corporate Social Responsibility (CSR) programs at site and provides consultation where necessary
8	Report SMP implementation to General Manager
Community Development Officer	
1	Implement stakeholder engagement program and activities with the direct referrals from Security, Permit, and PR Manager

No	Roles and Responsibilities
2	Record and document stakeholder engagement activities
3	Prepare regular report on stakeholder engagement activities
4	Record and document stakeholder grievances in the grievance mechanism log.
5	Manage the CM implementation for resolving all minor grievances
6	Assist the development of stakeholder engagement program and activities
7	Work collaboratively with EPC Contractor when grievance addressed related to construction worker behaviour and other issues related to third party Contractor
EPC Contractors	
1	Maintain good relationship with community stakeholders along their day-to-day construction activity.
2	Join any public consultation that require EPC contractor to explain the construction process.
3	Receive, record, and report the grievance submission if any of complainants come and submit a complaint to Project's Community Development Officer. See section 4.3.
4	Join investigation and planning remedial actions with Project local team when the grievance is related to construction activities and workers.

4. COMMUNITY GRIEVANCE REDRESS MECHANISM

4.1. DEFINITION

Grievance is a concern or complaint raised by an individual or a group within communities affected by company operations. Both concerns and complaints can result from either real or perceived impacts of a company's operations and may be filed in the same manner and handled with the same procedure. The difference between responses to a concern or to a complaint may be in the specific approaches and the amount of time needed to resolve it.

The Community Grievance Redress Mechanism is a step-by-step approach for receiving, acknowledging and registering, reviewing, investigating and resolving complaints and grievances from all stakeholders who consider themselves adversely affected by the company's operations. Establishing and implementing a Grievance Mechanism is an important requirement in meeting both lenders requirements as well as ensuring that affected community grievances are managed in a fair and timely manner.

4.2. OBJECTIVES

The objectives of this mechanism are:

- To ensure that all comments and complaints from any project stakeholder are considered and addressed in an appropriate and timely manner;
- To meet both lenders requirements as well as ensuring that affected community grievances are managed in in an understanding, transparent and culturally suitable manner;
- Developing an easy access, no cost and efficient grievance procedure for project affected peoples and other stakeholders;
- Helping to prevent unrealistic expectations and/or negative perceptions from the local population towards the Project;
- Establishing a system of investigation, response and quick grievance resolution;
- Reducing the number of grievances received over time.

4.3. ROLES AND RESPONSIBLE

In addition to Company, the Project will involve a number of third parties (e.g. EPC Contractors and Subcontractors). Contractor will play a significant role during the construction process and, as such, will share the responsibility for using the Grievance Procedure through aligning their Procedure. The Contractor shall ensure that their personnel and subcontractors involved in the construction works adhere to all the requirements outlined within the Grievance Mechanism and supervise their performance through regular site inspections and monitoring. Company will oversee and audit regularly the performance of third parties (e.g. EPC Contractors and Subcontractor) by monitoring and perform site inspections to ensure all appropriate requirements applied and could be met, as this kind of requirement regarding Handling Community have been mentioned in the Contract document specification.

The Company and Contractor (including subcontractors) must specifically address grievance management, resolution and respective responsibilities.

Company responsibilities in Grievance Management are:

- Publicizing the Company grievance mechanisms;
- Allocation of a dedicated budget for the management of Grievance Mechanism and addressing grievances;
- Taking appropriate actions to address major Non-Conformities by the Contractor based on audit reports, performance monitoring reports and on proposed approach and actions;
- Centralizing grievance tracking and monitoring;
- Reviewing, approving, and overseeing the effectiveness Contractor's Grievance Management Procedures;
- Obtaining, organizing and documenting feedback from the project stakeholders regarding perceptions, concerns and requests;

- Company's Security, Permit, and PR Manager decides to which internal stakeholders that has capability to answer specific grievance. For example: Grievance in relation to employment opportunity can be answered by HR department and grievance in relation to community health and safety can be answered by HSE department or EPC contractor;
- Company's Security, Permit, and PR Manager holds induction to grievance mechanism to EPC contractor since later on EPC contractors has a role in addressing grievance and dealing with relevant surrounding stakeholders in construction phase;

Contractors' specific responsibilities for grievance management include:

- Following all Company policies and plans, including this procedure;
- Developing and executing their own grievance mechanism which will be in accordance and aligned with the Company's Grievance Management Procedure;
- Receiving grievances directly from the individuals or groups concerned, including community members, employees and workers, or through subcontractors;
- Resolving a grievance immediately in the field when practicable;
- Attending all coordination meetings requested by Company's Security, Permit, and PR Manager as needed;
- Reporting to Company's Security, Permit, and PR Manager on weekly basis and as needed to manage social incidents and other community relations issue;
- Resolving a grievance immediately in the field when practicable;
- Informing Company's Security, Permit, and PR Manager in writing about any grievances, including those immediately resolved in the field;
- Proposing alternative approaches to activities which may result in an impact of concern.

