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Historical Reviews

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1. INTRODUCTION

Paracel is a Paraguayan company, with capital from national and international financial institutions, which was created with the purpose of developing a unique project in the country: to build and operate a world-class eucalyptus pulp mill, the largest private enterprise in the history of Paraguay.

With the purpose of creating better ways of coexistence between the needs of human beings and the planet, Paracel S.A. is dedicated to eucalyptus forestry and pulp production, operating its mill with the highest international standards of occupational health and safety, environmental, social and economic sustainability.

The venture will use the best available resources in terms of technologies (BAT - Best Available Techniques) and environmental management (BPEM - Best Practices of Environmental Management).

The construction phase of the industrial plant is scheduled to begin in 2021, and its operation is expected to start in the last quarter of 2023. In its operational phase it will be supplied with eucalyptus wood from sustainable forestry plantations certified by the Forest Stewardship Council (FSC) and other global sustainability standards.

The company currently owns more than 180,000 ha of land, mostly located in the department of Concepción, approximately 130 km from the industrial site.

During the first six years, timber will be supplied from Brazil, Argentina, and forestations located in the country, which will be transported by land and river to "Puerto Paracel". It is worth mentioning that the mobilization of trucks with logs from the company's own plantations is expected to begin in the fourth year of the project.

It is estimated that both components (industrial and forestry), in the different stages of the project, could generate around 40,000 direct and indirect jobs.

Therefore, establishing the regulatory framework that directs the form and frequency of PARACEL S.A.'s relationship with its different social actors (internal and external) is essential for the construction of effective action strategies with each one of them. To this end, this document includes the company's strategies and programs for this purpose, in all its components: forestry, industrial and logistics.

These strategies and intervention programs were built based on forestry, industrial and indigenous community baseline studies, which were used to delimit PARACEL S.A.'s areas of influence:

- **Area of Direct Influence (AID) of the industrial component:** Includes 4 districts near the Industrial Plant site, including 18 communities within a 13 km radius of the site. These territories are as follows: Concepción, Belén, Horqueta and Loreto, and the communities/localities: L. Petit, Col. Mongelós, Jhugua Zarzo, Laguna Plato, Mongelós Pirity, Piquete Cue, Jhugua Gonzalez, Callejón San Luis, Mbocayaty, Callejón San Ramón, San Antonio, Curuzu Ñu, Costa Pucu, Paso Ita, Ko'ê Porâ, Costa Ferreira, Saladillo and Colonia Primavera.

- **Area of Direct Influence (AID) of the forestry component:** Includes 7 districts in which the areas of the project's forest plantations and the main access roads to them are located, including 16 neighboring communities. These territories are as follows: Sargento José Félix López, Paso Barreto, Loreto, San Alfredo, Horqueta and Arroyito in the department of Concepción; the district of Bella Vista Norte in the department of Amambay and its communities/localities: Isla Hermosa (Isla Tuyú), locality of Paso Barreto, Colonia Jorge Sebastián Miranda (Jhugua Ñandu), Estribo del Plata, Puentesiño, Laguna Cristo Rey, Anderi, Islería, Virgen del Camino, Jhugua Guasu, Jhugua Po'i, Santísima Trinidad, Paso Mbutu, Calle 15, Dominguez Nigó, and Ayala Cué.

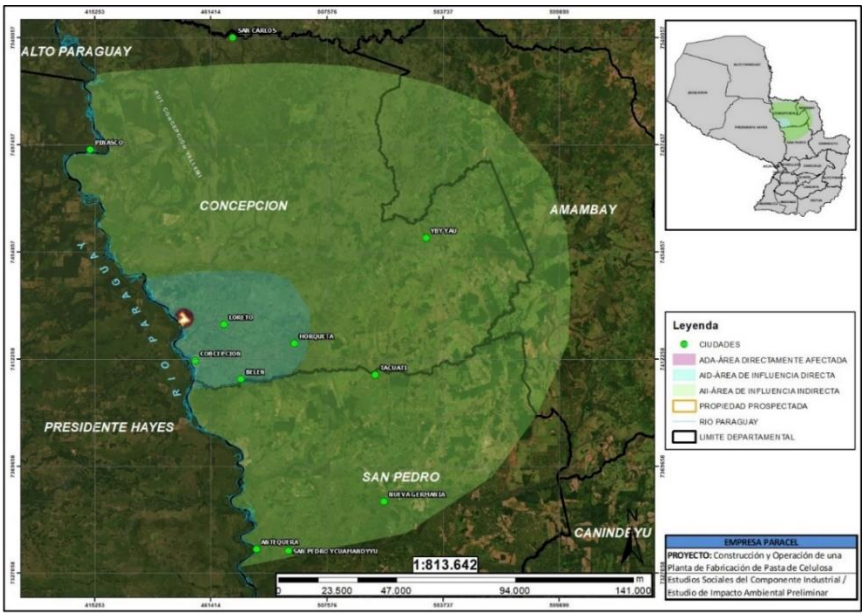
- **Directly Affected Area (DAA) of the industrial component:** Social units and communities located in the immediate surroundings of the Industrial Plant installation, within a radius of 1 km. Includes a micro-territory called Piquete Cue.

- **Area of Direct Influence (AID) of the indigenous component:** it is made up of indigenous communities located between 1 to 15 kilometers from Paracel S.A.'s projects that could be affected by the project. The indigenous communities identified are of the Paĩ Tavyterã and Mbya Guaraní ethnic groups and a multicultural indigenous community made up of indigenous people of different ethnic groups, mainly from the Maskoy language. The indigenous communities identified are: Redención, Jeguahaty, Vy'a Renda, Takuarendyju, Takuarita, Sati, Guyra Ñe'engatu Amba, Mberyvo, Yvyty Rovi, Apyka Jegua.

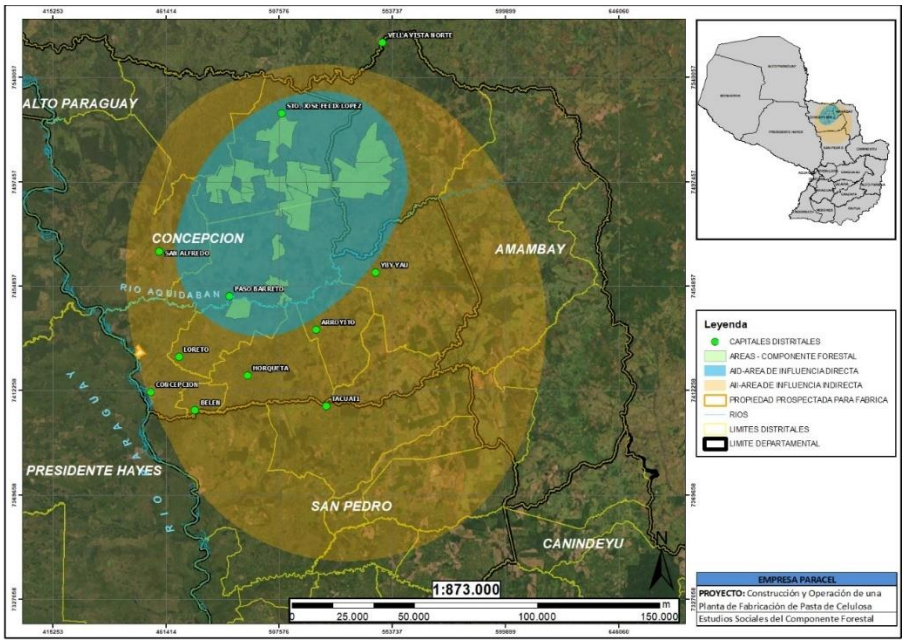
- **Area of Indirect Influence (AII):** Includes the departments of Concepción, San Pedro, and Amambay in the Eastern Region of Paraguay.

The following are maps of the project's areas and influence:

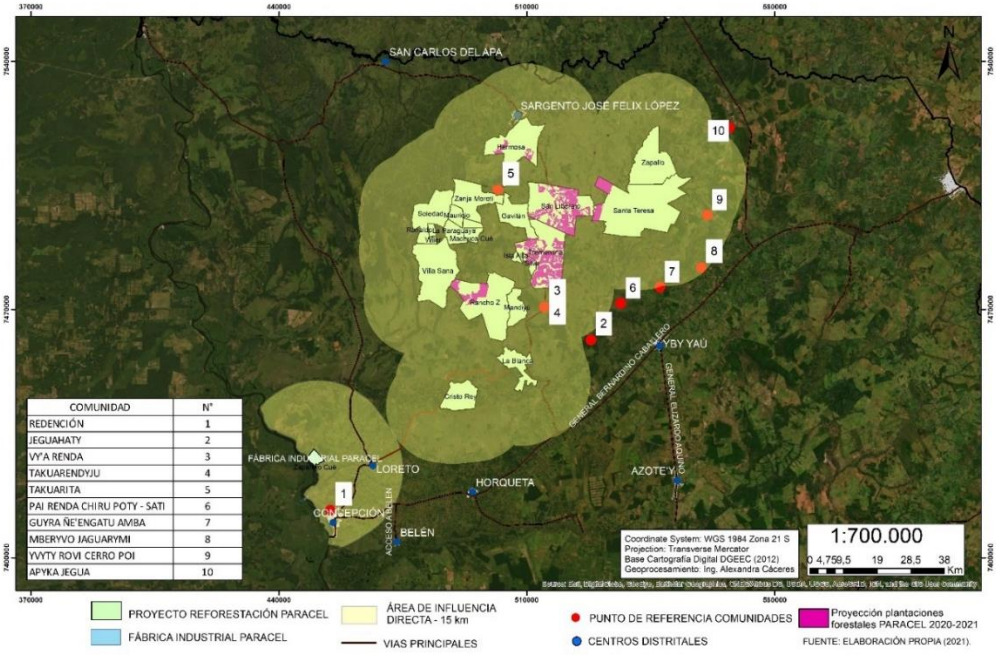
Map N°1: Areas of Influence of the Industrial Component



Map No. 2: Areas of Influence of the Forestry Component



Map N° 3: Areas of Influence Indigenous Communities



2. REGULATIONS AND REQUIREMENTS.

PARACEL S.A. is committed to carry out its activities in an environmentally and socially responsible manner, to generate value and create opportunities for society and the country. This environmental and social commitment is based on the following guiding principles:

- Full compliance with national legislation and international standards to which it adheres.
- The adoption of the best industrial and forestry practices, the incorporation of the best available techniques and the practice of continuous improvement.
- The vigilance for the health and safety of its workers, equal opportunities and the promotion of non-discrimination based on gender, religion, ethnicity, race, sexual orientation, social condition or any other, within the framework of full respect for human rights.
- Proactive commitment to the care of the environment in its triple physical, biotic and anthropic dimension, within the framework of sustainable development.
- Preventive and permanent management of environmental and social impacts.

