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| **STAKEHOLDER REGISTER** | | | | | | | |
| **Project Name** | Borno Ruwa Project | | | | | | |
| **Name** | **Project Role** | **Level of Power** | **Level of Interest** | **Level of Influence** | **Level of Impact** | **Level of Knowledge** | **Level of Support** |
| Dr. Maria Neira | **Project Sponsor**: Internal Stakeholder (Director of WHO Department of Environment, Climate Change and Health) | High | High | High | High | High | Supportive |
| Dr. Tedros Adhanom Ghebreyesus | **Senior Executive**: Internal Stakeholder (Director-General of WHO) | Low | High | High | High | High | Supportive |
| Bruce Gordon | **Senior Executive:** Internal Stakeholder (Coordinator for Water, Sanitation, Hygiene, and Health at WHO) | Low | High | High | High | High | Supportive |
| Engr. Adam Bababe | **Land Administrator**: Internal Stakeholder (Executive Secretary of the Borno Geographic Information Service) | High | Low | High | High | High | Neutral |
| Engr. Dr. Mohammed Musa Aliyu | **Water Distribution Manager**: Internal Stakeholder (General Manager of Borno State Rural Water Supply and Sanitation Agency). | Low | High | Low | High | High | Supportive |
| Engr. Babagana Sa’ad | **Pipeline System Supervisor**: Internal Stakeholder (Director of Operations & Maintenance of the Rural Supply and Sanitation Agency in Borno) | Low | High | High | High | High | Supportive |
| Dantata & Sawoe | **Supplier/Contractor**: Internal Stakeholders | Low | High | High | High | High | Supportive |
| Rob Obertreis | **Project Co-ordinator:** Internal Stakeholder | High | High | High | High | High | Supportive |
| Pierre Krahenbuhl | **Technical Advisor**: External Stakeholder (Director General of the International Committee of the Red Cross | Low | Low | High | Low | High | Neutral |
| Oluwasoromidayo George | **Technical Advisor**: External Stakeholder (Director of Corporate Affairs and Sustainability of Nigerian Bottling Company) | Low | Low | High | Low | High | Neutral |
| Engr. Tijjani Goni Alkali | **Regulatory Officer**: External Stakeholder (Commissioner of Water Resources in Borno State Ministry of Water Resources) | Low | Low | High | High | High | Neutral |
| Fatima Yerima Askira | **Community Engagement**: External Stakeholder (Board of Director Member of Borno Women Development Initiative). | Low | High | High | Low | Low | Supportive |
| Maiduguri Community residents | **End Users:** External Stakeholder | Low | High | High | High | Low | Supportive |

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| **STAKEHOLDER ENGAGEMENT PLAN** | | | |
| **Project Name** | Borno Ruwa Project | | |
| **Name** | **About the Stakeholder** | **How to engage the Stakeholder** | |
| Dr. Maria Neira | Dr Maria Neira is the Project Sponsor for the Borno Ruwa project. She is the Director of WHO Department of Environment, Climate Change and Health.  Dr Maria is passionate about contributing to projects that increases the provision of clean water and building of sanitation infrastructure.  She would be funding the Borno Ruwa Project that involves the building of a water purification and sanitation system in Maiduguri City which is the largest community in Borno state.  She supports this project and believes that this project will increase the accessibility of clean water and reduce the water pollution within the state that is currently causing the residents to suffer from the impact and having low to no access to clean water. | **Pay Close Attention:**   * For engaging with Project Sponsor, one-on-one bi-weekly meetings will be scheduled to discuss on what deliverables are met and what milestones have been achieved. * The communication plan will be updated with her specific required means of communication in delivering the status report of the projects so as to ensure we communicate with her in the most efficient way and she remains involved and up-to-date with the projects progress. * Preparing executive summaries to be presented to her that captures the oversight of the project including approvals, issues and progresses of which she can access and have the main idea of the project phase, and accomplishment so she can provide her suggestions or express her concerns. * Ensure the project priorities advised by the Project Sponsor are captured and implemented fully during the planning and executing phase. * Request her for feedback after every briefing and presentation to ensure all our concerns are fully received positively and are completely addressed. | |
