

Honduras Corredor Turistico

Stakeholder Engagement Plan

October 2014

Autopistas Del Atlantico S.A. de C.V. (ADASA)

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Autopistas del Atlántico, S.A. de C.V



Autopistas del Atlantico S.A.de C.V worked with Mott MacDonald to develop the Stakeholder Engagement Plan , which will be implemented and improved as necessary for the life of the project.

A handwritten signature in black ink, consisting of a large, stylized initial 'C' followed by 'A. Rivas'. The signature is written over a horizontal line.

Ing. Carlos A. Rivas
Director Técnico

Contents

Chapter	Title	Page
1	Introduction	1
2	Project Description	2
2.1	Project overview	2
3	Regulatory Framework	4
3.1	Overview	4
3.2	Honduras requirements	4
3.3	IFC requirements	4
3.4	Equator Principles requirements	5
4	Summary of Previous Stakeholder Engagement	6
4.1	National consultation process	6
4.2	Draft EIS and EIS disclosure	7
4.3	Stakeholder engagement and grievance mechanism plans	7
5	Stakeholder Identification and Analysis	8
5.1	Overview	8
5.2	Affected communities (ACs)	8
5.3	Stakeholder categorisation and means of engagement	8
5.4	Indigenous peoples	9
5.5	Resettlement affected people	10
5.6	Vulnerable groups	10
6	Stakeholder Engagement Activities	11
6.1	Overview	11
6.2	Stakeholder engagement methods	11
6.3	Community liaison	12
6.4	Information to be disclosed	12
6.5	Traffic control plan	13
6.6	Updating the SEP	14
7	Implementation, Timescales and Responsibilities	15
7.1	Overview	15
7.2	Implementation	15
7.3	Responsibilities	18
7.4	Timescale	18
8	Grievance Mechanism	19
8.1	Overview	19

8.2	Grievance mechanism _____	19
8.3	Confidentiality and anonymity _____	19
8.4	Contact for grievances _____	20
9	Documentation, Monitoring and Reporting	21
9.1	Monitoring and reporting _____	21
9.2	Documentation _____	21
	Appendices	22
	Appendix A. Recording of Consultations Form _____	23
	Appendix B. Grievance form _____	24
	Appendix C. Resettlement Brochure _____	25
	Appendix D. Information Brochure _____	26

1 Introduction

Mott MacDonald Ltd. (Mott MacDonald) has been appointed by Autopistas del Atlántico S. A. de C.V. (ADASA), a consortium comprised of Grodco, S in C.A (based in Colombia), Grodco International S. A. (based in Costa Rica) and PRODECON, S. A. of C.V (based in Honduras) to provide owners' environmental and social consultancy services (OESC) in connection with the Corredor Turístico de Honduras ('the Project'). The Project is a proposed toll road located in the north of the Republic of Honduras, in the Departments of Cortes, Yoro and Atlántida.

The Honduran government, through the National Commission for the Promotion of Public-Private Partnerships (COALIANZA) and the Ministry of Infrastructure and Public Works (INSEP) (previously the Ministry of Public Works, Transport and Housing, or SOPTRAVI), under the Law on the Promotion of Public-Private Partnership and approved by Legislative Decree No. 143-2010, granted through an international public bid a concession for the construction and operation of the Project.

ADASA is currently seeking financing from Banco FICOHSA (FICOHSA), Corporación Interamericana para el Financiamiento de Infraestructura, S.A (CIFI) and JP Morgan Securities (together described as the Lenders) for the Project. As part of the financing process it is necessary for the Project to demonstrate compliance with the requirements of the International Finance Corporation (IFC) Performance Standards (PSs) 2012.

This stakeholder engagement plan (SEP) is a key deliverable of the Project, and it has been developed at as part of the environmental and social impact assessment (ESIA) process to guide stakeholder engagement and public consultation activities throughout the ESIA process and throughout the construction and operation of the project.

The purpose of the SEP is to describe the planned information disclosure and consultation process for the project and provide stakeholder engagement in line with Honduran legislation, the Equator Principles and the IFC PSs. The SEP identifies affected people and stakeholders and ensures that there is a meaningful engagement of such parties according to the legal requirements and international best practice.

This SEP has been provided as an overarching document for all four of the road sections. However there will be different requirements and recommendations included for each section.

This SEP will include the following sections:

- A description of the Project
- The regulatory framework the that Project will follow
- Previous stakeholder engagement activities
- Identification of stakeholders
- The proposed stakeholder engagement activities
- Implementation and timescales
- An overview of the Project grievance mechanism
- Monitoring and documentation of stakeholder engagement activities.

2 Project Description

2.1 Project overview

The Project is a toll road located in the north of the Republic of Honduras, in the Departments of Cortes, Yoro and Atlántida. The Project will link sections of the highway between La Barca – El Progreso, San Pedro Sula – El Progreso, El Progreso - Tela, and Tela - Ceiba.

The Project will be in total 220km in length. It will involve 119km of upgrading works and 101km of expansion and upgrading works. It will comprise of four sections ranging between 17 km and 97 km in length, as follows:

- Section 1 (B-A in Figure 2.1): La Barca – El Progreso (36.5 km), expansion of road from two to four lanes
- Section 2 (A-D in Figure 2.1): El Progreso – Tela (68.49 km), which includes expansion of road from two to four lanes for 62.55 km from Camalote to Tela, and construction of a new bypass of 5.94 km from El Progreso to Camalote, together section El Progreso – Tela
- Section 3 (C-A in Figure 2.1): San Pedro Sula – El Progreso (17.5 km), upgrades to existing road (resurfacing works only)
- Section 4 (D-E in Figure 2.1): Tela – Ceiba (97 km), upgrades to the existing road (construction only)

Operation and maintenance responsibilities will exclude Section 4 and will therefore only apply to 123km of road. As mentioned in relation to Section 2, a short 5.94 km bypass of El Progreso will be constructed. This will be on a 'green field' site currently used for sugar cane production. Figure 2.1 provides an overview of the Project sections.