4.4. TYPE OF GRIEVANCE

In practice, the nature of feedback that communities may want to bring to a company's attention will vary, since communities often find it appropriate to use the same channels to communicate not only grievances but also questions, requests for information, donations, and suggestions. Therefore, the Company will address and record not only grievance but also questions, requests for information, and suggestions in the same priority.

4.5. METHOD OF ADDRESSING GRIEVANCE

A clear and understandable mechanism that is accessible to all segments of the affected communities at no cost. Accessibility depends on:

- 1) Clear communication

Easy to understand information about the grievance process and how the mechanism works

2) Case of use

Simple, convenient, culturally appropriate means for filing complaints at no cost

Based on this, the Project develop 4 ways to addressing grievance: questions, requests for information, and suggestion, which are:

1. Delivering complaints directly through a grievance box placed in the project office and Village Offices;
2. A poster of grievance channel and mechanism to be placed in public places surrounding the Project area;
3. A project website is not only functioned for information disclosure but also hosting a grievance channel for wider stakeholders;
4. Directly submit complaints to the Project by meeting the Public Relation of IKT and the Contractor.

4.6. RECEIVING GRIEVANCE

4.6.1 Socialization of Grievance Management Procedures

The information should include at least the following:

- Information about the project-level mechanisms are (and are not) capable of delivering and what benefits complainants can receive from using the company grievance mechanism, as opposed to other resolution mechanisms;
- Information about who can raise complaints (affected communities);
- Information about where, when, and how community members can file complaints
- The personnel that receiving and responding to complaints
- Timing of response
- Information that rights and protection from complainants are guaranteed.

This mechanism will be socialized in the early of project and continue to be reminded mechanism on a regular basis during project implementation.

4.6.2 Receiving and Keeping Track of Grievances

After socialization, when the communities are aware of the mechanism and access it to raise grievances, Project will process them. Processing includes:

- Collecting concerns grievances;
- Recording grievances as they come in;
- Registering them in a central place;

- Tracking throughout the processing cycle to reflect their status and important details by providing Grievance Log.

The grievance log will be maintained by the responsible person or team. Using a simple table format or a matrix to keep track of grievances and commitments, the company can avoid leaving open any issues with communities and can identify opportunities to correct or improve operations. The Public relation personnel will also present to management an aggregated monthly report on the status of complaints.

4.6.3 Reviewing and Investigating Grievance

Based on the level of grievance or concern, the reviewing and investigation of grievance will be concluded as below.

- Minor, straightforward issues
Minor, straightforward issues may only need screening before proceeding to the next step (resolution options and response).
- Less clear, more problematic, or repetitive issues, or group complaints
This will need a more detailed review prior to action. Staff involved in handling grievances may need to seek advice internally, and in some cases turn to outside parties to help in the validation process.
- Complex issues with multiple parties involved
Investigation can be organized internally, or the company may designate third party experts to investigate when impartiality is important, or when complex technical matters are involved. If an extensive investigation is found to be necessary, it should be initiated swiftly before circumstances change or the conflict escalates further.
When an extensive investigation is required, for example in cases of sensitive grievance, some actions can be taken such as engage outside organizations in a joint investigation, or allow for participation by community structures, civil society organizations or NCOs, or local authorities, if the complainants agree to this approach.

4.6.4 Develop Resolution and Preparing Response

Once the grievance is well understood, resolution options can be developed taking into consideration community preferences, project policy, past experience, current issues, and potential outcomes. Approaches to resolving grievances of various types should be different depending on the nature of the issue, frequency of occurrence, and the number of complainants. (See **Table 4.1**).