- The establishment of long-term relationships with local communities, social actors and other stakeholders, characterized by seriousness, transparency and respect.

To put these principles into action, it follows its Sustainability Policy, which includes environmental and social issues, enabling dialogue with its stakeholders, generating shared value and establishing indicators to measure social, environmental and economic impacts.

The following are the national and international regulations that will be considered by Paracel in the relationship with its stakeholders:

Table 1. National Regulations

Thematic	Legal Instrument / Description
National Constitution	Chapter II, "Freedom", Title II, Part I, Book One, of the Constitution contains the articles that enshrine freedom of the press and related rights: *Freedom of expression and of the press*, ***Art. 26***: Freedom of expression and freedom of the press, as well as the dissemination of thought and opinion, are guaranteed without any censorship whatsoever, with no limitations other than those provided for in this Constitution; consequently, no law shall be enacted that makes them impossible or restricts them. There shall be no press crimes, but rather common crimes committed through the press. Everyone has the right to generate, process or disseminate information, as well as to use any lawful instrument suitable for such purposes. *Use of the mass media*, ***Art. 27***: The use of the mass media is of public interest. The law shall regulate advertising for the better protection of the rights of children, young people, illiterate people, consumers and women. *Right to be informed*, ***Art. 28: The*** right of individuals to receive truthful, responsible and fair information is recognized. Any person affected by the dissemination of false, distorted or ambiguous information has the right to demand its rectification or clarification by the same means and under

Thematic	Legal Instrument / Description
	the same conditions as it was disseminated, without prejudice to other compensatory rights.
Socio-Environmental Impact Assessment	***Decree No. 453/13*** *Regulating Law No. 294/1993 "On Environmental Impact Assessment" and its amendment, Law No. 345/1994, and repealing Decree No. 14,281/1996.* *Art. 6. d)* Within ten working days after the deadline for submitting or replying to comments, observations or objections, the General Directorate of Environmental Quality Control and Natural Resources -DGCCARN will decide whether to convene a public hearing. The public hearing will be mandatory if the work or activity project may directly affect indigenous communities or when it has been requested by neighbors or by those potentially directly affected. Except in these cases, silence on the part of the DGCCARN will imply the decision not to hold the public hearing. If a public hearing is called, no more than 30 working days may elapse between the decision to call it and its completion, so the date of its realization must contemplate eventual intermediate quarters. Once this period has elapsed, the DGCCARN shall proceed in accordance with Section E) of this article. Exceptionally, if due to climatic circumstances or the remoteness of the place where the hearing is to be held this term is insufficient, it may be extended, once only, for up to ten more working days. *Art. 7°. b)* The expenses to be incurred for the hiring of consultants, publication in newspapers, broadcasting on radio stations and the holding of public hearings shall be borne by the person responsible for the works and activities or the projects thereof. He or she shall also pay the fees authorized by law and established by regulation by SEAM. ***Resolution No. 640/14*** *Establishing the General Regulations for Public Hearings within the framework of Law 294/93 on Environmental Impact Assessment, and its Regulatory Decree No. 453/13 and Amending and Expanding Decree No. 954/13.* *Art. 2°.* The purpose of the Public Hearing is to allow and promote an effective and transparent citizen participation through a fluid, orderly and productive communication between the national, departmental and municipal authorities and the citizens (individuals and social organizations), so that the information, observations or objections expressed by the participants with respect to the subject of the hearing are

Thematic	Legal Instrument / Description
	duly taken into account by said authorities and contribute to improve the quality of their decision. Although only Art. 2° is mentioned, since it describes the purpose of the Public Hearings, Paracel is committed to comply with all the articles that describe the operating procedure of the Public Hearings.
Major international treaties and conventions	***Law No. 234/93*** *Approving Convention No. 169 of the International Labor Organization concerning Indigenous and Tribal Peoples in Independent Countries, adopted during the 76th International Labor Conference, held in Geneva on June 7, 1989. International Labor Conference, held in Geneva on June 7, 1989.* *Article 6* In applying the provisions of this Convention, Governments shall: (a) consult the peoples concerned, through appropriate procedures and through their representative institutions, whenever consideration is being given to legislative or administrative measures which may affect them directly. (b) establish means by which the peoples concerned may participate freely, to at least the same extent as other sectors of the population, and at all levels of decision-making in elective institutions and administrative and other bodies responsible for policies and programs which concern them. c) to establish the means for the full development of the institutions and initiatives of these peoples, and in appropriate cases to provide the necessary resources for this purpose. 2. Consultations under this Convention shall be conducted in good faith and in a manner appropriate to the circumstances, with a view to reaching agreement or consent to the proposed measures. *Article 15* 1. The rights of the peoples concerned to the natural resources pertaining to their lands shall be specially protected. These rights include the right of these peoples to participate in the utilization, management and conservation of these resources. 2. In cases in which the State retains the ownership of mineral or sub-surface resources or rights to other resources pertaining to lands, governments shall establish or maintain procedures through which they shall consult the peoples concerned to

Thematic	Legal Instrument / Description
	determine whether and to what extent their interests would be prejudiced before undertaking or permitting any programs for the exploration or exploitation of resources pertaining to their lands. The peoples concerned shall, wherever possible, participate in the benefits accruing from such activities, and shall receive fair compensation for any damage they may suffer because of such activities.
Indigenous Peoples Social and Cultural	***Decree No. 1039/2018*** *Whereby the Protocol for the process of consultation and free, prior and informed consent with the indigenous peoples living in Paraguay is approved.* Consultation is a fundamental stage for the correct execution of any project with social impact, especially in those projects that may affect indigenous communities because most of them are in a condition of vulnerability. In its relations with the community, Paracel will establish periods of dialogue, transfer of information and consultation in a respectful manner with the deadlines and decision-making mechanisms of each community. Paracel is committed to faithful compliance with the provisions of Decree No. 1039/18 [1]in its relationship process with Indigenous Peoples.

Table 2. International Standards

Thematic	Description
Equator Principles [2]	***Principle 5: Stakeholder Engagement*** For all Category A [3]and B[4] Projects, Equator Principles Financial Institutions - EPFI will require the client to demonstrate effective Stakeholder engagement in an ongoing, structured and culturally appropriate manner for Affected Communities and, where appropriate, for Other Stakeholders. In the case of Projects with potential significant

[1] Available at https://www.mspbs.gov.py/dependencias/portal/adjunto/7fdaf1-DECRETO1039Protocolodeconsultayconsentlibreprevioeinformadopueblosindigenas.pdf

[2] Available at https://equator-principles.com/wp-content/uploads/2018/01/equator_principles_spanish_2013.pdf

[3] Category A - Projects with potential significant adverse environmental and social risks and/or impacts that are, variously, irreversible or unprecedented.

[4] Category B - Projects with limited potential adverse environmental and social risks and/or impacts, which are few in number, generally site-specific, mostly reversible and easily addressed through mitigation measures.

Thematic	Description
	adverse impacts on Affected Communities, the client shall conduct an Informed Consultation and Engagement process. The client shall tailor its consultation process to cover: the risks and impacts of the Project; the Project development phase; the language preferences of the Affected Communities; their decision-making processes; and the needs of disadvantaged and vulnerable groups. This process shall be free from external manipulation, interference, coercion, and intimidation. To facilitate Stakeholder Engagement, the client, in a manner commensurate with the risks and impacts of the Project, shall make available to the Affected Communities and, where appropriate, to Other Stakeholders, the relevant Assessment Documentation in the local language and in a culturally appropriate form. The client shall consider and document the results of the Stakeholder Engagement process, including the agreed actions arising from the Stakeholder Engagement process. In the case of Projects with adverse environmental or social risks and impacts, information shall be provided in the early stages of the Assessment process and, in any case, before construction of the Project begins and on a regular basis. The EPFI recognizes that indigenous peoples may represent vulnerable segments of the communities affected by the Projects. Projects affecting indigenous peoples shall be subject to a process of Consultation and Informed Participation and shall comply with the rights and protections of indigenous peoples under relevant national laws, including those laws that ensure compliance with the host country's obligations under international law. Consistent with the special circumstances outlined in IFC Performance Standard 7 (where relevant as defined in Principle 3), Projects with adverse impacts on indigenous peoples will require their free, prior, and informed consent (FPIC). ***Principle 6: Grievance mechanism*** For all Category A and, where applicable, Category B Projects, Equator Principles Financial Institutions - EPFI will require the client, as part of the Socio-Environmental Management System, to define a grievance mechanism designed to receive and facilitate the resolution of concerns and complaints related to the environmental and social performance of the Project. The grievance mechanism should be tailored to the risks and impacts of the Project, and the Affected Communities should be its primary users. Efforts should be made to resolve concerns promptly, using an understandable and transparent consultation process that is culturally appropriate and easily accessible, without cost, and without

Thematic	Description
	reprisal for those who raised the issue or concern. The mechanism should not impede access to administrative or judicial remedies. The client will inform Affected Communities about the mechanism during the Stakeholder Engagement process.
IFC Performance Standards on Environmental and Social Sustainability [5]	***Performance Standard 1: Environmental and Social Assessment and Management System*** <u>Stakeholder participation</u> - Stakeholder engagement is fundamental to the establishment of strong, constructive and appropriate relationships that are essential to the successful management of a project's environmental and social impacts [6]. Stakeholder engagement is an ongoing process that may include, to varying degrees, the following elements: stakeholder analysis and engagement planning; information disclosure and dissemination; consultation and participation; grievance mechanism; and ongoing provision of information to Affected Communities. The nature, frequency and level of effort devoted to stakeholder engagement can vary considerably and will be tailored to the risks and adverse impacts of the project and the stage of project development. <u>Stakeholder analysis and stakeholder participation planning</u> - Clients should identify the types of stakeholders that may be interested in their actions and consider how external communications could facilitate a dialogue with all of them. Where projects involve specifically identified elements, aspects and/or physical facilities that could generate adverse environmental and social impacts for Affected Communities, the client shall identify the Affected Communities and comply with the corresponding requirements described below. - The client shall develop and implement a stakeholder engagement plan appropriate to the risks and impacts of the project and its stage of development, and tailored to the characteristics and interests of the Affected Communities. Where appropriate, the stakeholder engagement plan shall include differentiated

[5] Available at https://www.ifc.org/wps/wcm/connect/30e31768-daf7-46b4-9dd8-52ed2e995a50/PS_Spanish_2012_Full-Document.pdf?MOD=AJPERES&CVID=k5LlWsu

[6] Requirements with respect to worker participation and related grievance redress procedures are presented in Performance Standard 2.