Figure 2.1: Project sections



Source: "GESTION PREDIAL CORREDOR TURISTICO" (also referred to as "ADQUISICION Y LIBERACION DEL DERECHO DE

VIAY REASENTAMIENTO, INVOLUNTARIO EN LOS TRAMOS DEL CORREDOR TURISTICO”)

The majority of the road is currently a two lane highway, except for the San Pedro Sula to El Progreso section, which is already four lanes. ADASA has stated that, to the extent possible, the widening of the road will take place within the existing right of way (RoW) which is currently 20m from the centreline of the road in each direction. Widening within the existing RoW has been pursued to minimise resettlement impacts.

In addition to possible resettlement impacts, as a result of the expansion works within the existing RoW, some existing structures (ie houses, shops) will end up closer to the road than before resulting in an increase in potential impacts such as noise, safety and air quality for the people living along the road.

The Project environmental impact studies identified the community of the Garifuna living close to the Project area as possibly being indigenous peoples. The closest being the residents of Triunfo de la Cruz community, who live approximately 1.7km (linear distance) from the project road (or 2.4km by road).

Based on site visits and experience working on similar projects, it is identified that those within 0m and 50m of the road will be most at risk and most likely to require some sort of mitigation measures; those between 50 m and 200m will experience a medium risk and some but not all receptors will require some mitigation and receptors more than 200m from the road at negligible risk. Anyone that owns or is using land (for example for commercial, agricultural or residential purposes) within 200m of the road will be considered ‘affected persons’ and communities that are within the area will be considered ‘affected communities’. The identification of these groups of affected persons is helpful in planning of stakeholder engagement activities, communication of the grievance mechanism and tailoring of environmental monitoring programs, for example for noise or air quality.

3 Regulatory Framework

3.1 Overview

This SEP has been undertaken to meet the national legislation and policy regulation of the Government of Honduras and to meet information disclosure, consultation and stakeholder engagement requirements of the Equator Principles and the IFC Performance Standards.

3.2 Honduras requirements

According to national legislation all projects are assigned a category based on the significance of the environmental and social impacts the Project will have. The identification of a project category is made firstly using an environmental categorisation table and verification of the categorisation is then provided by Secretaria de Recursos Naturales y Ambiente (SERNA). Under the current design all four sections of the Project (Barca-Progreso, Progreso-Tela, San Pedro Sula-Progreso, Tela – Ceiba) have been formally classified as Category 3 Project. Category 3 corresponds to those human activities rated as ‘potentially high environmental impact’ or ‘high environmental risk’.

A Category 3 project requires an environmental impact summary form (SINEIA F-02) to be completed and an environmental management plan (EMP) to be produced and submitted to SERNA for approval and for subsequent issuance of an environmental license. A full environmental impact assessment (EIA) is not required for this category of project unless otherwise dictated by SERNA. The project will require the preparation of an environmental impact summary (EIS) of the project impacts and mitigation measures. Category 3 projects are required to publicize the environmental impact review process, so that the public and non-governmental organisations (NGOs) can comment on the Terms of Reference. Projects are not required to publicize the results of the final EIS for public review and comment. No public meetings are required for Category 3 projects under national legislation.

All of the environmental licenses that will need to be obtained for each project section require that consultation activities are carried out with communities in each of the municipalities affected. These requirements have been fulfilled for the pre-construction phase by the provision of the minutes of the meetings held in March 2014 between COALIANZA and the municipalities. Further consultation activities will be undertaken and recorded in order to meet the requirements of the license before the end of 2014.

3.3 IFC requirements

The International Finance Corporation (IFC) identifies eight Performance Standards in their Policy on Social and Environmental Sustainability (updated in 2012).

The Performance Standards have specific requirements on consultation and these are embedded in the general requirements specified in Performance Standard 1 (PS1): Social and Environmental Assessment and Management Systems. These requirements specifically refer to the need for and means of achieving community engagement, disclosure of relevant project information, appropriate consultation processes and grievance mechanisms throughout the project life cycle.

For projects with potentially significant adverse impacts on Affected Communities IFC PS1 requires that the Project conducts an Informed Consultation and Participation (ICP) process. ICP involves a more in-depth exchange of views and information, it requires that the affected communities are included in the decision making process on matters that affect them directly. The ICP process should:

- Capture both men's and women's views,
- Reflect men's and women's different concerns and priorities about impacts, mitigation mechanisms, and benefits.

Projects that impact adversely on indigenous people (IP) are required to carry out the process of ICP and in certain circumstances the client is required to obtain their Free, Prior, and Informed Consent (FPIC). Performance Standard 7 (PS7): Indigenous Peoples recognises the special status of indigenous peoples (IPs) that are distinct from mainstream groups and often marginalised and vulnerable. The key objectives of PS7 are:

- Ensure that the development process respects human rights, dignity, aspiration, culture and natural resource-based livelihoods of IPs
- Avoid adverse impact on IPs or at least minimise and/or compensate for such impacts
- Identify and promote sustainable development benefits and opportunities for IPs in a culturally appropriate manner
- Establish and maintain an ongoing relationship based on ICP throughout the project cycle
- Respect and preserve the culture, knowledge and practices of IPs

3.4 Equator Principles requirements

The Equator Principles on stakeholder engagement require an ongoing, structured and culturally appropriate engagement for all projects categorised A and/or B¹. The requirement includes tailored consultation process to reflect the risks and impacts of the project with special attention to language differences and vulnerable, disadvantaged groups.

The requirements for stakeholder engagement in projects are:

- Start as early as possible in the project cycle and continue throughout different project stages
- Based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and accessible information
- Be free of external manipulation, interference, coercion, or intimidation
- Where applicable enable meaningful community participation
- Be conducted on the basis of timely, relevant, understandable, and accessible information in a culturally appropriate and inclusive format

¹ Category A: Projects with potential significant adverse environmental and social risks and/or impacts that are diverse, irreversible or unprecedented.

Category B: Projects with potential limited adverse environmental and social risks and/or impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures.

