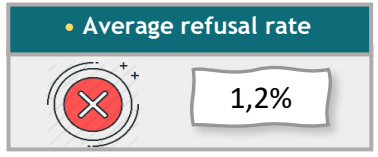
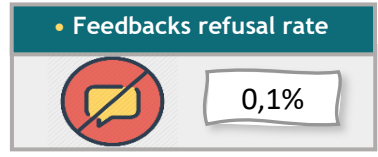
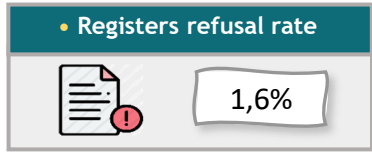
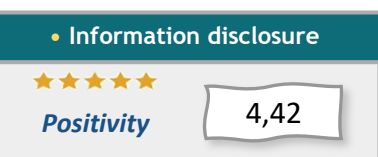
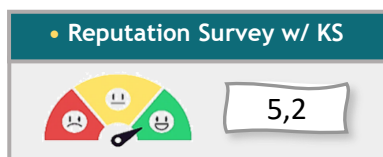
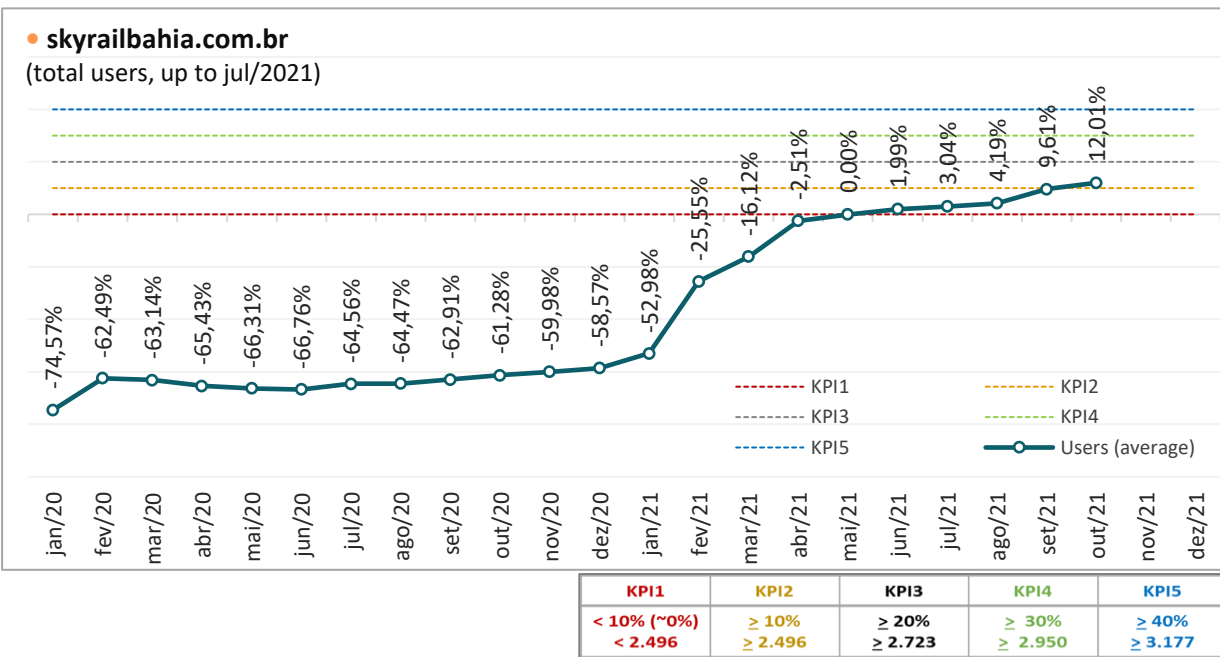
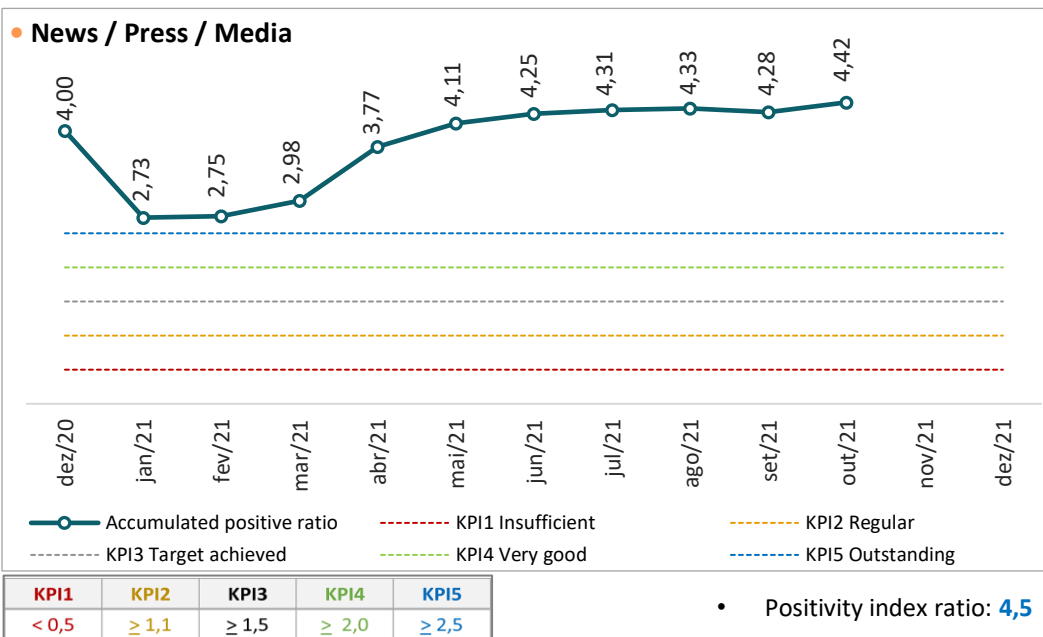