Table 4.1 Level of Grievance

Level of Grievance	Examples
Relatively minor and one-time problems related to company operations	Company equipment causes damage to an individual's livestock
Relatively minor but repetitive problems related to operations	Noise and dust complaints during the construction phase brought up by a group of people or repetitively raised by individual complainants - Destruction of landscape, local greenery - Project traffic blocks the local access roads
Significant, larger problems related to operations	Misconduct of migrant workers (do not pay for local services, such as hotels, restaurants, shops)
Major claim, significant adverse impact on a larger group or several groups	Employment opportunities do not meet expectation of local communities (on daily regarding employment policies) - Significant water contamination (e.g. fishing, unclear water, and so on)
Major allegations regarding policy or procedure	- Allegations of systematically inadequate land compensation - Communities not provided with disclosure of project information and fear, uncertainty, or rumours leading to civil unrest and violence

Source: IFC Grievance Mechanism

Regardless of the outcome, a response should be provided to all complainants. Responses can be either oral or written, depending on whether the grievance was received orally or in writing. At the time of first interaction between the company representative and complainant(s), there are two possible scenarios:

- The claim is rejected

The claim is rejected, and no further action will be taken. If the response is that the grievance does not require action by the company to resolve it, all considerations will be documented and included in both the response and the company systems of grievance tracking for further reference.

- The claim is accepted

A preliminary response will be provided within a stipulated period of time and should propose the next steps and actions to be taken for resolution. Company will give the information to complainants about the results of the assessment and the status of their claims, and encourage and invite further discussion with complainants (to obtain additional arguments, collect more evidence, conduct further investigation, and launch a dialogue)

4.6.5 Close Out Cases

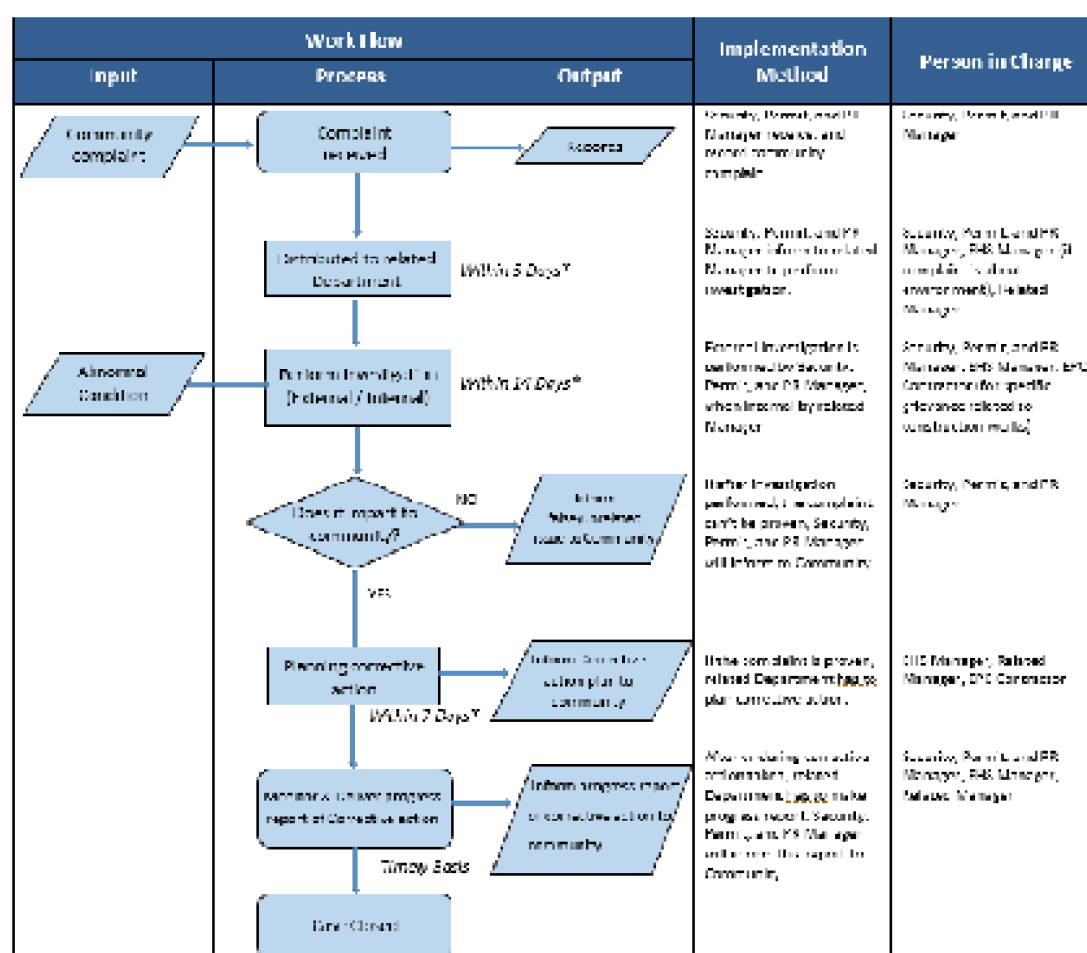
Following completion of the agreed-upon corrective actions, Project will collect proof that those actions have taken place such as:

- Documentary evidence to form a comprehensive record of the grievance and how it was resolved.