| Dr. Tedros Adhanom Ghebreyesus | Dr. Tedros Adhanom Ghebreyesus is a Senior Executive of the Borno Ruwa Project. He is the Director-General of WHO. He is the chairperson of the board of directors that participates in the decision for approval of changes and funds in the project.  He is also very experienced in the field of executing clean water and sanitation projects having a high level of knowledge which will be beneficial to the project. He is also supportive of the Borno Ruwa Project as he believes the Project will positively impact in the lives of the residents in Maiduguri city in Borno State. | **Provide Information:**   * We will provide executive summaries which captures the whole oversight of the project including approvals, issues and progresses so as to acquire suggestions and assistance on ways to address any issue or bottlenecks experienced within the project based on his level of expertise * For presentations, we would adapt the use of visual presentation like MS Sway to enable prompt assimilation of the message and information needed to be communicated. * To make sure he has access to real-time updates, he would be granted access to the project management tools like MS Project which will be updated by the project team, this will enable him to influence the project in a positive and favourable manner as he is being involved in the project. * Ensure personal touch for important updates by conducting brief meeting monthly to provide key milestone achievements and progress of the project to be sure he is in alignment with all project status. | |
| Bruce Gordon | Bruce Gordon is the Senior Executive of the Borno Ruwa project. He is the Coordinator for Water, Sanitation, Hygiene, and Health at WHO. He is a member of the Board of Directors that participates in the decision for approval of changes and funds in the project.  He is also supportive project and has a high level of knowledge in relation to Water, Sanitation and Hygiene Projects.  He is interested in participating in this project so as to successfully achieve the desired solution which will impact in the lives of the Borno Residents currently experiencing the water crisis. | **Provide Information:**   * He would be provided a direct access to the project management tools in use like the MS Project updated by the project team, so as to ensure he has the real-time updates, this will provide an avenue to solicit for advice and suggestions on how to address issues experienced by the project team. * Conducting brief meetings monthly with him in attendance to provide key milestone achievements and progress of the project to be sure he is in alignment with all project status. * Providing him with executive summaries which captures the whole oversight of the project including approvals, issues and progresses so as to acquire suggestions and assistance on ways to address any issue or bottlenecks experienced within the project based on his level of expertise. * For presentations, we would adapt the use of visual presentation like MS Sway to enable prompt assimilation of the message and information required to be communicated. | |
| Engr. Adam Bababe | Engr. Adam Bababe is the Land Administrator of the Borno Ruwa Project. He is the Executive Secretary of the Borno Geographic Information Service in Nigeria.  His level of support is neutral with low interest to the project but has a high level of power as he is the representative of the Nigeria Government who would allocate the required land in Borno State that is located along Bama Road which is close to the source of raw water to be used for the project. | **Meet Requirements**   * He will be invited to attend the initial and final brief meetings during the design and construction phase to ensure all his requirements in regards to the land usage is captured and adhered to. * For presentations, we would adapt the use of visual presentation like Computer-Aided Design (CAD) to illustrate the design and blueprint of the water plant so as to enable him to have a proper understanding of the dimensions and size of the proposed water plant to be constructed and provide feedback. * Sharing vital information on a weekly basis which includes the status reports of all the activities involved in the design and construction phase so he stays up to date with the construction process of the water plant on the allocated land. | |
| Engr. Dr. Mohammed Musa Aliyu | Engr. Dr. Mohammed Musa Aliyu is the  Water Distribution Manager for the Borno Ruwa Project. He is the General Manager of Borno State Rural Water Supply and Sanitation Agency in Nigeria.  He is supportive towards the project and has a high level of knowledge regarding the operations of a water distribution system and sustaining access to safe water and sanitation services in Maiduguri city in Borno.  His responsibility is to oversee proper connection of Maiduguri’s water distribution system to the water purification plant which is to be constructed, so as to provide more clean water to all the residents in Maiduguri City in Borno State. | **Provide Information:**   * Send him regular updates about the project progress and milestones so he stays informed of the project status and he can be able to share or provide essential information related to the project at various stages. * Hold Focus groups sessions, of which he would be in attendance so he can provide insights on the specific aspects such as the current capacity of the water distribution system in Maiduguri and the number of homes, schools companies and areas that all receive water from the distribution system. * Inviting him every month to the project team meetings to discuss the current status of the meeting, challenges being faced so he can contribute to addressing issues which falls within his area of expertise. * Conducting regular feedback polls to also acquire his suggestions, inputs and concerns on different phases of the project so as to ensure he is engaged and to sustain a collaborative relationship. | |