## CURRENT SCENARIO:



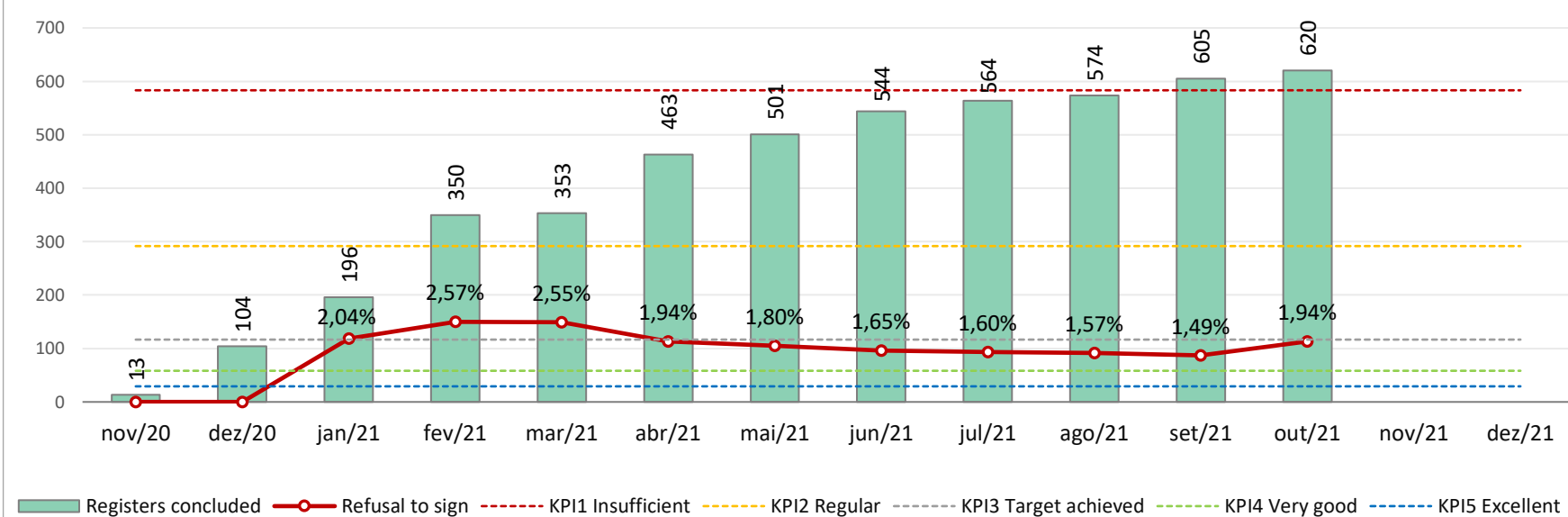
## 1. Information disclosure



• **Updated analysis:** - Pages related to job opportunities drive the most traffic on the site, accounting for ¾ of total hits.  
- The AD campaign's outreach and press events led to a large increase in the number of hits in the first quarter of 2021 in comparison to previous months.  
- The end of the application deadline of the selection process with SINE Bahia led to a reduction in the number of accesses from Q1/2021 on.