4 Summary of Previous Stakeholder Engagement

4.1 National consultation process

As part of the national consultation process, ADASA undertook initial consultation activities in three of the 14 affected municipalities. Further meetings were then undertaken between ADASA, COALIANZA and all 14 affected municipalities. The consultations were sufficient to meet national permitting requirements. However, as they were mostly introductory meetings and did not disseminate information on key risks and impacts of the Project, further meetings have been scheduled (see section 6) to meet the requirements of IFC PS1.

As part of the national consultation process the following meetings were undertaken:

- Municipality of San Pedro Sula on 12 March 2014
- Municipality of San Manuel on 13 March 2014
- Municipality of El Negrito on 13 March 2014
- Municipality of Santa Rita on 13 March 2014
- Municipality of Santa Cruz de Yojoa on 14 March 2014
- Municipality of Tela on 17 March 2014
- Municipality of Arizona on 18 March 2014
- Municipality of Esparta on 18 March 2014
- Municipality of La Masica on 19 March 2014
- Municipality of San Francisco on 19 March 2014
- Municipality of El Porvenir on 20 March 2014
- Municipality of La Ceiba on 20 March 2014
- Municipality of El Progreso on 24 March 2014

All of the consultation with the Municipalities is documented by ADASA, including questions and comments raised. During the consultation organised by ADASA with the municipalities, tolls were highlighted as a concern and suggestions were made to consult with local communities.

During a meeting with the Municipality of Tela, it was identified that the administration had only been in office six months and that consultation meetings had been held with the former administration. ADASA has been to visit the new administration on one previous occasion to inform them about the Project. The new administration has requested a follow up visit.

During consultation some concerns have been raised by the local community members. These covered a range of topics including the relocation of existing vendor stalls, compensation for economic losses from construction works inhibiting access to shops and stalls, landowner compensation for loss of trees or crops, and accessibility to homes from the road during construction.

Three municipalities have indicated that they are likely to support the project. The other 11 municipalities have not yet been consulted about their support for the Project.

4.2 Draft EIS and EIS disclosure

The Project EIS has identified the likely environmental and social effects associated with the proposed Project. The EIS has been disclosed in a national newspaper at the time of concluding the study and prior to making the application for the environmental license.. The disclosure of the EIS was a requirement for the Project to receive its Environmental License. The EIS was publicly disclosed for the minimum seven days before the start of any consultation activities. Consultations were carried out in Town Halls along the Project roads in September 2013. Comments raised during these consultations were incorporated in the preparation of the final EIS document.

4.3 Stakeholder engagement and grievance mechanism plans

ADASA has prepared two documents to guide information disclosure for road users and grievance reporting. These are called 'Plan de Quejas y Reclamas' and the 'Procedimientos de Información y Control de Tráfico' where processes for information disclosure and recording of grievances and complaints are detailed.

Resettlement brochures were prepared and distributed to Project affected people who will not be affected by the land acquisition and resettlement activities individually by hand during face to face meetings in September 2014.

The document 'Procedimientos de Información y Control de Tráfico' (traffic control plan) provides guidance on how to communicate disruptions in traffic and changes in the flow of traffic to different stakeholders such as:

- Commercial road users
- Bus, taxi and other public transport companies
- Individual road users
- Institutions and businesses along the road side
- Affected communities

Information on road works and disruptions will be provided to the community seven days before the start of road works on each section. The Project Resident Engineer is responsible for the implementation of this plan and for information dissemination to the local communities. More information on these plans is included in section 6.5.

5 Stakeholder Identification and Analysis

5.1 Overview

The first step in the process of stakeholder engagement is stakeholder identification, a process of determining who the relevant stakeholders are and which groups they belong to. Stakeholders are 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. Stakeholders can include locally affected communities or individuals and their formal and informal representatives, nation or local government authorities, civil society organisation and groups with special interests.

5.2 Affected communities (ACs)

Affected communities include a broad range of stakeholders who are affected in different ways. Affected communities include:

- Communities along the road
- Formal and informal businesses
- Schools, health centres, churches and other community facilities
- Private and commercial road users including cyclists, horse and ox carts, pedestrians, trucks
- Hotels, motels and other service providers

ADASA has conducted a mapping exercise and identified ACs. The details of these ACs and the maps showing their location can be found in the document titled 'Identificación de Receptores Sensibles' (identification of susceptible receptors).

5.3 Stakeholder categorisation and means of engagement

The process of identifying relevant stakeholders started with the identification of potential impacts associated with the Project, including the area of influence. After the groups of stakeholders are identified, the most appropriate methods and channels for their engagement are also discussed in order to achieve meaningful involvement. Although, this SEP is one main document, it contains different stakeholders and engagement options for the four individual sections of the Project. Key identified stakeholders and the most appropriate communication channels are summarised in Table 5.1 below.

Table 5.1: Stakeholder groups and methods of engagement

Stakeholder Group	Project section	Method of engagement	Schedule
Local project affected communities	All sections	Public meetings, private meetings, mass media	By the start of construction activities
Physically and economically displaced project affected people	All sections, particularly the El Progreso to Tela and La Barca to El Progreso sections	Private meetings, focus groups	In line with land acquisition and construction activities Throughout the Project life cycle
Affected institutions, such as schools and health centres, religious centres and markets	All sections	Public meetings	By the start of construction

Stakeholder Group	Project section	Method of engagement	Schedule
Affected service providers, such as bus companies, taxi companies, haulage companies	Bus and taxis companies are likely to be in the larger towns North of El Progreso is an industrial park where buses and workers come too.	Public meetings, private meetings, written information disclosure	By the start of construction Throughout the Project life cycle
Affected businesses such as hotels	All sections, particularly near the coast	Private meetings, written information disclosure, mass media	By the start of construction activities
Commercial road users	All sections	Mass media, written information disclosure	By the start of construction Throughout the Project life cycle
Local businesses	All sections	Private meetings, written information disclosure, mass media	By the start of construction Throughout the construction phase
Village leaders, municipalities, mayors	All 14 municipalities	Private meetings	By the start of construction activities
NGOs and civil society	All sections, Likely to be located in the bigger towns	Private meetings	By the start of construction activities
Vulnerable groups	The majority are located near La Barca where a group of vendors are situated	Private meetings, focus groups	By the end of 2014 Throughout the Project life cycle as required
Indigenous community members and their representatives (see also the 'Indigenous Peoples Document' October 2014)	The sections nearest the coast, particularly the El Progreso to Tela and Tela to Le Ceiba sections	Private meetings, focus groups	By the end of 2014 Throughout the Project life cycle as required

Bus companies, haulage companies, taxi operators, commercial road users, NGOs and IPs will be targeted for more detailed consultation for each section of the Project.