Thematic	Description
	measures to enable the effective participation of those groups and individuals identified as disadvantaged or vulnerable. Where the engagement process relies substantially on community representatives, the client shall make all reasonable efforts to verify that such persons truly represent the views of the Affected Communities and can be trusted to reliably communicate the results of consultations to their constituents. - In cases where the exact location of the project is unknown, but can reasonably be expected to significantly affect local communities, the client, as part of its management program, will develop a stakeholder engagement framework containing general principles and a strategy for identifying Affected Communities and other relevant stakeholders and plan a stakeholder engagement process consistent with this Performance Standard, which should be carried out once the physical location of the project is known. <u>Disclosure of information</u> - Disclosure of relevant information about the project helps the Affected Communities and other stakeholders understand the risks, impacts and opportunities of the project. The client will provide Affected Communities with access to [7]relevant information on: (i) the purpose, nature and scale of the project; (ii) the duration of the proposed project activities; (iii) the potential risks and impacts on those communities and relevant mitigation measures; (iv) the planned stakeholder engagement process; and (v) the grievance mechanism. <u>Contact us at</u> - In cases where Affected Communities are subject to identified risks and adverse impacts of a project, the client shall undertake a consultation process so that Affected Communities are given opportunities to express their views on the risks, impacts and mitigation measures of the project, and the client can consider and respond to them. The scope and degree of participation required for the consultation process should be commensurate with the risks and adverse impacts of the project and the concerns raised by the Affected Communities. Effective

[7] Depending on the scale of the project and the significance of the risks and impacts, relevant documents can range from full environmental and social assessments and action plans to easy-to-understand summaries of key issues and commitments.

Thematic	Description
	consultation is a two-way process that should:(i) begin early in the process of identifying environmental and social risks and impacts, and continue as risks and impacts emerge; (ii) be based on prior disclosure and dissemination of relevant, transparent, objective, meaningful information in a local language (or languages) and a format that is culturally acceptable and understandable to Affected Communities; (iii) focus inclusive participation[8] on those groups and individuals directly affected, as opposed to those not directly affected; (iv) be free from external manipulation, interference, coercion or intimidation; (v) enable meaningful participation, where appropriate; and (vi) be documented. The client will tailor the consultation process to the language preferences of the Affected Communities, the decision-making process of those communities, and the needs of vulnerable or disadvantaged groups. If the clients have already undertaken such a process, they shall provide adequately documented evidence of such involvement. <u>Consultation and informed participation</u> - In the case of projects that have significant adverse impacts on Affected Communities, the client will conduct a consultation and informed participation (CPI) process based on the measures described above in the section on consultation, resulting in the informed participation of these communities. This ICC process involves a more in-depth exchange of perspectives and information, and organized and iterative consultation, leading to the client incorporating into the decision-making process the views of the Affected Communities on matters that directly affect them, such as proposed mitigation measures, the distribution of benefits and opportunities arising from the development, and implementation issues. The consultation process should (i) seek the views of both men and women, if necessary, through separate participation or forums, and (ii) reflect the different concerns and priorities of men and women about impacts, mitigation mechanisms, and benefits, where appropriate. The client shall document the process, including measures taken to avoid or minimize risks and adverse impacts to Affected Communities, and inform those affected about how their concerns have been considered.

[8] Such as men, women, the elderly, youth, displaced persons and vulnerable or disadvantaged individuals or groups.

Thematic	Description
	Indigenous Peoples - For projects with adverse impacts on Indigenous Peoples, the client will be required to carry out an IPC process and, in certain circumstances, will be required to obtain their free, prior, and informed consent. The requirements related to Indigenous Peoples and the definition of special circumstances requiring free, prior and informed consent are described in Performance Standard 7. Responsibilities of the private sector within the framework of a government-led stakeholder participation process - Where stakeholder engagement is the responsibility of the host government, the client shall collaborate with the responsible government agency, to the extent permitted by the host government, to achieve outcomes consistent with the objectives of this Performance Standard. In addition, where government capacity is limited, the client shall play an active role during the planning, conduct and monitoring of the stakeholder engagement process. If the government-led process does not meet the relevant requirements of this Performance Standard, the client shall undertake a complementary process and, as appropriate, determine follow-up actions. External communications and complaint mechanisms *External communications* - Clients shall implement and maintain a procedure for handling external communications that includes methods for (i) receiving and recording external communications from the public; (ii) analyzing and evaluating the issues raised in such communications and determining how to address them; (iii) providing appropriate responses, follow-up and documentation; and (iv) adjusting the management program, as appropriate. In addition, clients are encouraged to make periodic reports on their environmental and social sustainability available to the public. Grievance Mechanisms for Affected Communities - Where Affected Communities exist, the client shall establish a grievance mechanism for the receipt of concerns and complaints from these communities

Thematic	Description
	about the client's environmental and social performance and to facilitate their resolution. The grievance mechanism should be tailored to the risks and adverse impacts of the project, and the Affected Communities should be its primary users. Concerns should be addressed promptly using an understandable and transparent consultation process that is culturally appropriate and easily accessible, and without cost or reprisal to those raising the issue or concern. The mechanism should not preclude access to other administrative or judicial remedies. The client will inform the Affected Communities about the mechanism during the stakeholder engagement process. <u>Periodic reports to the Affected Communities</u> - The client will provide periodic reports to the Affected Communities describing progress in the implementation of the project action plans with respect to issues involving present risks or impacts to the Affected Communities, and about issues that have been of concern to these communities during the consultation process or through the grievance mechanisms. If the management program results in significant changes or additions to the mitigation measures or actions described in the action plans related to the issues of concern to the Affected Communities, the new mitigation measures or actions will be communicated to these communities. The frequency of reporting will be commensurate with the level of concern of the Affected Communities but will be at least annual.
Other related regulations or guides	***Sustainable Development Goals - SDG 12 Responsible Consumption and Production*** *Target 12.6* Encourage businesses, especially large corporations and transnational corporations, to adopt sustainable practices and incorporate sustainability information into their reporting cycle. ***ISO 26000*** ***Human Rights Theme 4: Conflict Resolution*** Even when institutions operate optimally, conflicts may occur in relation to the impact of human rights on organizations. Effective grievance resolution mechanisms play an important role in the state's work to protect human rights. Similarly, an organization's responsibility to respect human rights should include a means for those who feel

Thematic	Description
	affected to bring the problem to the organization's attention and seek redress, without forfeiting their right to use available legal mechanisms. ***Topic 3 on labor practices: Social dialogue*** Social dialogue includes all types of negotiation, consultation or exchange of information between representatives of governments, employers and workers on matters of common interest in relation to economic and social issues. It may be between employer and employee representatives on matters affecting their interests and may also include governments when dealing with broader issues, such as national legislation or social policies. On some occasions, social dialogue may deal with contentious issues, in which case the parties may establish a dispute resolution process. Social dialogue may also relate to grievances for which a grievance mechanism is important, particularly in countries where fundamental labor principles and rights are not adequately protected. ***Theme 7 on Active Participation and Community Development: Social Investment*** Social investment occurs when organizations invest their resources in infrastructure and other programs aimed at improving social aspects of community life, such as sanitation, safe drinking water, health, housing and food security. Social investment is a means by which organizations can contribute to the development of the communities in which they operate. In general, social investments are activities that are not directly associated with or designed to improve an organization's core operational activities. However, social investments are generally designed to sustain and improve an organization's relationships with its communities. When identifying opportunities for social investment, an organization should align its contribution with the needs and priorities of the communities in which the organization operates. Information sharing, mentoring and negotiation are useful tools in a participatory approach to identifying and implementing social investment.

For all Paracel's interventions in its various components, it is responsible for consulting, informing and dialoguing with its stakeholders in all phases of project execution, from design, through construction and then operation.

Paracel is committed to maintaining a continuous, broad, and inclusive process of engagement with social actors through dialogues, meetings, encounters, consultations and other activities described in the socio-environmental programs developed by the organization based on the principles and regulations described in this section.

3. SUMMARY OF PREVIOUS RELATIONSHIPS WITH STAKEHOLDERS.

Paracel has initiated the relationship with its different stakeholders from the very beginning of the project design phase, promoting the approach and involvement of the social actors in all its areas of influence, so the following is a summary of the previous actions with the social actors:

Table 3. Summary of Previous Activities

Topics Covered	Public	Summary of activities [9]
Socialization of the Paracel project, presentation of the Socio-environmental Impact Studies, Social and Environmental Programs and coordination of actions for the implementation of the Programs.	***National Government*:** Ministry of Labor, Employment and Social Security, Ministry of Public Health and Social Welfare, Instituto Paraguayo del Indígena, National Traffic and Road Safety Agency, National Electricity Agency, National Secretariat of Culture, National Secretariat of Tourism, Ministry of Environment and Sustainable Development, National Police, Ministry of Education and Science, National Service of Professional Promotion, Ministry of Public Works and Communications, 911 System. ***Local Government:*** Governor's Office of Concepción, Municipalities of Concepción, Loreto, Paso Barreto, Horqueta, Belén, Sgt. José Feliz López, Arroyito, San Alfredo.	83
	CSOs / Associations: Unión Industrial Paraguaya, Asociación de Comerciantes e Industriales de Concepción, Sistema B Paraguay, Incluyeme.com, Pacto Global Paraguay, Touring y Automóvil Club Paraguayo-TACPY, Asociación de Empresarios	15

[9] Meetings, workshops, face-to-face and virtual meetings.

	Cristianos -ADEC, Global Infancia, Asociación de Emprendedores del Paraguay, Fundación Moisés Bertoni, Asociación de Ingenieros y Arquitectos de Concepción, Federación Paraguaya de Madereros - FEPAMA, Instituto de Investigación Biológica del Paraguay, Instituto de Investigación Biológica del Paraguay, A Todo Pulmón Paraguay Respira.	
	Academia: Universidad Nacional de Concepción, Universidad Nacional de Asunción, Universidad Comunera, Universidad San Carlos, Universidad Columbia, Universidad del Cono Sur de las Américas	7
Socialization of the Paracel project, development of the Consultation Process in accordance with Decree 1039/18, Development of Participatory Rural Diagnostics, presentation of the Environmental Social Impact Studies, presentation of the results of the Indigenous Studies and the Indigenous Peoples Plan.	**Indigenous Communities:** Redención, Jeguahaty, Vy'a Renda, Takuarendyju, Takuarita, Sati, Guyra Ñe'engatu Amba, Mberyvo, Yvyty Rovi, Apyka Jegua.	52 (socialization meetings) 349 (interviews)
Socialization of the Paracel project, presentation of the Socio-environmental Impact Studies. Presentation of the needs of products and services of the project. Spaces for exchange and consultation.	**Suppliers | Contractors:** more than 400 from different fields.	9
Socialization of the Paracel project, presentation of the Socio-environmental Impact Studies, Social and Environmental Programs.	**ADA and AID communities:** 18 micro territories of the Industrial Component and 16 micro territories of the Forestry Component (see point *1. INTRODUCTION*).	35 (socialization meetings) 244 (interviews)
Informative meetings on the progress of the project and the results of the different studies.	**Communication and Monitoring Committee:** 94 members from 8 cities	4
Socialization of the Paracel project, presentation of the Socio-environmental Impact Studies, Social and Environmental Programs.	**Public Hearing:** 185 participants	1

Socialization of the Paracel project, presentation of the Socio-environmental Impact Studies, Social and Environmental Programs.	National and international population	3
Socialization of the Paracel project, presentation of the Socio-environmental Impact Studies, Social and Environmental Programs.	Catholic Church (Bishop of Concepción and Parish Priest of Sargento José Félix López)	2

Reference: from July 2019 to May 2021

For further references, please refer to the attached document ***Stakeholder Engagement Table***, which is a summary document of all meetings and actions carried out to date with the different stakeholders.