## 5. Involuntary Resettlement Plan (IRP)

### Socioeconomic registers



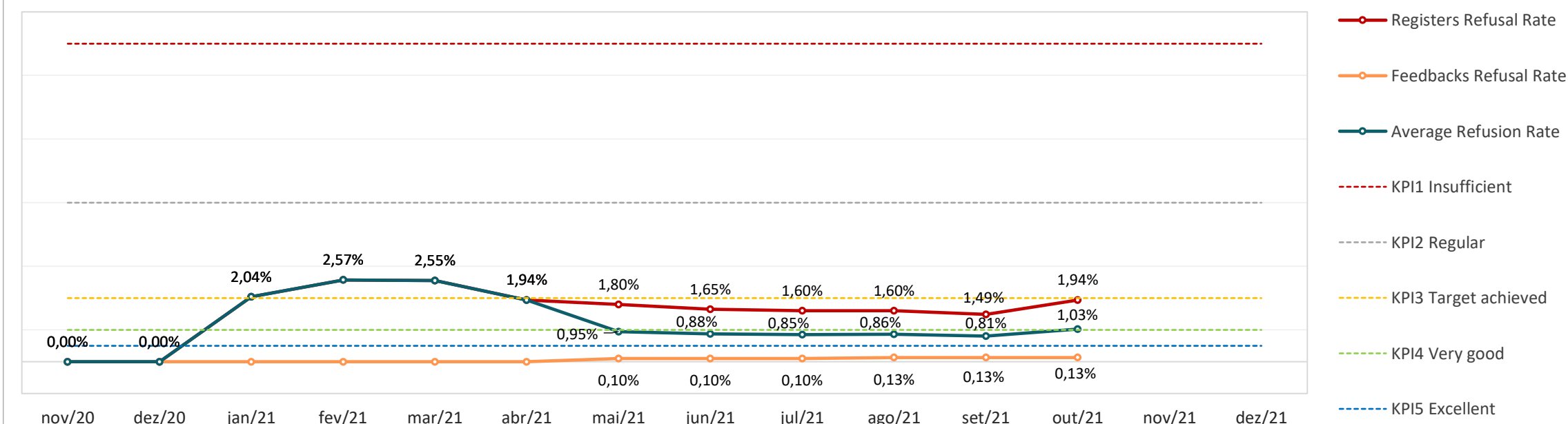
### Updated analysis

From Mar/2021 on, BA State Government has loosened some rules of the lockdown decree, which has allowed registrations to be resumed.

Although the maximum refusal rate for the registration of new properties has been lower than the target set, a few issues specially related to the phase II of the project (Sao Joaquim – Acesso Norte) have worsened the index, which is updated until the 5th working day of each month.

The main issue is the lack of the Decree of Public Utility (DUP) for the phase II estate units. To address it, Skyrail Bahia and Instituto IDEAS reps have been working on specific communications strategies in the last weeks, but the main concern is still to update the current decree, that does not embrace those