5.4 Indigenous peoples

The Garifuna are identified as the only indigenous group that resides in close proximity to the Project. It has been determined (see the Indigenous Peoples Document dated October 2014) that the Garifuna can be considered as 'indigenous peoples' as defined in IFC PS7. However, there is no need to provide FPIC as there will not be adverse impacts on the Garifuna as a result of the Project.

ADASA has committed to uphold the following actions, in relation to the Garifuna community:

- Ensure that the project execution process fosters full respect for human rights, dignity, aspirations, culture and livelihood of the Garifuna communities
- Where possible, provide measures to benefit and promote sustainable development opportunities for the Garifuna communities in a manner consistent with their culture

- Establish and maintain an ongoing relationship with these Garifuna communities, based on direct consultation and informed participation
- Respect and preserve the culture, knowledge and practices of these Garifuna communities, avoiding where possible the location of camps or workshop sites within 3km

It is important to include the Garifuna in public meetings with affected people and inform them about jobs on the Project, as well as, organising focus groups exclusively for this group to get their feedback on the Project. The recruitment programme for the Project will specifically target members of the IP community.

Consultations will aim at incorporating not only leaders of the group but any members of the Garifuna community. Information material will be provided in Garifuna language and meetings will be held with Garifuna translators. There are two leaders vying for power within the Triunfo de la Cruz Garifuna group. Both will be given the opportunity to participate in the stakeholder engagement process. Minutes of the meetings will be recorded similarly to other consultation.

There are 11 Garifuna communities along the Caribbean coast within Honduras. Only 4 communities are considered to be located within close proximity to the Project road. The Garifuna communities closest to the Project road are Tornabé, San Juan, La Ensenada and Triunfo de la Cruz. Indigenous peoples issues are further discussed in the Indigenous Peoples Document dated October 2014.

5.5 Resettlement affected people

The Project involves land acquisition of 105 land plots located along sections La Barca to El Progreso, El Progreso to Camalote and Camalote to Tela. Resettlement is expected to involve 105 land owners and approximately 320 affected people. Details of the number of resettlement affected people will be confirmed once resettlement plans are finalised. ADSA will provide targeted consultation with each individual affected property, as well as focus group discussion with APs whose land is to be acquired for the Project.

Information on methods of evaluation, compensation payments methods, resettlement assistance, grievance mechanism and schedule of land acquisition will be explained in details during the targeted meetings. Physical resettlement is likely to happen as part of the Project which will be guided by the Resettlement Action Plan (RAP). Details of this RAP will be shared during consultation meetings.

5.6 Vulnerable groups

In order to minimise the impacts on vulnerable groups early information disclosure and targeted consultation meetings will be carried out before the construction period and throughout the Project life cycle. Groups, such as formal and informal businesses along the road have been identified as particularly vulnerable to Project impacts. These businesses also include street vendors who set up their stands near the roads. Their livelihood will be significantly impacted as a result of road closures and acquisition of the areas where they sell their goods. Any new vulnerable groups that are identified by the Project Community Liaison Officers (CLO) during the Project life cycle will be treated as vulnerable groups as per this SEP.

6 Stakeholder Engagement Activities

6.1 Overview

This section presents the programme for engaging stakeholders by describing the consultation activities that will be undertaken throughout the life of the Project. These are general guidelines for stakeholder engagement activities, although there might be differences for the individual Project sections. The CLO will be responsible for identifying areas where more consultation is needed and update this SEP accordingly.

6.2 Stakeholder engagement methods

Methods of engaging the different stakeholder groups are included in section 5.3, but more details of each of the activities are provided below:

- **Information campaigns** - Information campaigns will notify affected communities (ACs) of any traffic route diversions in order to minimise disruption and to inform ACs if any work will be undertaken outside of regular operation times. ACs will be notified at least seven days in advance about the constant presence of large vehicles during the construction and movements of large equipment, machinery and material along the affected roads. ADASA staff will visit each affected household in the area to notify them of the works.
- **Public meetings** - Public meetings will be organised in easily accessible public places such as the Community Care Centres, where larger number of participants attend the meetings. The main purpose of these meetings is to share information on the progress of the Project, planned road works, grievance mechanism, roles and responsibilities and names and contact details of the CLO. Where possible the inclusion of women in these meetings will be encouraged.
- **Private meetings** - These meetings will be by invitation only, thus focusing on the particular needs of and impact of certain stakeholder groups.
- **Focus group discussions** – These discussions will target certain stakeholder groups who are particularly vulnerable to project impacts and/or are affected by land acquisition or physical relocation, such as local businesses, vendors, and women. Additional focus groups will be held in high impact locations, such as commercial or residential areas, where road widening activities will be carried out.
- **Media announcements** - Mass media channels, such as television, radio and newspaper, will be used to disseminate information through press releases, flyers and adverts in order to reach all stakeholder groups, even those who are only affected by construction traffic or traffic disruptions.
- **Written information dissemination** - This refers to the different flyers and posters that are located in public places and near the Project road. These include signage to notify drivers about road works and location of large vehicles and raw materials for construction, accessibility of roads and settlements as well as schedule and timeline for the actual section of the road.

The sections connecting La Barca to El Progreso and El Progreso to Tela require methods for the Informed Consultation and Participation of ACs and incorporation of their feedback into Project planning and mitigation measures.

Consultation activities will be designed to enable maximum participation and attendance by vulnerable groups, with separate meetings accommodating vulnerable people as appropriate. Extra focus group activities will also be held in areas that are considered to be high impact. The results of consultation and focus groups will be incorporated into the Project's mitigation measures, and will inform elements of the design of the road which directly affect road users, pedestrians and residents.