In this process of relationship with the community and other social actors, Paracel also uses its social networks[10], website[11] and[12] specific emails as means of communication.

A large part of the communication process with stakeholders took place during the pre-construction stage of the industrial plant and the installation stage of the forestry component as part of the project's disclosure process and the social baseline studies; however, this is a process that is ongoing in accordance with Paracel's Communication Plan and Socio-environmental Programs.

4. STAKEHOLDER EXPECTATIONS

It should be noted that, as with any project with a social impact, the discourse surrounding the project generates expectations among the indigenous and non-indigenous population, which will be considered for proper implementation.

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4.1. Indigenous Communities

In the field activities with Indigenous Communities, it was observed that the families of the communities belonging to the IDA expressed expectations related to the project, some of them directly related to the stages of the Forestry and Industrial components and others that are more related to basic needs of the families, such as "access to drinking water" and "food security", as well as "literacy" and "security needs related to the preservation of nature" and the "availability of natural resources".

The following is a summary of the main expectations expressed by the indigenous communities within Paracel's area of influence. There is a great coincidence between the expectations of the communities, as they share the same needs, mainly in terms of basic services such as drinking water, electricity, education and documentation:

- ID cards, Indigenous Card and Birth Certificate for members of the community.
- Access to wells and pipes for potable water distribution throughout the community.
- Access to the electric power distribution system for all members of the community.
- Access to jobs or fixed sources of income for community members.
- Technical support and financing for productive activities.
- Access to housing materials, mainly sheet metal.
- Improvement of Improvements to the infrastructure of the community school. internal roads.
- Care and protection of natural resources.

4.2. Non-Indigenous Population

The opinions and expectations surveyed from the population regarding the improvements and/or opportunities that the project would bring to the area of influence are presented below; most people stated that they "consider the project to be positive", indicating that it could "generate sources of work/hire local labor", "local development", "movement of the local economy", and "greater opportunity/possibility for the people".

In the consultations carried out with local and institutional actors, the interest of local representatives (especially from Concepción) in providing jobs to "local companies" has been raised, giving as an example other ventures developed in the department, in which "large companies from Asunción" have participated. Expectations at the national and local government level are positive, and they have expressed their support for the development of the project.

In general, these high expectations occur in the context of the great needs existing in the IDA of the forestry and industrial component, mainly due to the lack of sources of work in the communities, the existence of sporadic, poorly paid jobs, poverty (income and structural) and inequality, and migration and uprooting in search of opportunities.

In addition to the expectations considered positive; and, as in the industrial component, expectations may be generated in the population related to desires for support from the project to cover certain basic needs of the communities of the IDA in terms of infrastructure and services, thus supplementing the functions of service provision and/or attention that should be provided by the local and national governments.

Among the main concerns regarding the project were "that it be sustainable", the "possible contamination/affection of natural resources", that it be "socially responsible", that "with sources of employment they will not compensate for the damage they may cause if they contaminate", "that it be installed in a suitable location". As aspects that should be considered for the project, people mentioned "care for the environment". In addition, people have mentioned as suggestions for the project the "care and protection of health", the need to "maintain communication and links with the community (more outreach, meetings, opinions and debates)" and "respect for current environmental regulations".

4.3. Other Audiences[13]

There is a great coincidence among the expectations mentioned, such as: "that it is sustainable", "possible contamination/affection of natural resources", "social responsibility", "that it complies with the law", "possibility of generating employment at national and local level", "hiring local suppliers", "generation of a great positive impact on the socioeconomic development of the country".

Paracel will make every effort within its possibilities to meet the expectations and fears of the general population, without falling into assistentialism for the satisfaction of needs, but rather, in the permanent and honest search to develop synergies with the communities that promote the construction of solid, collaborative, and lasting relationships based on commitment and mutual trust.

5. SOCIAL ACTORS INTERESTED IN THE PROJECT.

To map the different stakeholders directly or indirectly affected by the development of the project, Paracel used the *Basic Stakeholder Typology* and identified stakeholders for each typology, as illustrated in the table below:

13 Civil Society Organizations, Trade Unions, Environmental Organizations, Suppliers, National and Local Government, Academia, etc.

Table N° 4. Stakeholder Classification

Position	Sector	Purpose / Main scope of action	Representatives (social actors)
Control Organism [14]	Public sector	Environment	Ministry of Environment and Sustainable Development (MADES)
		Employment	Ministry of Labor, Employment and Social Security (MTESS)
		Security	Ministry of the Interior
		Indigenous Communities	Indigenous Institute (INDI)
		Environment	National Service for Plant and Seed Quality and Health (SENAVE)
		Economy	Naval Prefecture
		Environment	Secretary of State for the Environment, Economic Development, Production and Family Agriculture (SEMAGRO)
		Routes	National Department of Transportation Infrastructure (DNIT)
		Economy	Secretaria de Receita Federal do Brasil (RFB)
			Secretary of Foreign Trade (SECEX)
Project Decision [15]	Public sector	Economy	Ministry of Industry and Commerce (MIC)
		Civil works	Ministry of Public Works and Communications (MOPC)
		Health	Ministry of Public Health and Social Welfare (MSPyBS) / USF (Family Health Unit)
		Health	Social Security Institute (IPS)
		External relations	General Directorate of Migration
		Security	National Police
		Economy	National Customs Directorate (DNA), National Administration of Navigation and Ports (ANNP), National Customs Authority (DNA), National Administration of Navigation and Ports (ANNP).
		Environment	National Electricity Administration (ANDE)
		Governance	Governorates: Concepción and Amambay

[14] Because of their role, they are involved in aspects relevant to the project. Thus, important attention must be paid to compliance with the requirements, expectations and/or standards established by these actors/instances.

[15] Stakeholders on whom project-related decisions may depend, usually with a high capacity of influence and interest.

			Municipality: Concepción, Belén, Horqueta, Loreto, José Félix López (Puentesiño), Arroyito, Paso Barreto, San Alfredo, Bella Vista Norte
Interest in the project [16]	Public sector	Environment	Ministry of Agriculture and Livestock (MAG)
		Economy	Ministry of Finance (MH)
		Housing/ Urban Planning	Ministry of Urbanism, Housing and Habitat (MUVH)
		Sustainability	Ministry of Social Development
		Education	Ministry of Education and Science (MEC)
		Gender Equality	Ministry of Women
		External relations	Ministry of Foreign Affairs
		Environment	National Secretariat of Animal Health and Quality (SENACSA)
		Employment	National Secretariat for Labor Education and Training (SINAFOCAL)
		Inclusion	National Secretariat for Disability (SENADIS)
		Sustainability	Technical Secretariat for Planning (STP)
		Tourism	National Secretariat of Tourism (SENATUR)
		Employment	National Professional Promotion Service (SNPP)
		Health / Environment	National Service of Environmental Sanitation (SENASA)
		Sustainability	SDG Commission Paraguay
		Environment	Regulatory Entity of Sanitation Services (ERSSAN)
		Education	General Directorate of Statistics, Surveys and Censuses (DGEEC)
		Economy	National Institute for Rural and Land Development (INDERT)
		Forestry	National Forestry Institute (INFONA)
		Environment	Empresa de Servicios Sanitarios del Paraguay (ESSAP)
		Infrastructure	State Agency for Entrepreneurship Management of Mato Grosso do Sul (AGESUL)

[16] Stakeholders who may have an interest in the project do not have a say in the project's decision making and will require the establishment of information exchange mechanisms to favor possible synergies between the project and them.

Interest in the project	Private sector	Economy	Unión Industrial Paraguaya (UIP), Unión de Gremios de la Producción (UGP), Asociación de Emprendedores del Paraguay (ASEPY), Cámara de Fitosanitarios y Fertilizantes (CAFYF), Cámara Paraguaya de la Construcción (CAPACO), Federación Paraguaya de Madereros (FEPAMA), Asociación de Transitorios y Operadores Logísticos del Paraguay (ATOLPAR), Cámara Paraguaya de Exportadores (CAPEX), Cámara Nacional de Comercio y Servicios del Paraguay (CNCSP), Asociación Rural del Paraguay (ARP), Asociación de Comerciantes e Industriales de Concepción (ACIC), Cámara de Anunciantes del Paraguay (CAP), Asociación de Restaurantes del Paraguay (ARPY), Centro de Importadores del Paraguay (CIP), Federación de la Producción, la Industria y el Comercio (FEPRINCO), Asociación de Feriantes, Asociación de Ingenieros y Arquitectos de Concepción, Consorcio Regional de Experimentación Agropecuaria (CREA), Asociación de Ingenieros y Arquitectos de Concepción, Consorcio Regional de Experimentación Agropecuaria (CREA).
Interest in the project	Private sector	Communication - Written Media	Ultima Hora, La Nacion, ADN Paraguayo, ABC Color, 5 Días
		Communication - Radios	Radio Monumental, Radio Universo 970AM, Radio Montecarlo, Radio ABC AM, Radio UNO, Radio la Unión, Radio 1000, Radio 1° de Marzo, Radio Ñanduti, Radio Teko Pyahu, RADIO Guyra Campana, Radio Guaraní, Radio Mega Estación, Radio Aquidaban, Radio Ypane, Radio Regional Radio
		Communication - TV	Red Guaraní, Telefuturo, La Tele, GEN, SNT Cerro Corá, C9N, ABC TV, Unicanal
		Communication - Facebook	Concepcion al Dia
Interest in the project	Civil Society Organizations	Environment	WWF Paraguay, A Todo Pulmón, Fundación Moisés Bertoni, Guyra Paraguay, Alter Vida, Centro de Estudios Ambientales y Sociales (CEAMSO), Ambientalistas de Concepción (ACON), Greenpeace, Colegio de Biólogos del Paraguay
Potential[17] Beneficiaries / Potential Affected	Civil Society Organizations/ Indigenous Communities	Indigenous Communities	Organización Nacional de los Pueblos Indígenas (ONPI), Federación de la Autodeterminación de los Pueblos Indígenas (FAPY), Mujeres Indígenas del Paraguay (MIPY), Organización Nacional de Aborígenes Indígenas del Paraguay (ONAI), Organización de Mujeres "Mismo Indígena" (OMMI), Tierraviv, Fundación Natán. *Communities:* Redención, Apyka Jegua, Guyra Ñeengatu Amba, Mberyvo Jaguarymi, Sati - Pai Renda Chiru Poty,

[17] Stakeholders that could be positively or negatively impacted by the project and may have changes in their usual way of life or operation.