### Refusal average rate (socioeconomic registers, feedbacks, negotiations)



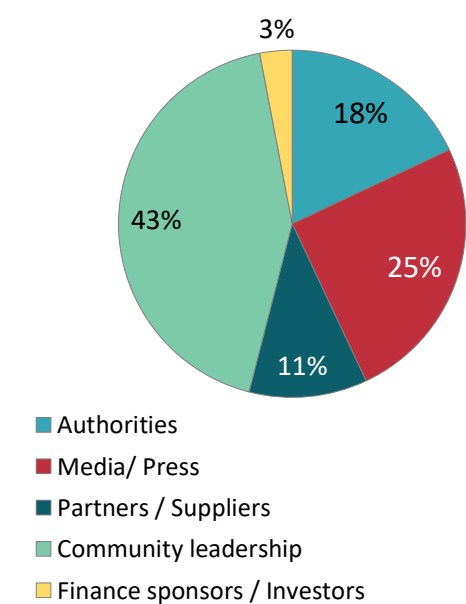
## 6. Stakeholders analysis

### PERIODICITY: ANUAL

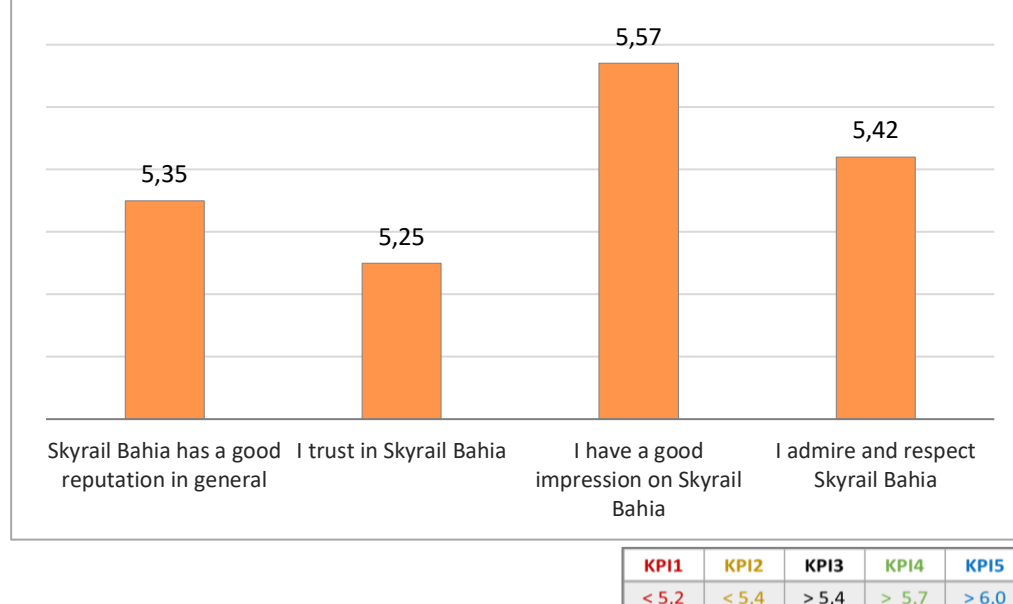
### Purpose:

"Invest time in identifying and prioritizing stakeholders and assessing their interests and concerns".

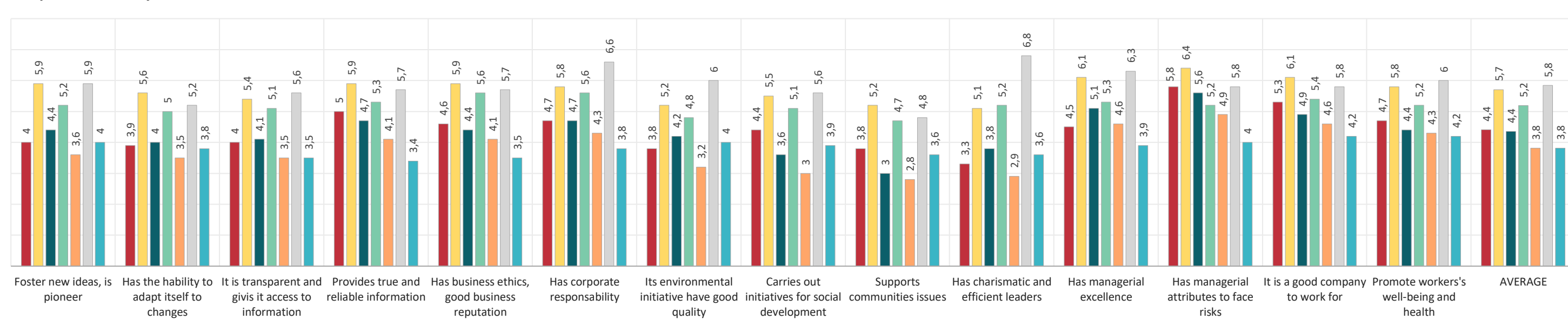
### Key Stakeholders (%)