6.3 Community liaison

ADASA has appointed a Community Liaison Officer (CLO) who is responsible for day to day community engagement and the implementation of this SEP. This individual is tasked to:

- Act as main point of contact for the local community eg local group leaders and the elected and appointed local authorities
- Disclose Project employment opportunities and key project news and impact information, such as the commencement and completion of road works
- Carry out community consultation and disclosure events at key milestones in the Project, eg at the beginning of construction
- Organise local community meetings to provide a regular opportunity to discuss any issues or concerns
- Implement the grievance mechanism
- Monitor grievances and suggestions that have been received
- Dissemination of comments and meeting minutes to appropriate stakeholders
- Identify the need for further stakeholder engagement and update the SEP as necessary

6.4 Information to be disclosed

In order to comply with IFC PSs, specific project impacts and mitigation measures will be shared during consultation with different stakeholders. However the specific impacts for each AC have not yet been confirmed. The following issues will be discussed with ACs to identify where they are likely to be impacted and so that the Project can take steps to manage or mitigate the impacts identified:

- The price, location and change over time of tolls, their affordability, and acceptability to identify and manage potential for conflict generated by tolls
- Access issues during construction
- Operational issues such as pedestrian safety, especially outside schools, and crossing points
- Community and Project use of and Project effects on ecosystem services such as use of water courses
- Identification of issues of intangible cultural heritage
- Any issues of community concern
- Planning of community investment activities
- Disclosure of the Project Recruitment Policy and Security Policy
- Potential for severance caused by road design (barriers at side of roads or in the centre) or by increased traffic

- The process of resettlement and land acquisition
- Potential for reduced economic prosperity in urban and business areas if parking areas are restricted by the design
- Information on the grievance mechanism and how to log grievances
- Identification of areas at risk of livestock in the road and mitigation measures
- Emergency preparedness and response plans

6.5 Traffic control plan

The document, titled “Procedimientos de Información y Control de Tráfico” (the traffic control plan) covers the timeline and responsibilities for notifying community members of construction works and cautionary measures to take during execution of these works. Details of this plan are included below.

The key objective of this plan is to establish the basic guidelines for information disclosure about road works to the ACs. Health and safety precautions are included in the information so that ACs will act in line with the safety regulations of ADASA. Roles and responsibilities of different Project staff and ADASA staff are also included in this document.

6.5.1 Engineering Manager

It is the responsibility of the Engineering Manager to ensure the implementation and effectiveness of the traffic control plan and to inform the AC about any Project impacts. The Engineering Manager coordinates and monitors the work of the Resident Engineer especially with respect to information disclosure obligations. Information on planned construction activities will be disclosed seven days before the formal start of such activities. It is the responsibility of the Engineering Manager to inform ACs in the Project affected area about planned activities.

6.5.2 Resident Engineer

The Resident Engineer will monitor the effectiveness of the traffic control plan and information disclosure activities. The Resident Engineer is responsible for checking the location and installation of information signs prior to the commencement of work and during construction. The Resident Engineer will coordinate with sub-contractors and provide information on the installation of signage according to the traffic control plan prior to the start of daily activities. The Resident Engineer will monitor health and safety while working closely with the Security Inspector and provide training to the contractor to control traffic.

6.5.3 Security Inspector

The Security Inspector will assist with the implementation of the traffic control plan and information dissemination. The Security Inspector will provide training on tasks and responsibilities for Project staff, as well as, monitor health and safety measures for ACs during construction and road works. Where sub-contractors are carrying out road works, the Security Inspector will make sure the sub-contractors are

following the traffic control plan. The Security Inspector will receive complaints and grievances from APs when approached and will forward these complaints and concerns to the CLO.

6.5.4 Information dissemination requirements

Information on planned road works will be publicised seven days before the commencement of the works. The sub-contractor will place informational signs on the actual work within a five kilometre range of heavy construction zone on the road. Mobile information signs will also be installed and Project staff will visit each household that is adjacent to the road and will inform them about details of the work and impacts seven days prior to construction. Information provided will include:

- The start and end date of construction
- Working hours
- Other impacts such as increased noise and dust
- Alternative access routes will be discussed with individual households.

In order to keep track of information disclosure, the Security Inspector will record the names of people informed. By signing the document APs prove that they were adequately informed about road works. The sub-contractor will place Project staff on each side and end of road works to assist pedestrians and vehicles in safe access of the road.

Approximately 200m outside the controlled area signage will be installed to report the presence of heavy equipment and workers on the road. A flagman will be placed there with a red flag to emphasize obstruction. Once construction works start two people will be appointed to keep engaging with APs living next to the construction site who will be supervised by the Security Inspector.

6.6 Updating the SEP

The SEP will need to be reviewed during the Project cycle and updated in the case that:

- The type of consultation and disclosure activities prove not to be appropriate for different stakeholder audiences
- New stakeholder groups are identified that need to be included in consultation activities
- The design or timing of the Project changes significantly.

7 Implementation, Timescales and Responsibilities

7.1 Overview

It is important that consultation and disclosure undertaken as part of the project occurs at appropriate timescales to allow stakeholders to be informed and contribute to the appropriate progress of the Project. This sections assigns timescales and responsibilities to the activities identified in the previous section.

7.2 Implementation

The activities described in the previous section are summarised in Table 7.1 regarding when they will be implemented and the various responsibilities. This is a live document and will be updated as the Project progress with further details on specific timings of certain activities.