- Create a record of resolution internally, with the date and time it took place, and have responsible staff sign off.
- Have a meeting with the complainants to get a collective agreement to close out the claim.
- If the issue was resolved to the satisfaction of the complainants, get a confirmation and file it along with the case documentation.

4.7. STEP BY STEP OF THE GRIEVANCE MECHANISM

Please see Figure 4.1 for step by step of the grievance mechanism.



* If need to extend, appropriate notice of procedure is required

Figure 4.1: Grievance Mechanism

4.8. MONITORING AND EVALUATION

Continuous monitoring and evaluation of the stakeholder engagement process is vital to ensure the Project can respond to identified issues promptly, learn from lessons, and adapt the SMP strategy to ensure it remains relevant and effective. Allowing stakeholders to provide comments and participate holds strategic value since stakeholder and project risks can be identified and addressed early.

The following Stakeholder Management Plan (SMP) activities require monitoring and evaluation from assigned personnel and team in the Project:

- Implementation of SMP that includes update of stakeholder database and issues, as well as documentation of stakeholder engagement activities. Throughout the project life, Company will maintain communication channels with relevant stakeholders as identified. Any additional stakeholders identified in the future will also be added and communication with them will be initiated.
- Implementation of Grievance Mechanism as part of SMP, which includes dissemination of Grievance Mechanism, grievance logging and tracking, effectiveness of grievance management, and number of grievances solved.

Evaluation of SMP implementation will be carried out at least annually. Evaluation is essential to provide feedback to improve Project SMP and enhance Project-stakeholder's relationship.

4.9. REPORTING

The SMP provides various opportunities for Company to provide feedback to stakeholders throughout the project lifecycle. This is vital to ensure integrity of the stakeholder engagement process. Various reporting mechanisms may be employed including:

- Regular community/public briefing forums;
- Annual monitoring reports;
- Website;
- Company corporate sustainability report;
- Company newsletter;
- ESI/RKL RPL report and subsequent updates.

Company should also ensure that reports are easily accessible by the intended stakeholders/recipient. Deliberate effort should be made to ensure vulnerable stakeholder groups are able to access reports and other pertinent information. Additionally, report formats should take into consideration the language, culture and literacy levels of the different stakeholder groups.

APPENDIX I. COMMUNITY COMPLAINT FORM

COMMUNITY COMPLAINT FORM <i>FORMULIR KEUHAN MASYARAKAT</i>	
No <i>No</i>	: _____
Date <i>Tanggal</i>	: _____
Time <i>Jam</i>	: _____
Method of Complaint <i>Alasan Pengiriman keluhan</i>	: ☐ In Person <i>Lataran</i> ☐ telephone <i>Telepon</i> ☐ letter <i>Surat</i> ☐ Email <i>Email</i>
Person Taring Complaint <i>Relasi/Penerima Keluhan</i>	: _____
COMPLAINANT DETAILS <i>Detail Yang Menyampaikan Keluhan</i>	
Name <i>Nama</i>	: _____
Address <i>Alamat</i>	: _____ _____ _____
Telephone <i>Telepon</i>	: _____
DETAILS OF COMPLAINT <i>Rincian Keluhan</i>	
INVESTIGATION RESULT <i>Hasil Penyelidikan</i>	
Department in Charge <i>Departemen yang bertanggung jawab</i>	: _____
Root Cause Analysis <i>Analisa penyebab masalah</i>	: _____ _____
Complaint is accepted/ not <i>Apakah keluhan diterima atau tidak</i>	: _____
REMEDIES/ RESOLUTION AGREED TO/ ACTION TO BE TAKEN <i>Penyelesaian/ Tawaran/ Resolusi yang disetujui/ akan dilakukan</i>	
Corrective Action Plan <i>Tindakan Tindakan Perbaikan</i>	: _____ _____ _____
Date of Implementation <i>Tanggal Pelaksanaan</i>	: _____
ACCEPTED BY <i>Tanda tangan</i>	KNOWN BY <i>Penerima Keluhan</i>
Complainant Name <i>Nama Penerima Keluhan</i>	External Relation Manager <i>Koordinator Hubungan Pemangku Kepentingan</i>

Initial Form

Followup Form