			Jeguahaty, Takuarita, Vy'a Renda Boqueron, Takuarendyju, Yvyty Roviro Cerro Poi.
		Social	Coordinadora Nacional de Organizaciones de Mujeres Trabajadoras Rurales e Indígenas (CONAMURI), Organización Campesina "Norte Pyahu", Asociación de Pescadores.
Interest in the project	Civil Society Organizations	Inclusion	Fundación Solidaridad, Fundación Saraki, Inclúyeme, Teletón, DENIDE.
		Sustainability	Global Compact, Sistema B Paraguay, Association of Christian Entrepreneurs of Paraguay (ADEC)
			System B Paraguay
		Social	Paraguayan Volunteer Fire Brigade (CBVP)
		Sustainability	United Nations Population Fund (UNFPA), United Nations Development Programme (UNDP),
		Social	Rotary Club, Food and Agriculture Organization of the United Nations (FAO)
Interest in the project	Academia, educational and research institutions	Education	Universidad Nacional de Asunción, Universidad Nacional de Concepción, Universidad Comunera (UCOM), Universidad San Carlos, Universidad Católica "Nuestra Señora de la Asunción", Universidad del Norte (UNINORTE),
		Education	Centro de Análisis y Difusión de la Economía Paraguaya (CADEP), Instituto de Ciencias Sociales (ICSO).
		Education	ADA and DAI public and private schools.
Interest in the project	Religious institution	Religion	Parishes, chapels and religious movements
Potential Beneficiaries / Potential Affected	Micro territories	Social and Environmental	Colonia Roberto L. Petit, Colonia Col. Mongelós, Pirity Mongelós, Jhugua Zarzo, Laguna Plato, Piquete Cue, Jhugua González, Colonia Primavera, Callejón San Luis, Mbocayaty, Callejón San Ramón, Callejón San Antonio, Curuzu Ñu, Costa Pucu, Paso Ita, Co'ê Porâ y Saladillo, Costa Ferreira
		Social and Environmental	Piquete Cue, Pyrenda Access, stays.
		Social and Environmental	Isla Hermosa (Isla Tuyú), Paso Barreto, Colonia Jorge Sebastián Miranda (Jhugua Ñandu), Estribo del Plata, Puentesiño, Laguna Cristo Rey, Anderi, Islería, Virgen del Camino, Jhugua Guasu, Jhugua Po'i, Santísima Trinidad, Paso Mbutu, Calle 15, Dominguez Nigó, and Ayala Cué.
Potential Beneficiaries / Potential Affected	Private Sector	Economic	Suppliers of inputs, equipment, lumber, services, contractors, etc.

Potential Beneficiaries / Potential Affected	Private Sector	Economic, Social, Environmental	Direct collaborators and service providers.
Potential Beneficiaries / Potential Affected	Private Sector	Economic, Social, Environmental	Zapag Group, Girindus (Shareholders)
Project Decision	Private Sector	Economic, Social, Environmental	Banks
Interest in the project	Private Sector	Social, Environmental	Communication and Monitoring Committee
Interest in the project	Private Sector	Forestry / Timber Purchasing	Sul-Mato-Grossense Association of Producers and Consumers of Planted Forests (REFLORE/MS), Brazilian Tree Industry (IBÁ)

5.1. Stakeholder Categorization

After the classification of the Stakeholders, progress was made with their categorization based on two methodologies; the *Stakeholder Identification Theory through the Power, Legitimacy and Urgency* represented by each one of them (R Mitchell, B Agle and D Wood, 1997) and the mapping of stakeholders based on a *Power-Risk matrix* (Savage, Nix, Whitehead & Blair - 1991). Both methodologies are described below:

5.1.1. Identification of Interested Parties through Power of Attorney, Legitimacy, and Urgency.

This model was developed by Mitchell, Agle and Wood, where they propose a Venn diagram in which the variables power, legitimacy and urgency are related. The variable *Power* means the Stakeholder's capacity to influence the organization. The *Legitimacy variable* refers to the relationship and actions of the Stakeholders with the organization in terms of desirability, ownership or convenience and the *Urgency refers* to the requirements that they pose to the organization in terms of immediate attention.

The combination of these three attributes in different compositions leads to seven types of stakeholders: latent, discretionary, claiming, dominant, dangerous, dependent and definitive. The importance of the stakeholder will increase with the attributes it possesses.

Table N° 5. Description of the 7 types of Stakeholders

TYPES OF STAKEHOLDERS	
Inactive	They possess power, but not demand or a legitimate link with the organization, they are willing to acquire a second attribute to make use of their power.
Discretionary	His relationship with the organization is philanthropic. It does not have power or urgent demands.
Demanding	They have demands, but do not have the power, i.e., sufficient strength or social recognition to have their demands met.
Dominant	Due to the legitimacy and power they have in expressing their interests, expectations and demands, the organization considers them important; however, as they lack urgency, their attention is not usually immediate.
Dangerous	Their relationship with the organization can be coercive, because it can be imposed with the use of power.
Dependent	Lacking power, they depend on other interest groups for their demands to be met.
Definitive / Priority	They have a high impact on the organization's decisions and their demands are the first to be met.

Table N°6. Categorization of Stakeholders according to the number of attributes

Stakeholder Category	Importance	Attributes	Subcategory of Stakeholders
Latent (1 attribute)	Under	Legitimacy	Discretionary
		Power of Attorney	Inactive
		Urgency	Demanding
Expectant (2 attributes)	Moderate	Power and Legitimacy	Dominant
		Legitimacy and Urgency	Dependent
		Power and Urgency	Dangerous
Definitive (3 attributes)	High	Power, Legitimacy and Urgency	Priority

To obtain the results of the categorization of the stakeholders, the power matrix, the urgency matrix and the legitimacy matrix must be drawn up to then form the consolidation matrix where the data are unified. The data are quantitative, but they are the results of the weighting developed by the Paracel team.

Table N°7. Categorization of Paracel's Stakeholders after the application of the model.

Sector	Stakeholder Category	Importance of the Stakeholder	Attributes	Stakeholder Subcategory	Linkage strategy
Control Organism: Public Sector (Ministries, Secretariats, etc.)	Definitive	High	Power, Legitimacy and Urgency	Priority	Collaborate
Project Decision: Public Sector (Ministries, Secretariats, etc.)	Definitive	High	Power, Legitimacy and Urgency	Priority	Collaborate
Project Interest: Public Sector (Ministries, Secretariats, etc.)	Latent	Under	Power of Attorney	Inactive	Keeping Informed
Private Sector (Guilds)	Latent	Under	Power of Attorney	Inactive	Keeping Informed
Private Sector (Media)	Expectant	Moderate	Legitimacy and Urgency	Dependent	Keep Satisfied
Civil Society Organizations (Environment)	Expectant	Moderate	Legitimacy and Urgency	Dependent	Keep Satisfied
Civil Society Organizations (Indigenous Communities)	Definitive	High	Power, Legitimacy and Urgency	Priority	Collaborate
Civil Society Organizations (Inclusion / Sustainability)	Latent	Under	Legitimacy	Discretionary	Keeping Informed
Academia, educational and research institutions	Latent	Under	Power of Attorney	Inactive	Keeping Informed
Religious institution	Latent	Under	Urgency	Demanding	Keeping Informed
Micro territories	Definitive	High	Power, Legitimacy and Urgency	Priority	Collaborate
Suppliers	Expectant	Moderate	Power and Urgency	Dangerous	Keep Satisfied
Collaborators	Definitive	High	Power, Legitimacy and Urgency	Priority	Collaborate
Shareholders (investors)	Definitive	High	Power, Legitimacy and Urgency	Priority	Collaborate
Investors (banks)	Definitive	High	Power, Legitimacy and Urgency	Priority	Collaborate
Communication and Monitoring Committee	Latent	Under	Legitimacy	Discretionary	Keeping Informed
Civil Society Organizations (Forestry Sector - Brazil)	Expectant	Moderate	Power and Legitimacy	Dominant	Keep Satisfied

5.1.2. Power - Risk Matrix

This tool allows us to prioritize the different groups according to the nature and severity of the impacts, and the capacity of these groups to influence project management. This matrix identifies 4 stakeholder categories according to the following table:

Table N° 8. Stakeholder Category

MAGNITUDE		GRADE	INTERPRETATION
POWER	**RISK**		
6-10	1-5	High power / low risk	**Supporting stakeholder**: this is the figure that supports the organization's strategies, so it is the desired type.
6-10	6-10	High power / high risk	**Mixed interest group:** this is the most important, as it offers both a high level of assent and a high level of opposition.
1-5	1-5	Low power / low risk	**Marginal interest group:** it is indifferent to the strategies, i.e., it is neither inclined to hinder their development nor to collaborate.
1-5	6-10	Low power / high risk	**Non-supportive stakeholder:** this has a high potential to threaten the organization and a low potential to support it.