Table 7.1: SEP implementation timescale and responsibilities

Activity	Location and frequency of activity	Timing	Responsibility
Planning phase			
Disclosure of EIS	Disclosed in a national newspaper Meetings held at town halls.	September 2013	ADASA
Resettlement brochure disclosure	Disclosed to resettlement affected people through individual meetings.	September 2014	Community Liaison Officer, ADASA
SEP disclosure	Distribution of SEP to relevant stakeholders and copies left at In Community Care Centres and other community areas such as libraries and churches	By end of 2014	Community Liaison Officer, ADASA
Meeting with the 14 affected municipalities	Meetings at each of the 14 municipalities to discuss the Project and fulfil national requirements	By end of 2014	Community Liaison Officer, ADASA
Public meetings	One meeting per Project section (suggested at San Pedro Sula, La Barca, El Progreso, Tela, and La Celba)	Before the start of construction activities At key project milestones or if there are any significant changes made to the project schedule or design At least annually up until 6 months after construction has completed.	Community Liaison Officer, ADASA
Information brochure disclosure	At the first public meeting Made available in the Community Care Centres, stores and transportation locations (such as bus stations).	November 2014	Community Liaison Officer, ADASA
Focus groups with IPs and vulnerable groups	One each at the following locations: IPs: Tornabé, San Juan, La Ensenada and Triunfo de la Cruz	By end of 2014 Throughout the Project lifecycle as required	Community Liaison Officer, ADASA

Activity	Location and frequency of activity	Timing	Responsibility
	Locations where there are a large number of vulnerable people (for example the high number of vulnerable vendors in La Barca) Locations where there are high impacts (commercial or residential areas where resettlement will occur) Other locations where IPs or vulnerable groups are identified		
Private meetings with businesses, institutions and service providers	At least one meeting per Project section	Before the start of construction activities Throughout the Project lifecycle as required	Community Liaison Officer, ADASA
Private meetings with local businesses to assist them to take up opportunities to work on the Project	At least one meeting per Project section	Before the start of construction activities Throughout construction phase as required	Community Liaison Officer, ADASA
Written information disclosure	In Community Care Centres and other community areas such as libraries and transportation location, such as bus stations	By the end of 2014	ADASA
Meetings with resettlement affected people	In each section as the works progress	At least monthly throughout project cycle	ADASA
Targeted meetings with individual property owners affected by resettlement	In each section as the works progress	Prior to start of resettlement and at key resettlement milestones.	Community Liaison Officer, ADASA
Meetings with ministry, municipality and community leaders	On an ad hoc basis when required	Throughout the Project lifecycle as required	Community Liaison Officer, ADASA
Media communications	<ul style="list-style-type: none"> ■ Newspaper (regional and city level coverage) notice for two consecutive weeks prior to public consultation meetings ■ Radio (regional or nationwide coverage) announcement once a week for at least two weeks prior to public consultations Press releases at key Project milestones or significant design changes	Two weeks prior to consultation At key project milestones or if there are any significant changes made to the project schedule or design	ADASA
Construction phase			
Two people appointed to keep engaging with APs living next to the construction site	Continuously while works are being carried out in a particular area.	During construction works	Safety Inspector
Information on road works and disruptions in traffic	In each sections as the works progress	Seven days prior to commencement of work	Resident Engineer, Safety Inspector, ADASA

Activity	Location and frequency of activity	Timing	Responsibility
Health and safety visit to inform people affected by the works	In each sections as the works progress	One day before the start of such works	Resident Engineer, Safety Inspector, ADASA
Posters erected to provide information on the duration of works and the affected areas	In each sections as the works progress	Prior to commencement of works	Resident Engineer, Safety Inspector, ADASA
Warning signs distributed within five kilometres of the working zone.	In each sections as the works progress	Prior to commencement of works	Resident Engineer, Safety Inspector, ADASA
Written information disclosure	In Community Care Centres and other community areas such as libraries and churches	By the end of 2014	ADASA
Operational phase			
Announcement of where toll booths will be located	Announcements in 2 local newspapers and on the radio	At least 2 weeks prior to setting up toll booths	Community Liaison Officer, ADASA
Information brochure disclosure on location of toll booths	Delivered by hand to properties along the road Made available in the Community Care Centres, stores and transportation locations (such as bus stations).	At least 2 weeks prior to setting up toll booths	Community Liaison Officer, ADASA
Announcement on the start of collection of tolls	Announcements in 2 local newspapers and on the radio	At least 2 weeks prior to charging tolls	Community Liaison Officer, ADASA
Planned maintenance activities	Announcements in 2 local newspapers and on the radio	At least 2 weeks prior to maintenance activities	Resident Engineer, Safety Inspector, ADASA
Posters erected to provide information on the duration of works and the affected areas	In each sections as the works progress	At least 2 weeks prior to maintenance activities	Resident Engineer, Safety Inspector, ADASA
Warning signs distributed within five kilometres of the working zone.	In each sections as the works progress	At least 2 weeks prior to maintenance activities	Resident Engineer, Safety Inspector, ADASA
Annual reporting to communities through a project newsletter	Posted to properties along the road. In Community Care Centres and other community areas such as libraries and transportation location, such as bus stations	Annually for the concession period	Community Liaison Officer, ADASA

Public and private meetings should be organised prior to construction activities and at key Project milestones, but at least on an annual basis. Consultation activities should be revised if and when this SEP is updated to accommodate new stakeholders or changes in circumstances.

7.3 Responsibilities

The person who will have overall responsibility for implementing and monitoring this SEP is the Community Liaison Officer who has been appointed by ADASA. Some of the actions within the SEP fall under the implementation of the traffic control plan or the grievance mechanism. The actions included in the traffic control plan will be undertaken by the Resident Engineer, Engineering Manager and Safety Inspector. The CLO will monitor the implementation of the traffic control plan.

7.4 Timescale

This SEP is applicable throughout the construction period and until the end of the RAP implementation (including the monitoring period). It is important to extend the timescale of this SEP beyond the end of the construction period, as consultation and information dissemination on different aspects of physical and economic resettlement might be necessary after the construction phase ends. Specific measures and further guidance on resettlement is included in the RAP prepared for this Project.

8 Grievance Mechanism

8.1 Overview

A grievance can be defined as an actual or perceived problem that might give grounds for complaint. As a general policy, ADASA will work proactively towards preventing grievances through the implementation of impact mitigation measures (as identified in the EIS) and community liaison. These activities are designed to anticipate and address potential issues before they become grievances. The sections below consider types of grievances, confidentiality and anonymity and the Project's grievance resolution process.

8.2 Grievance mechanism

The implementation of the grievance mechanism and the communication of resolutions is the responsibility of the CLO who works in cooperation with service units and other units who can provide assistance with resolution of grievances.