| Engr. Babagana Sa’ad | Engr. Babagana Sa’ad is the Pipeline System Supervisor for the Borno Ruwa Project.  He is the Director of Operations & Maintenance of the Rural Supply and Sanitation Agency in Borno State in Nigeria.  He is supportive towards the project and has a high level of expertise in the areas relating to the maintenance of the water distribution system in Maiduguri city in Borno State. His responsibility is to supervise the procurement of pipelines to be installed to the water plant to be constructed. To ensure the right type of pipeline that can withstand the pressure from the sources of water is purchased for installation. | **Provide Information**:   * Include him in all the weekly meetings with the suppliers and contractors which involves the discussions related to the procurement of installation materials such as the pipeline and connecting accessories, to enable him provide clarity to the suppliers on the level of standards expected for the materials to be purchased. * Provide him access to the selected communication platform with the suppliers so he monitors their progress and provide suggestions and solutions to the suppliers questions. * Grant him access to construction site to make him visit the sites regularly during the delivery of the pipeline materials to the site, to enable him to supervise the process, this will give him a sense of involvement and ownership. * Include him in the consultation sessions meeting before the project status reports meetings every week, to acquire insights from him and leverage on his expertise to draw up solutions in addressing issues to be reported in the project status report meetings. |
| Dantata & Sawoe | Dantata & Sawoe is the selected Supplier/Contractor for the Borno Ruwa Project.  They have been contracted to provide the supply of the construction materials because they have a high level of expertise in providing complete solutions in areas involving designing, construction work of water treatment facilities.  They are supportive towards the project and have shown a high level of interest in providing their services for the execution of the project. | **Provide Information**:   * Hold weekly meetings during the procurement stage with Dantata & Sawoe representatives with the Projects Team and Pipeline Supervisor in attendance to provide them with the requirements for all the materials and services to be procured, to ensure they have a proper understanding of each requirement and the expectations from their services. * Include them in the selected communication platform with the project team and pipeline supervisor, where they provide the delivery status reports of the materials, openly share their questions and seek for clarifications from the team in any area of uncertainty. * Include them in the consultation sessions meeting before the project status reports meetings every week, to acquire insights from them and leverage on their expertise to draw up solutions in addressing issues to be reported in the project status report meetings. * Ensuring they have all the required information on the means of transporting the materials and accessing the construction site to prevent any misinterpretation and confusions to maintain a productive relationship. | |
| Rob Obertreis | Rob Obertreis is the Project Co-ordinator for the Borno Ruwa Project.  He is responsible for the strategic goal of ensuring the project aligns with the higher-level business goal, he is the direct communicator with the high-level stakeholders such as the Project Sponsor and Senior Executives.  He is highly supportive towards the project and is willing to provide his assistance for the project to be successful. | **Pay Close Attention**:   * Hold one-on-one consultation meetings before the project status reports meetings every week with the Project Co-ordinator, to seek his advice on important techniques to apply in resource and time management and include his suggestions in the solutions to address issues to be reported in the project status report meetings. * Send regular updates weekly that include a detailed reports of the project milestones, progress and challenges. * The Project Co-ordinator will be provided a direct access to the project management tools in use like the MS Project updated by the project team, so as to ensure he has the real-time updates, this will provide an avenue for the team to solicit for advice and suggestions on how to address issues experienced. * He will be added to the internal communication platform which includes the project team, pipeline supervisors and suppliers/contractors to provide insights and solutions on the platform to address concerns and question posted on the communication platform. | |