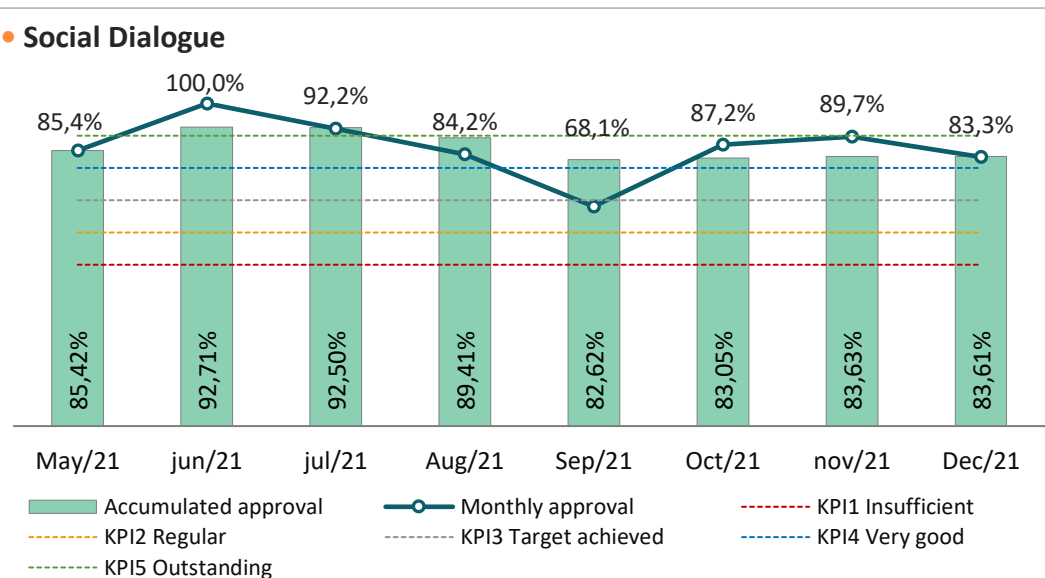
### Skyrail Bahia Reputation



### Reputation Survey with KS

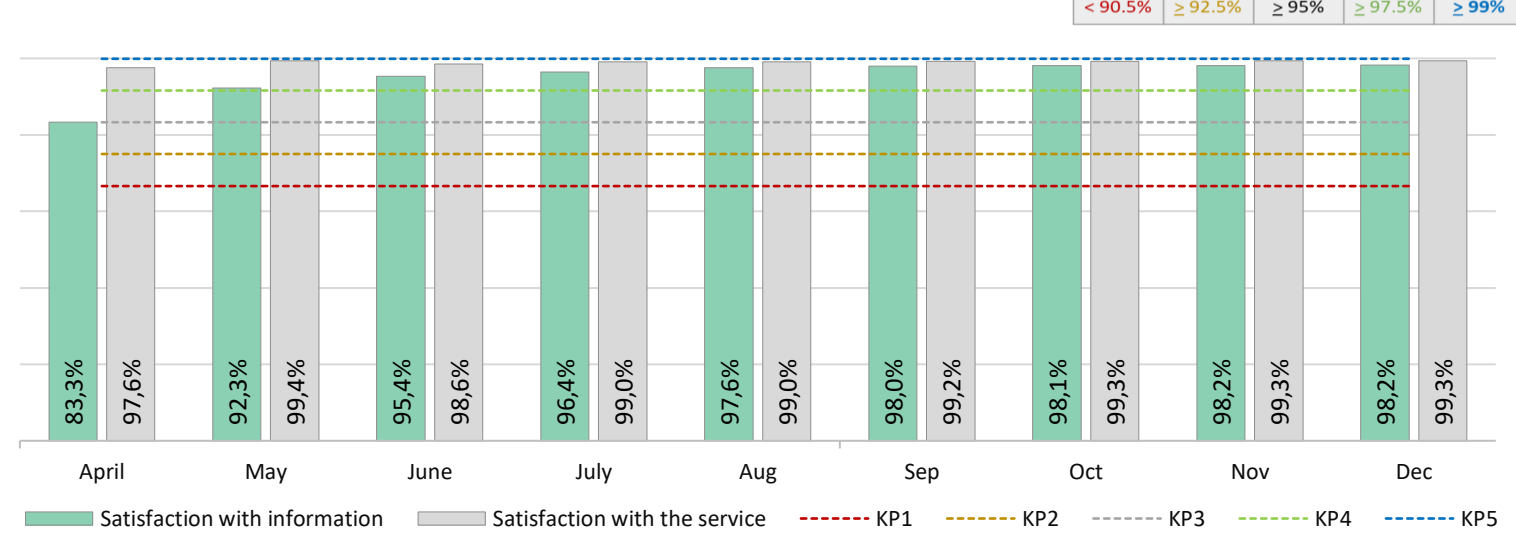


## 2. Stakeholder Consultation



## 4. Grievance management:

### Itinerant social on-duty service



### Itinerant social on-duty service

From Dec.18th 2020 on, more than 1.000 residents<sup>1</sup> from 15 communities were assisted by IDEIAS' social team through more than 30 itinerant social on-duty services.