Table N° 9. Power - Risk Matrix

N°	Position	Sector	Risk	Power of Attorney	Type of Stakeholder	Strategy
1	Control Organism	Public sector (Ministries, Secretariats, etc.)	8	7	Mixed	Collaborate
2	Project decision	Public sector (Ministries, Secretariats, etc.)	5	8	Support	Involve
3	Interest in the project	Public sector (Ministries, Secretariats, etc.)	1	7	Support	Involve
4	Interest in the project	Private Sector (Guilds)	1	7	Support	Involve
5	Interest in the project	Private Sector (Media)	6	8	Mixed	Collaborate
6	Interest in the project	Civil Society Organizations (Environment)	6	5	No Support	Communicate
7	Potential Beneficiaries / Potential Affected	Civil Society Organizations (Indigenous Communities)	5	9	Support	Involve
8	Interest in the project	Civil Society Organizations (Inclusion / Sustainability)	1	6	Support	Involve

9	Interest in the project	Academia, educational and research institutions	1	6	Support	Involve
10	Interest in the project	Religious institution	8	5	No Support	Communicate
11	Potential Beneficiaries / Potential Affected	Micro territories	5	9	Support	Involve
12	Potential Beneficiaries / Potential Affected	Suppliers	1	7	Support	Involve
13	Potential Beneficiaries / Potential Affected	Collaborators	1	8	Support	Involve
14	Project decision	Shareholders (investors)	1	10	Support	Involve
15	Project decision	Investors (banks)	1	9	Support	Involve
16	Potential Beneficiaries	Communication and Monitoring Committee	2	6	Support	Involve
17	Interest in the Project	Civil Society Organizations (Forestry Sector - Brazil)	8	8	Mixed	Collaborate

Power and risk levels are based on the following interpretation tables:

Table N° 10. Interpretation of Risk Levels

LEVEL	RISK CRITERION	VALUE
None	The stakeholder presents a high degree of articulation and integration with the company's strategies.	**1 to 2**
Under	The stakeholder has a cooperative disposition, which has a positive impact on the development of the company's economic and sustainability strategies.	**3 to 5**
Medium	The stakeholders involved lack motivation to support and integrate with the company's economic and sustainability strategies.	**6 to 8**
High	The stakeholder has a hostile disposition that has a negative impact on the development of the company's economic and sustainability strategies.	**9 to 10**

Table N° 11. Interpretation of Power levels

LEVEL	POWER CRITERION	VALUE
None	The stakeholder has no real economic, social or political influence to promote the company's economic and sustainability strategies.	**1 to 2**
Under	The stakeholder has a moderate degree of economic, social and political influence that can potentially contribute to the company's economic and sustainability strategies.	**3 to 5**
Medium	The stakeholder has a very relevant degree of economic, social and political influence and is key to shaping the company's economic and sustainability strategy.	**6 to 8**

High	The stakeholder has great economic, social and political influence and mobilization capacity to implement the company's economic and sustainability strategies.	**9 to 10**

The results obtained are monitored by the Communications and Social Sustainability area to update the data (categorization) and the stakeholder engagement strategy.

At this stage of the project, an analysis by stakeholder category was chosen. As the project progresses, individual analyses of each stakeholder will be carried out, as Paracel will have more experience and information about the behavior of the specific stakeholder group.

6. STAKEHOLDER RELATIONS PROGRAM

Paracel S.A. aims to provide clear and relevant information about the project to the general population, focusing on indigenous communities and communities living in the areas of influence of the project, to maintain and ensure constant and timely communication and interaction with them.

To this end, it establishes the pertinent procedures, framed in its **DISSEMINATION AND COMMUNICATION PROGRAM, SOCIAL MONITORING PROGRAM, as** well as in the **PLAN FOR CONNECTING WITH STAKEHOLDERS.**

The same documents establish the parameters for the use of methodologies for consultation with the different social actors, as well as the description of the activities to be developed with them, and the records of these and of the agreements reached.

In addition to the aforementioned documents, Paracel has plans and programs designed and conceived from the perspective of the relationship with the community and other social actors, which are focused on issues related to health, safety, environment, and social issues. The complete description of each plan and program can be found in the reference document indicated in *table N° 11.* The complete list of the programs of the social and environmental management system can be found in the document ***LI/CO/DOC - List of Documents in Force of the Management System.***

Table No. 12. Summary of Programs and Plans for Stakeholder Relations

#	Code	Title	Area	Objectives of plans and programs
SOCIAL				
1	PL/CO/COM	Stakeholder Engagement Plan	SS	-Strengthen the relationship and trust with our different stakeholders. To carry out a transparent, effective and close communication about Paracel's values and purpose. -Ensure the constant flow of information, creating, enabling and feeding the communication channels that allow the effective exchange of information. Contribute to the strengthening of the organizational culture and the pride of belonging to Paracel from the information on achievements and impacts of the organization.
2	PR/SS/QRI	Complaints, Suggestions and Inquiries Management Program	SS	Guarantee attention to complaints, suggestions and inquiries from the population of the project's areas of influence, own and third party workers, indigenous peoples and the general population, establishing permanent communication channels
3	PC/SS/QSC	o Procedure for Complaints, Suggestions and Inquiries	SS	The purpose of this procedure is to describe the system for the effective attention, treatment and closure of complaints, suggestions and inquiries. originated from any person or organization affected by the operations of Paracel S.A.
4	PR/SS/PCS	Prevention and Management of Social Contingencies Program	SS	Prevent and give a prompt response to social contingencies, both in the construction and operational stages of the undertaking in its industrial component, as well as in the installation, operation and maintenance stages of the forestry component of the project.
5	IN/SS/IMP	o Social Impact Measurement Instruction	SS	Establish the reference framework and guidelines for measuring the impact of the social programs implemented by Paracel, in order to: -Generate information focused on the design or reformulation of the implemented programs, in order to improve performance and results.

				Make a final judgment regarding the efficient use of resources and the actual contribution of the program to solving problems. Contributing to knowledge in social and economic sciences.
6	PR/SS/PDP	Local Supplier Development and Promotion Program	SS	Promote the development and growth of the local economy through the promotion of local and national companies as possible suppliers.
7	PR/SS/MSC	Social Management Program	SS	Identify the effects generated from the definition of the design of the work and accesses, seeking to minimize the effects of the ADA population, with emphasis on vulnerable groups.
8	PR/SS/MSO	Social Monitoring Program	SS	Monitor the implementation of the measures and programs established in the PGS through the definition and monitoring of performance indicators, so that inconveniences in meeting the objectives set can be identified in time and allow corrective actions to be taken in a timely manner. This program also contains a subcomponent for monitoring social perception through which it will be possible to have updated information regarding opinions and expectations of the local population on aspects related to the project in its different stages.
9	PR/SS/SSC	Community Health and Safety Program	SS	-Implement an efficient program to promote the care of hygiene, safety and health of the population with emphasis on the prevention of diseases that could be related to the increase in the population of workers. Prevent and mitigate the negative impacts on health and safety that indigenous communities could face as a result of the company's activities.
10	PR/SS/AAE	Internal Management Program for Land Affectation and Risks by External Agents	SS	Prevent conflicts with third parties (owners of properties used as easements) and outline internal protocols to guarantee the safety of Paracel staff.
11	PR/SS/CON	Awareness and Follow-Up Program for Contractors and Workers Regarding Compliance with Regulations	SS	-Accompany and monitor contractors and workers to ensure compliance with national and international regulations. Monitor compliance with good practices of indigenous inclusion in Paracel's value chain.

12	PR/SS/DCO	Dissemination and Communication Program	SS	Provide clear and pertinent information about the project to the general population, with a focus on indigenous communities and resident communities in the project's areas of influence, in order to maintain and guarantee constant and timely communication with them.
13	PR/SS/PCU	Protection and Valorization of Cultural Heritage Program	SS	Ensure the safeguarding and valorization of the assets of Paracel's Area of Direct Influence.
14	PT/SS/HFO	o Fortuitous Findings Protocol	SS	Establish the reference framework and guidelines for the protocol of fortuitous finds of paleontological, archaeological, architectural and/or underwater elements, in Paracel SA's areas of operations in its forestry, industrial and logistical components; in order to: -Ensure a sustainable management of heritage, promoting the enhancement of heritage and culture in the Department of Concepción. Protect the cultural heritage of the area of influence of the Paracel SA Project. Contribute to knowledge in social sciences.
15	PR/SS/RCI	Community Relationship and Social Investment Program	SS	-Encourage local development and promote close ties between the communities and the company. Improve the production and innovation capacity to add value to the income-generating activities of indigenous families.
16	PR/SS/SEV	Road Safety Program	SS	Reduce the probability of the occurrence of road accidents and the impact on the way of life of the communities surrounding the plant and the properties for forest plantations, caused by the increase in traffic.
17	PR/SS/MDO	Development and Linkage with the Local Workforce Program	SS	Promote the generation of local employment through the linking of qualified and unskilled labor from the area of influence of the project and the development of capacities. Promote the labor inclusion of people from indigenous communities in Paracel and the ventures of its value chain.
18	PR/SS/MUJ	Women Empowerment Program	SS	Empowering indigenous women to bridge gender and ethnic inequality gaps.

HEALTH & SAFETY				
19	PL/TH/ACO	Workers Accommodation Plan	TH	The objective of the Worker Accommodation Plan is to ensure the promotion of healthy, safe, and comfortable accommodations without negatively affecting the surrounding communities.
20	PL/TH/INF	Workers Influx Management Plan	TH	The objective of the Worker Influx Management Plan is to provide a clear set of actions for the mitigation, management, monitoring and evaluation of impacts related to the migration generated by Paracel and by the expectations of people in search of opportunities.
21	PT/TH/COV	Covid-19 Prevention Protocol	TH	This protocol seeks to achieve a high level of effectiveness in the prevention, detection and response of suspected or confirmed cases of COVID-19, by presenting information on this disease, control measures and proposals for actions.
22	PL/TH/RED	Post Construction Retrenchment Plan	TH	The objective of the Job Reduction Management Plan is to provide a set of actions to manage the dismissal process in a socially responsible manner and in accordance with international standards and best practices.
23	PR/TH/IGU	Equal Opportunity and Non-discrimination Program	TH	Guarantee the application of binding actions to the policy of Equal Opportunities and Non-Discrimination, of the developing population and direct and indirect execution to Paracel; covering transversely the components that are part of it.
24	PL/TH/EME	Emergency Preparedness and Response Plan	TH	The Emergency Preparedness and Response Plan is an integral part of Paracel S.A.'s Socio-environmental Management System and aims to establish a set of measures and procedures to minimize the probability of occurrence of a threat or emergency, mitigate the impact if the event occurs, recover from the emergency and resume normal operations.
25	MA/TH/SEG	Corporate Security management Manual	TH	Protect the human life. -Orient the actions of the company to mitigate and offer protection against the relative risks to the security that could constitute a threat for the communities, the collaborators, the installations and the capacity to operate, as also for the reputation of the company in its operations in the world-wide field.

				Show that the efficiency of the systems of security and the respect by the human rights are fully compatible. -Reduce the exhibition of the active tangible and intangible. Optimize loss control for those assets whose exposure cannot be reduced. Reestablish the normal operations the fastest possible in cases of emergencies.

NOTE: SS: Social Sustainability and Communications Area; TH: Human Talent Area.