The template of the grievance recording form is included in Appendix B. These forms will be distributed during public meetings and will be made available in the Community Care Centres. Individuals, businesses and groups can submit written grievances using the form or alternatively verbally by telephone or by email (see section 8.4). The grievance process is as follow:

1. Grievance made through submitting a grievance form at a Community Care Centres or verbally by telephone or by email
2. After recording a complaint the CLO contacts the relevant units to investigate the claims.
3. CLO contacts the person who submitted the complaint and provide the answer or resolution. This will take a maximum of 20 business days from receipt of response.
4. The person has 10 business days to request further clarification, otherwise the complaint will be considered resolved and will be closed down.
5. CLO requests signature of person to prove complaint is resolved.

In case of further queries, a new complaint is logged and the process starts again. The CLO will be responsible for the documentation and logging of grievances. The CLO prepares a monthly report to the Technical Director of ADASA to report on the number, nature, state and trends of complaints.

The grievance mechanism is currently functioning; it has been disclosed to affected people through the brochures sent to affected persons in 2014. The telephone number and email address to lodge grievances is also provided during visits to individual households. ADASA will share details of the grievance mechanism and procedures of recording a complaint during consultations with ACs.

8.3 Confidentiality and anonymity

The Project will aim to protect a person's confidentiality when requested and will guarantee anonymity in annual reporting. Individuals will be asked permission to disclose their identity. Investigations will be undertaken in a manner that is respectful of the aggrieved party and the principle of confidentiality. The aggrieved party will need to recognise that there may be situations when disclosure of identity is required

and the Project will identify these situations to see whether the aggrieved party wished to continue with the investigation and resolution activities.

8.4 Contact for grievances

There is a general email address allocated to record complaints. This is included on the brochures and will be publicised during meetings and consultations. A telephone number is also allocated to register complaints and questions. Language preferences of IPs will be considered when launching the telephone number to record grievances in IP communities and assistance will be sought with translation of grievances into relevant languages.

Table 8.1: Contact details to log grievances

	Contact
Email address	adasa.informativo@gmail.com
Telephone number	8733 0027

Source: ADASA

9 Documentation, Monitoring and Reporting

9.1 Monitoring and reporting

This SEP identified various activities that require monitoring and reporting including the following:

- The updating of the SEP
- Minutes of consultation meetings will be produced and all original written consultation correspondence will be retained as evidence of the process and outcomes
- Grievance logging and tracking: each grievance will be logged by the CLO, given an identification number and followed through by recording details and timing for their resolution and closing out
- Annual reporting: Project specific annual report summarising project performance, grievances and updates to the SEP

It will be the CLO's responsibility to monitor impacts of the Project on the Garifuna communities through comments and concerns raised during the consultation process and to review the grievance mechanism for grievances relevant to the Garifuna people. Should any adverse impacts on the Garifuna community be identified, the Project will be required to prepare an Indigenous People's Plan (IPP). If indigenous peoples issues are identified, ADASA may bring in an external consultant to manage the process.

9.2 Documentation

All meetings and consultations will be documented including meetings with NGOs, businesses and service providers. The minutes will include information on:

- The date of the meeting
- Who participated in the meeting
- Which Project employees were present at the meeting
- The main topics and issues discussed (capturing both men's and women's views)
- Questions raised by participants and how these were answered
- Comments or grievances raised and mitigation measures decided upon

Focus groups will also be documented in the same manner, although, any request for confidentiality from the participants should be respected. The Community Liaison Officer is responsible for monitoring the documentation of consultations and meetings with stakeholders. The logging and documentation of the grievance mechanism is the responsibility of the CLO.

Appendices

Appendix A. Recording of Consultations Form _____	23
Appendix B. Grievance form _____	24
Appendix C. Resettlement Brochure _____	25
Appendix D. Information Brochure _____	26

Appendix A. Recording of Consultations Form

Figure A.1: Form to record consultation

CONSULTAS O VISITAS DE LA COMUNIDAD

FINC-001
Versión: 0

Tramo:
 La Barca - El Progreso:
 El Progreso - Tela:

No.	Fecha	Nombre del Usuario	Ubicación	Teléfono	Requerimiento	Requerimiento solucionado	Firma del Usuario
1							
2							
3							
4							
5							
6							
7							

Appendix B. Grievance form

Figure B.1: Example Grievance form

SUGERENCIAS Y QUEJAS DE LOS USUARIOS

PING-002
Versión: 0

Fecha: _____ Solicitud No.: _____

Sugerencia No.: _____ **Tramo:**
 Queja No.: _____ La Barca - El Progreso :
 Reclamo No.: _____ El Progreso - Teka :

Nombre y cargo de quien recibe la queja: _____

Modo de presentación de la queja: Personalmente: Escrita: Telefónica:
 Correo electrónico: Otro? Cuál:

Nombre del Usuario: _____
 Dirección: _____
 Telefono Fijo: _____ Telefono Móvil: _____

DESCRIPCION DE LA SUGERENCIA O QUEJA

Area o persona a la cual se canaliza la solución del requerimiento: _____

ACCIONES A TOMAR: (Espacio para ser diligenciado por el Trabajador Social)

SEGUIMIENTO A LAS ACCIONES TOMADAS

Se cumplieron las acciones propuestas? Sí No

RETROALIMENTACION AL USUARIO

Fecha de retroalimentación al usuario: _____

El usuario quedo satisfecho con las acciones tomadas? Sí No

En caso que la respuesta sea No. Indicar el Número de la nueva solicitud generada _____


OBSERVACIONES DEL USUARIO:

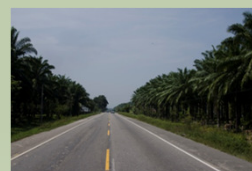
Responsable del Area Usuario

Appendix C. Resettlement Brochure



SECRETARIA DE ESTADO
EN LOS DESPACHOS DE
INFRAESTRUCTURA Y
SERVICIOS PÚBLICOS
(INSEP)

Autopistas del
Atlántico, S.A. de C.V. 