The number could have been even higher if there was not a pandemic scenario, which has restricted personal contacts for several weeks in the period.

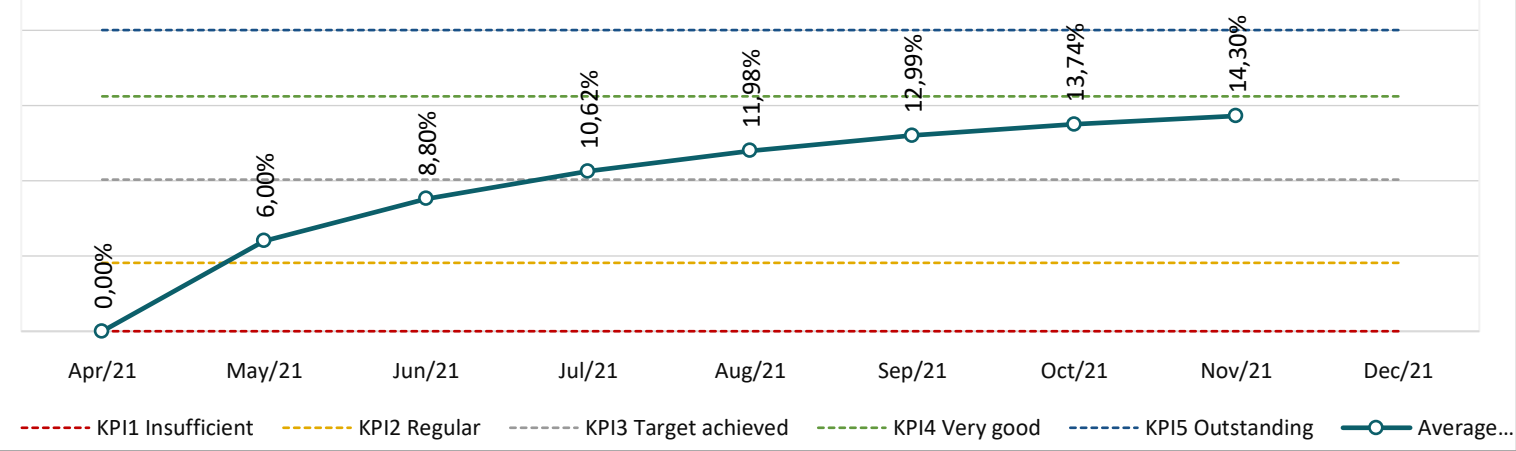
Main subjects raised by participants were job opportunities, resettlement and information about the project / works.

These issues, in conjunction with diagnoses, studies etc., are a baseline for communication initiatives.

<sup>1</sup> Note: visitants satisfaction started to be measured from Apr'21 on.

### Customer Service Satisfaction Level

(baseline: Apr/2021)