- *Document Coding*

[The code of each document consists of three separate blocks AA / BB / XXX where;

- **AA:** Two letters that identify the type of document (Document Code), according to the following table:

TYPE OF DOCUMENT	CODE
Procedure	PC
Manual	MA
Policy	PO
Registration	RE
Instructions	IN
Code	CO
Target	OB
Plan	PL
Protocol	PT
Letter	CA
Note	NT
Program	PR
Contract	CT
Annexes	AN
Listing	LI

- **BB**: Two letters that are related to the area, according to the following table (Area Code):

AREA	CODE
Environmental Sustainability	SA
Social Sustainability	SS
Human Talent	TH
Occupational Health and Safety	SL
Communication	CM
Information Technology	TI
Forestry	FO
Shopping	CO
Heritage	PA
Wood Supply	SM
Finance	FI
Engineering	-

The area has its own codification.

- **XXX**: Three letters or number or a combination of both, to facilitate the identification of the document.

7. CALENDAR OF ACTIVITIES

The implementation of the actions described in the calendar of activities is based on the following *Key Principles of Effective Participation:*

- Evaluate, whenever necessary, the social and environmental risks and impacts to communities that may be affected by actions or decisions of the company or its allies.

- The approach must be carried out through a relationship of equals, based on the recognition of diversity and in the language spoken by the community.

- Provide meaningful information in a format and language that is easily understandable and tailored to the needs and requirements of the specific stakeholder group.

- Provide timely and clear information prior to any consultation or decision-making activity.

- Respect the traditions, languages, timeframes, and decision-making processes of each community.

- Promote two-way dialogues that provide opportunities for both parties to exchange opinions, information, complaints or suggestions.

- Facilitate the inclusion of women, people with disabilities and other vulnerable and/or minority groups in the dialogue and presentation of opinions.

- Guarantee free dialogue processes.

- Establish clear mechanisms for responding to complaints, suggestions and inquiries.

- Establish feedback processes in program design and inform stakeholders.

- Communications transmitted through indirect or mass channels, such as e-mail, web pages, online publications, radio and television, have the capacity to transfer

information quickly and effectively to different audiences in a consistent manner. However, these should complement and not replace personal (face-to-face) communication.

- Direct communication should be, as far as possible, the most important form of communication, because it stimulates dialogue and an open and trusting environment. This does not prevent Paracel from using mass media to achieve a greater reach in its communications.

- Common sense, good manners, courtesy, respect and tolerance are rules that must be followed in the daily relationship between the company and its stakeholders, either directly or indirectly, since, in either case, there are people who are receiving the message.

- Respect people and their privacy.

- Avoid any type of racial, social, political, religious discrimination or discrimination based on nationality, gender or age.

7.1. Calendar

Paracel has established corresponding calendars for the development of activities with its different stakeholders. Due to the large number of activities and specific actions, they have been described in the Social Programs, including the Indigenous Peoples Plan, in the item *Schedule*, where the deadlines and months of execution to be considered according to the nature of each program are detailed.

Table N°13. Calendar of activities for the year 2021

1. IMPLEMENTATION OF COMMUNICATION PANELS FOR THE POPULATION												
Action	A1. Request authorization from the IDA municipalities for the placement of the panels. A2. Monthly renewal of information.											
Target	Disseminate information to the community about the stages of the projects and social or environmental campaigns promoted by Paracel or its allies.											
Stakeholders	Micro territories											
Media / Tool / Channel	Informative panels, flyers, graphics, etc.											
Responsible Team	Communication and Social Sustainability											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
							A1 A2	A1 A2	A2	A2	A2	A2
2. SUSTAINABILITY REPORTING												
Action	A1. Data collection processes. A2. Drafting and revision of the material. A3. Layout. A4. Publication of the final material.											
Target	Provide information on Paracel's performance and impacts on social, environmental and economic issues.											
Stakeholders	All											
Media / Tool / Channel	Digital Material, Videos, Social Networks, Website, Printed Material											
Responsible Team	Communication and Social Sustainability / All Areas											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
									A1	A1	A2	A3
3. SUPPLIER LINKAGE EVENT												
Action	A1. Organize events to link MSMEs with large companies.											
Target	Encourage the development of local and national suppliers.											
Stakeholders	Suppliers											
Media / Tool / Channel	Event / Social Networks / Local Radios / WhatsApp											
Responsible Team	Communication and Social Sustainability / Procurement											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
							A1		A1			
4. FORESTRY PROJECT												

Action	A1. Development of audiovisual materials to inform and train. A2. Present the Paracel forestry project to producer committees and the community in general. A3. Communication of the different stages of the project.											
Target	Promote the development of local forestry producers.											
Stakeholders	INFONA, INDI, FAO, Producers' Committee, Indigenous Communities, Producers in General, CSO's related to Forestry.											
Media / Tool / Channel	Event / Social Networks / Local Radios / WhatsApp											
Responsible Team	Communication and Social Sustainability / Forestry											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
						A3	A1/A3		A2			

5. SOCIALIZATION OF THE COMPLAINTS, SUGGESTIONS AND INQUIRIES MANAGEMENT PROCEDURE.												
Action	A1. Visit to indigenous communities and micro-territories to present the management channels for complaints, suggestions and consultations. A2. Publication of the available channels in Paracel's social networks. A3. Disseminate the channels for complaints, suggestions and inquiries internally at the entrance of each employee.											
Target	Strengthen bonds of trust with the general population.											
Stakeholders	All											
Media / Tool / Channel	Videos, Social Networks, Web Page, Printed Material, Mailboxes, Hotlines, Intranet, Mailings.											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
		A1 A2	A1 A2	A1			A1 A2	A1 A2			A1 A2	A1 A2

6. CODE OF ETHICS												
Action	A1. Development of an explanatory audio-visual material on the Code of Ethics. A2. Dissemination of video and digital material to external audiences. A3. Dissemination of video and digital material to internal audiences (whenever necessary).											
Target	Visualize the corporate culture.											
Stakeholders	All											
Media / Tool / Channel	Social Networks, Web Page, Digital Material, Intranet											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
							A1	A2				A2

7. REPORTS ON HIRING												
Action	A1. Generate reports on the recruitments made by Paracel and its suppliers, the processes carried out and the linking of applicants with our established communication channels.											
Target	Provide information on Paracel's social management.											
Stakeholders	All											
Media / Tool / Channel	Digital Material, Web Page, E-mail.											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
						A1	A1	A1	A1	A1	A1	A1

8. CORPORATE SEARCH												
Action	A1. Develop graphic pieces for the search of new collaborators. A2. Dissemination in the company's communication channels.											
Target	Talent acquisition.											
Stakeholders	Potential Collaborators.											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic Pieces, Web Page											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
	A1 A2	A1 A2	A1 A2	A1 A2	A1 A2	A1 A2	A1 A2	A1 A2	A1 A2	A1 A2	A1 A2	A1 A2

9. ROAD SAFETY												
Action	A1. Development of educational and informative graphic and audiovisual materials. A2. Dissemination of the materials developed. A3. Communication on the progress of road works and safety measures. A4. Design of road safety signs and posters. A5. Development of road safety induction material for employees. A6. Informative meetings on the progress of road works for the community, suppliers and other stakeholders.											
Target	Mitigate impacts on road safety.											
Stakeholders	ADA and DAI communities.											
Media / Tool / Channel	Social Networks, Web Page, Digital Material, Local Radios, Information Panels, Intranet, WhatsApp, Graphic pieces, Videos.											
Responsible Team	Communication and Social Sustainability / Human Resources / Engineering											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
							A1, A4,A5	A2 A6	A3 A6	A3 A6	A3 A6	A3 A6

10. SUPPORT AND DISSEMINATE CAMPAIGNS OF THE MINISTRY OF PUBLIC HEALTH AND SOCIAL WELFARE.												
Action	A1. Support campaigns of the MSPyBS for COVID, Dengue and other diseases that may occur.											
Target	Promote bonds of trust and a healthier life.											
Stakeholders	All											
Media / Tool / Channel	Social Networks, Web Page, Digital Material, Information Panels, Intranet, WhatsApp, Graphic Pieces, Videos.											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
								A1	A1	A1	A1	A1
11. BLOOD DONATION												
Action	A1. Develop campaigns and initiatives to increase the number of voluntary blood donors internally and externally.											
Target	Contribute to the reduction of preventable deaths due to lack of blood.											
Stakeholders	All											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic pieces, Web Page, Informative Panels, Intranet, videos, Local Radios.											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
								A1				A1
12. SEXUAL AND REPRODUCTIVE HEALTH CAMPAIGNS												
Action	A1. Develop videos and graphic pieces in partnership with the MSPyBS and other national and international organizations for the prevention of sexually transmitted diseases, sexual and productive health, and family planning.											
Target	Promote bonds of trust and a healthier life.											
Stakeholders	All											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic pieces, Web Page, Informative Panels, Intranet, videos, Local Radios.											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
										A1	A1	

13. SEXUAL VIOLENCE AND ABUSE												
Action	A1. Develop videos and graphic pieces to train people on the types of violence against women and girls. A2. Develop videos and graphic pieces to train people on sexual abuse of children and adolescents.											
Target	Promote reproductive health and gender equality.											
Stakeholders	ADA and AID residents											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic pieces, Web Page, Informative Panels, Intranet, videos, Local Radios.											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
									A1	A2	A1	A2
NUTRITION												
Action	A1. Develop videos and graphic pieces to educate people about healthy eating in alliance with specialized institutions such as FAO, among others. A2. Focus on vulnerable populations (children, pregnant women, indigenous communities, people with food intolerances, etc.). A3. Put a greater focus on the prevention of diseases such as: diabetes, hypertension, cholesterol, etc.											
Target	Promote wellness and healthy living.											
Stakeholders	ADA and AID residents (General public).											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic pieces, Web Page, Informative Panels, Intranet, videos, Local Radios.											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
								A1/A2 A3	A1/A2 A3	A1/A2 A3	A1/A2 A3	A1/A2 A3
15. FORESTRY INCEDIOS												
Action	A1. Develop educational materials on forest fire prevention.											
Target	Protect the terrestrial ecosystem.											
Stakeholders	ADA and AID residents (General public).											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic pieces, Web Page, Informative Panels, Intranet, videos, Local Radios.											
Responsible Team	Communication and Social Sustainability / Forestry / Environmental Sustainability.											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
								A1	A1	A1		

16. CULTURAL HERITAGE												
Action	A1. Support cultural centers or museums with the management of their needs (graphic materials, books, technological materials, events, etc.).											
Target	Promote the revaluation and enhancement of Concepción's cultural heritage and identity.											
Stakeholders	Inhabitants of the ADA and the AID. Local Government and National Government (Culture and Heritage).											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic pieces, Web Page, Informative Panels, Intranet, videos, Local Radios.											
Responsible Team	Communication and Social Sustainability											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
												A1