| Pierre Krahenbuhl | Pierre Krahenbuhl is a Technical Advisor. He is the Director General of the International Committee of the Red Cross.  His level of support is currently neutral with low levels of power and interests to the Borno Ruwa Projects.  He is responsible for managing beneficial humanitarian initiatives and activities. | **Monitor**:   * Ensure to include the technical advisor to the project's newsletter publication contact address list, so as they can know about the project's key developments. * Develop a short survey which would be sent via email to obtain his feedback and stay informed of their areas of concerns in relation to the project. * Ensure to quarterly check-in briefly with him to be able to ascertain his level of interests to the project. | |
| Oluwasoromidayo George | Oluwasoromidayo George is a Technical Advisor. He is Director of Corporate Affairs and Sustainability of Nigerian Bottling Company.  His level of support is currently neutral, having low levels of power and interest to the Borno Ruwa Project. He is responsible for overseeing corporate affairs as well as sustainability initiatives in Nigeria. | **Monitor**:   * Ensure to include the technical advisor to the project's newsletter publication contact address list, so as they can know about the project's key developments. * Develop a short survey which would be sent via email to obtain his feedback and stay informed of their areas of concerns in relation to the project. * Ensure to quarterly check-in briefly with him to be able to ascertain his level of interests to the project. | |
| Engr. Tijjani Goni Alkali | Engr. Tijjani Goni Alkali is a Regulatory Officer. He is the Commissioner of Water Resources in Borno State Ministry of Water Resources.  His level of support is currently neutral but has a high level of influence and impact. He is responsible for monitoring the project adheres and is in compliance with the local regulations of Borno State. | **Monitor**:   * Consult with the regulatory officer in the initial planning phase of the project by having a brief meeting with the Project Manager and Team Leads of the Project Team, to seek his input regarding the alignment to the regulatory standards. * Ensure to quarterly check-in briefly with him to be able to ascertain his level of interests and areas of concerns regarding the project. * Send monthly regulatory compliance reports to the regulatory officer to reflect the projects adherence to the set rules and regulations of the Borno State. | |
| Fatima Yerima Askira | Fatima Yerima Askira is a member of the Community Engagement Group. She is a Board of Director Member of Borno Women Development Initiative which is a Local Non- Profit Governmental Organizations in Nigeria.  They are supportive of the Borno Ruwa project because they believe in the project cause of impacting positively in the lives of the residents of the communities within the Maiduguri city.  They are responsible for engaging with the residents from the communities and obtaining the needs and feedback and support of the residents from the communities within Maiduguri city in Borno. | **Provide Information:**   * Regularly updating them on the key developments achieved in the project by including them in the project's publication contact lists so they stay informed on the projects progress. * Engage with them through consultation sessions every month, to acquire their feedback from the communities based on their concerns and needs, this will enable us to tailor the type of information that is shared with the public regarding the projects progress. * Including them in the planning of the Workshops and Seminars which is at final stage of the project, to promote their sense and involvement and ownership. | |
| Maiduguri Community residents | Maiduguri Community residents are the End Usersand consumers of the clean water which will be distributed in abundance through the city's water distribution system connected to the water plant to be constructed.  They are the end users whose life will be impacted positively if the project is a success.  They are supportive and are highly interested in the project because they will have increased accessibility to clean water and a reduced and controlled water pollution situations due to the implementation of sanitation subsystem within the proposed water plant construction | **Provide Information:**   * Publish the monthly key development and achievements of the project on National Television Channel in Borno State such as NTA Maiduguri and Borno Television Corporation. * Updating the project’s developed websites with all important project progress information for easy accessibility to the public. * Put suggestion boxes in different locations of the communities in Maiduguri state, such as schools, churches, mosque and recreational centres, to gather honest anonymous feedback from the community. * Organize workshop and seminars after the water plant construction to educate the consumers on projects benefits and health hygiene practices. | |

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