CORREDOR TURISTICO HONDURAS

Ampliación a 4 carriles Tramo La
Barca-El Progreso-Tela
Puesta a Punto San Pedro Sula-El
Progreso y Tela-Ceiba
Restablecimiento de los Puentes La
Democracia y Santa Rita.

La ampliación de la vía implicara la adquisición de terrenos en los laterales de la vía existente, los cuales, junto con las mejoras serán comprados a los actuales propietarios y/o ocupantes. Todos los afectados por el proyecto han sido censados y serán debidamente compensados y/o reubicados.

El proceso de compensación y/o reubicación comenzara en el mes de Noviembre 2014, y se extenderá por aproximadamente 8 meses. En esta fecha se iniciara un plan de reuniones mensuales que se extenderá durante todo el proceso de compensación y o Reubicación. En estas reuniones todos recibirán las informaciones y explicaciones del proceso, y se atenderán todas las inquietudes de cada uno de los afectados.

Cada afectado tiene el derecho a recibir información detallada sobre la compensación que le corresponde. Con 30 días de antelación se informara la fecha, lugar y hora de la primera reunión informativa.

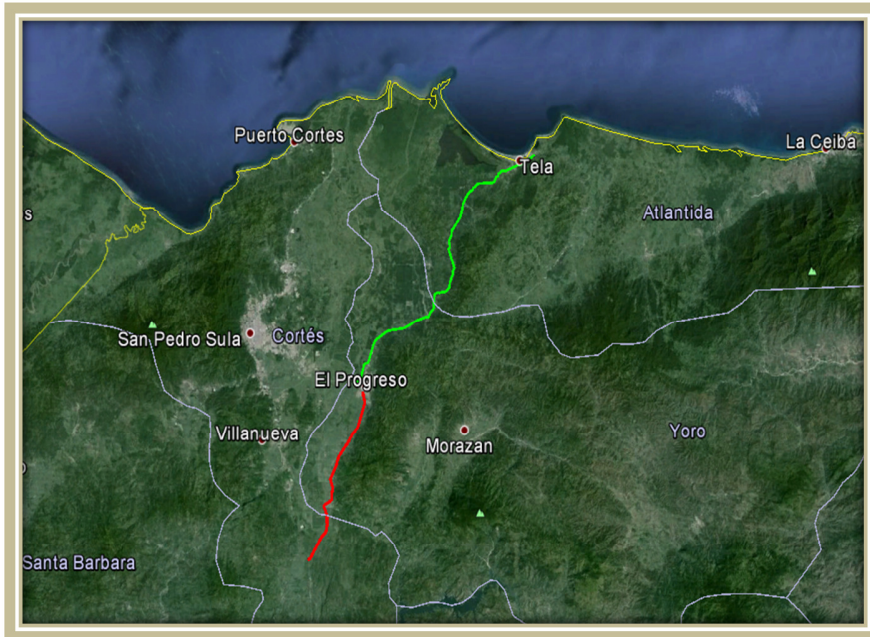
Puede manifestar sus inquietudes en

adasa.informativo@gmail.com

O en el Tel. No. 8733 0027


Appendix D. Information Brochure

PROYECTO CORREDOR TURISTICO HONDURAS



El Estado Hondureño, a través de la Comisión Nacional para la Alianza Público – Privada, (COALIANZA), y la Secretaría de Estado, en Infraestructura y Servicios Públicos, (INSEP), bajo el marco de la Ley de Promoción de la Alianza Público Privada, concibió y otorgó mediante Licitación Pública Internacional, la Construcción y Operación del Corredor Turístico de Honduras.

El adjudicatario es el Consorcio Autopistas del Atlántico, S. A. de C.V., conformado por las empresas GRODCO, S en C. A. de Colombia, y PRODECON, S. A. de C. V., de Honduras

Autopistas del Atlántico, S.A. de C.V. 

Edificio Metrópolis, Torre 2, No. 20907, Boulevard Suyapa,
Frente a Emisoras Unidas, Tegucigalpa, Honduras
Tel: (504) 2270 7261-(504) 8733 0027
e-mail: adasa.informativo@gmail.com

CARACTERISTICAS GENERALES DE LA OBRA

I Diseño y construcción de la PUESTA A PUNTO, de los tramos de carretera que unen:

- 1.- San Pedro Sula – El Progreso..... 17.50 km.
- 2.- La Barca – El Progreso 36.50 km.
- 3.- Camalote – Tela..... 62.66 km.
- 4.- Tela – La Ceiba..... 97.00 km.

II Ampliación a cuatro carriles de los tramos que unen:

- 1.-La Barca – El Progreso..... 36.50 km.
- 2.- Camalote – Tela..... 62.66 km.

III Libramiento de la Ciudad de El Progreso, construcción

Completamente nueva

- 1.- Libramiento El Progreso-Camalote..... 5.94 km.



EN LA ACTUALIDAD



OBRA TERMINADA

BENEFICIOS DE LA CONCESION

1.- Reducir los tiempos de viaje, mediante la provisión de una superficie de rodadura en óptimo estado y señalizada atendiendo los estándares nacionales e internacionales.

2.- Duplicar los carriles y separar los sentidos de circulación entre La Barca-El Progreso-Tela.

Actualmente para un vehículo turismo

Tramo	Longitud	Velocidad	Tiempo de viaje
La Barca-El Progreso-Tela	105 km.	55 kph	1 hora 58 minutos

Luego de la construcción en operación

La Barca-El Progreso-Tela	105 km.	80 kph	1 hora 19 minutos
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3.- Introducción del mantenimiento rutinario continuo de la vía



4.- Provisión de equipos y personal para la seguridad vial y la asistencia al usuario de las vías



5.- La alianza publico privada introducirá un flujo positivo de recursos al estado hondureño, para la construcción de infraestructura, generación de empleo, sin hacer las cuantiosas inversiones iniciales que requieren las obras de infraestructura.

Estos beneficios los estará disfrutando plenamente el pueblo hondureño al cabo de 34 meses que tomara la construcción. Con la garantía de cumplimiento de los plazos que otorga el esquema de financiación de obras adoptado.

INFORMACION:

adasa.informativo@gmail.com