### Notes

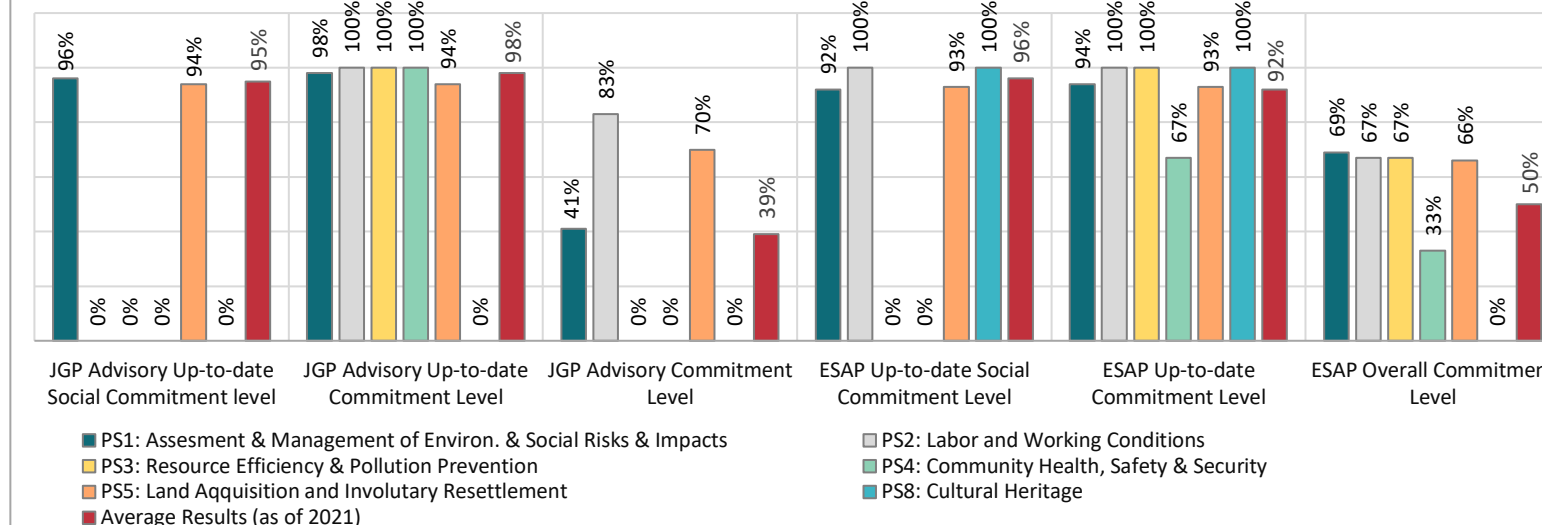
<sup>1</sup> As the "starting point" was considerably "high" (from 90.5% to 100%), the rating had to be managed weighted by two, in accordance with the targets agreed (from 0% to a 20% improvement).

### IMPROVEMENT IN THE CUSTOMER SERVICE SATISFACTION (in relation to 90,45% satisfaction, x2)<sup>1</sup>

KPI1	KPI2	KPI3	KPI4	KPI5
0% improvement in relation to 90,45%	≥ 2,5% (≥ 92,5%)	≥ 5% (≥ 95,0%)	≥ 7,5% (≥ 97,5%)	≥ 10% (≥ 100%)
		13,74%		

## 3. Stakeholder involvement in project monitoring

### Adherence to IFC Performance Standards



## 5. Management functions:

PRODUCT <sup>1</sup>	STATUS <sup>2</sup>	ESTIMATED DEADLINE <sup>3</sup>
Resettlement Landmark	🟢	Oct/2021
Communications for Conciliations / Study for hosts areas	🟢	Oct/2021
Informed Consultation and Participation (ICP): fishermen and shellfish collectors	🟡	Nov/2021
IRP / LRP <sup>3</sup> (stretch zero)	🟢	Oct/2021
IRP / LRP (stretch one)	🟡	Jan/2022
IRP / LRP (stretch two)	🟡	Oct/2021 🚩
IRP / LRP (stretch three)	🟡	Nov/2021 🚩
IRP / LRP (stretch four)	🟡	Mar/2022
IRP / LRP (stretch five)	🟡	May/2022
Social Communications Plan (Plan)	🟢	Oct/2021
Social Technical Project (STP)	🟢	Oct/2021

### Adherence Level

KPI1	KPI2	KPI3	KPI4	KPI5
< 75%	≥ 75% 83,3%	≥ 85%	≥ 90%	≥ 95%

### 2 Keys

- 🟢 No further considerations by IDB
- 🟡 No further considerations by Skyrail Bahia, under evaluation by IDB
- 🟠 Completed by IDEIAS, under final evaluation by Skyrail Bahia
- 🟢 Completed by IDEIAS, under evaluation by Skyrail Bahia
- 🟡 Under development by IDEIAS / On time