17. PARACEL POLICIES												
Action	A1. Develop educational materials on Paracel's policies (Sustainability, Human Resources, Occupational Health and Safety, etc.). A2. Develop educational materials on standards of conduct for temporary housing.											
Target	Ensure understanding of Paracel's policies and practice.											
Stakeholders	Suppliers and collaborators.											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic pieces, Web Page, Informative Panels, Intranet, videos, Local Radios.											
Responsible Team	Communication and Social Sustainability / Human Resources / Environmental Sustainability.											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
					A1	A1	A1	A1	A1/A2	A1/A2	A1/A2	A1/A2

18. INDIGENOUS PEOPLES												
Action	A1. Develop audiovisual materials for socialization of the project and its progress with indigenous peoples. A2. Develop educational materials on indigenous culture.											
Target	Formal linkage with indigenous communities and respect for the rights of indigenous peoples.											
Stakeholders	Indigenous Peoples.											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic pieces, Web Page, Informative Panels, Intranet, videos, Local Radios.											
Responsible Team	Communication and Social Sustainability.											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
							A1	A1	A1	A1	A1/A2	A1/A2

19. INTERNAL COMMUNICATIONS (INTRANET)												
Action	1.Development of an intranet structure for internal communication (new incorporations, birthdays, calendars, internal news, searches, etc.). 2.Content development and design of graphic pieces.											
Target	Organize internal communication. To foster a sense of permanence on the part of the Paracel team.											
Stakeholders	Collaborators											
Media / Tool / Channel	Intranet, graphic pieces.											
Responsible Team	Communication and Social Sustainability / Human Resources / IT											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
		A1/A2	A2	A2	A2	A2	A2	A2	A2	A2	A2	A2

OCCUPATIONAL HEALTH AND SAFETY												
Action	1.Development of occupational health and safety campaigns (use of PPE, education on signage, road safety, etc.).											
Target	Create a culture of prevention. Reduce the accident rate.											
Stakeholders	Collaborators											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic pieces, Intranet, videos.											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
							A1	A1				

21. EMPLOYEE WELLNESS CAMPAIGNS												
Action	1.Develop axes of personal wellbeing for the year 2021. 2.Design graphic pieces and educational and informative materials related to the established axes.											
Target	Contribute to the well-being of the Paracel team.											
Stakeholders	Collaborators											
Media / Tool / Channel	Social Networks, WhatsApp, Graphic pieces, Intranet, videos.											
Responsible Team	Communication and Social Sustainability / Human Resources											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
							A1	A2	A2	A2	A2	A2

22. MERCHANDISING												
Action	1.Design of corporate merchandising for target audiences. 2. Merchandising production											
Target	Position Paracel's brand and message.											
Stakeholders	All.											
Media / Tool / Channel	Merchandising											
Responsible Team	Communication and Social Sustainability											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
											A1	A2

23. INDUCTION OF NEW EMPLOYEES												
Action	1.Adjust induction material and develop short videos.											
Target	Provide an effective orientation to new employees about Paracel's organizational culture and what is expected of them.											
Stakeholders	Collaborators											
Media / Tool / Channel	Videos, graphic pieces, intranet.											
Responsible Team	Communication and Social Sustainability											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
			A1				A2					

24. PROJECT STAGES AND RELEVANT DATA												
Action	1.Development of institutional videos on the stages of construction, project stages and relevant company data. 2. Develop monthly targeted and open discussions to talk to the general population about Paracel and answer their doubts and queries directly.											
Target	Disseminate information about the project and its stages.											
Stakeholders	All											
Media / Tool / Channel	Videos, graphic pieces, web page, social networks, zoom, teams or other platforms.											
Responsible Team	Communication and Social Sustainability											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
							A1/A2	A1/A2	A1/A2	A1/A2	A1/A2	A1/A2

25. WEBSITE												
Action	1.Updating the information on the website											
Target	Keeping the website up to date											
Stakeholders	All											
Media / Tool / Channel	Web page, graphic pieces, institutional speech.											
Responsible Team	Communication and Social Sustainability											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
		A1	A1	A1	A1	A1	A1	A1	A1	A1	A1	A1

26. INSTITUTIONAL MATERIAL												
Action	Development of institutional material (graphic pieces, content for networks, briefs, institutional speeches, press releases, among others).											
Target	Systematize and organize Paracel's information. Unify the message.											
Stakeholders	All											
Media / Tool / Channel	Not Applicable											
Responsible Team	Communication and Social Sustainability											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
		A1	A1	A1	A1	A1	A1	A1	A1	A1	A1	A1

27. MEDIA TRAINING												
Action	1.Select Paracel's official spokespersons. 2. Train Paracel's spokespersons and technical team.											
Target	To have trained spokespersons who can correctly transmit the information to the general public.											
Stakeholders	Collaborators											
Media / Tool / Channel	Hiring an agency.											
Responsible Team	Communication and Social Sustainability / General Management											
Weather	Jan	Feb	Sea	Apr	May	Jun	Jul	Aug	Set	Oct	Nov	Dec
							A1/ A2	A2				

Reference: The actions of the plan are reviewed on an annual basis to provide continuity to the actions and implement continuous improvement actions.

8. RESOURCES AND RESPONSIBILITIES

Although the Communication and Social Sustainability area leads everything related to the implementation of the Social Programs, as well as the relationship with the different stakeholders of the company, the actions are developed jointly with other areas of the organization, as follows is the basic structure[18] of the area:

8.1. Functions by Position

The following is a summary of the main functions of each position. For more details, please refer to the ***Profile and Position Description Sheets for*** each team member.

[18] Structure planned for the coming months.

Table N° 14. Summary of functions by position

N°	Role	Main Functions
1	Head	To plan and organize the department's work strategy according to the company's strategic objectives, based on international standards and principles adopted by the organization. Verify and evaluate the impact of the company's actions with its different stakeholders and suggest and implement improvements. To design mechanisms to evaluate the impact of social programs. Generate and update the documents of the socio-environmental management system with the support of the different areas of the organization (procedures, records, instructions, reports, etc.). Direct, delegate and control the department's operations. Design and plan the company's communication and social sustainability strategy. Advise in the management of the company's reputation and positioning.
2	Manager	Implement the department's work strategy. Implement and maintain general provisions for communication with the different stakeholders. - Accompany in the design and implementation of mechanisms to evaluate the impact of social programs. -Support the design and control the implementation of the department's document system (procedures, records, instructions, reports, etc.). Overseeing compliance with social programs Ensure that the format and language of communication is easily understandable and adapted to the needs and requirements of the specific stakeholder group. Control the department's operations.
3	Social Coordination	-Organize and manage the area's documentation. Overseeing compliance with social programs. - Efficiently manage all activities related to the Social Sustainability area (internally and externally). Representing the company to the community and other stakeholders. Attending to and assisting the needs of community members.
4	Visual Communication Coordinator	-Manage and verify Paracel's communication channels on a daily basis, responding to queries and/or comments and, if necessary, referring them to the corresponding areas. Develop the Media Plan (social networks, TV, digital, etc.) and monitor compliance, measuring the effectiveness of actions. Develop the designs required by the communication area and other areas of the company. Ensure that the image of the organization is maintained in accordance with the Brand and Corporate Identity Manual and Sustainability principles.

5	Senior Designer	Conceptualize the visual elements based on the company's requirements. -Support in the fulfillment of the communication plan, network plan and media plan. Create graphic pieces, including illustrations, logos, compositions, photographs, animations and others as needed. Create designs that give the visual aspects to the website, intranet, extranet, and other communication tools used by the company. Layout/design reports, magazines, presentations, and other editorial materials required by the Communication and Social Sustainability area and other areas of the company.
6	Social Communicator	Develop materials aimed at educating, informing and positively influencing Paracel's different stakeholders. Writing materials for different media, such as articles, reviews, briefs, newsletters, and other materials required by Paracel. Develop messages and content for social networks and other communication channels adopted by the company. -Manage social networks on a daily basis, managing responses to specific inquiries, and referring inquiries to the appropriate areas.
7	Audiovisual Developer	Coordinates all technical aspects of the broadcast or audiovisual recording. Transferring the contents of social and environmental programs to on-screen images.
8	Field Assistant	Implement social programs and the indigenous peoples' plan in the different communities. - Design and execute surveys and other tools for program implementation evaluation. Collect data from the communities (complaints, queries, expectations, among others). Prepare reports on field work and others at the request of the area management. Provide direct attention to community members. Representing the company to the community and other stakeholders.

8.2. Social Specialists

Paracel foresees the hiring of organizations, consultants and specialists to address specific issues such as work with children, women, people with disabilities, indigenous communities, among others.

Within the framework of Sustainable Development Goal 17 *"Partnerships to Achieve the Goals",* Paracel will also seek to develop strategic alliances with institutions and organizations specialized in different social and environmental issues.

9. COMPLAINT MECHANISM

The Complaints, Suggestions and Consultations Management Program PR / SS / QRI guarantees due attention and response to complaints, suggestions and consultations from own and external workers, indigenous peoples and population of the project's areas of influence and common people, establishing communication channels. The main elements of this program are summarized below. The detailed implementation is set out in the ***PC/SS/QSC Procedure for Complaints, Suggestions and Consultations.***

Table N° 15. Main Elements of the Complaints, Suggestions and Consultations Management Program

Associated population	Proposed Measures	Concrete actions	Indicators	Means of Verification
General Population / Stakeholders (collaborators, suppliers, etc.)	Elaboration and definition of the mechanism for receiving and managing complaints, suggestions and inquiries.	1.1. Develop (have) a procedure for handling complaints, suggestions and inquiries.	Mechanism developed	Complaints, Suggestions and Inquiries Procedure
		1.2. Review and update of the procedure.	Built-in adjustments	Complaints, Suggestions and Inquiries Procedure
		1.3. Socialize the procedure for handling complaints, suggestions and inquiries with all Paracel's stakeholders.	N° of people reached	Training Registration Social Network Records Audiovisual media
		1.4. Follow-up and verification of the functioning of the complaints, suggestions and inquiries management system.	N° of cases attended N° of cases efficiently closed No. of Consultations	Registration of Complaints and Suggestions Record of Communication with Indigenous Communities Stakeholder Communication Register Analysis Record Meeting minutes
General Population / Stakeholders (collaborators, suppliers, etc.)	Establish communication channels to provide the population and employees with answers to their questions and concerns.	2.1. Enable direct means of communication with the population and collaborators (e-mails, telephone numbers, social networks, mailboxes).	N° of Communication Channels	Record of Communication with Indigenous Communities Stakeholder Communication Register
Indigenous Communities		2.2. Enable permanent communication channels with indigenous communities to manage consultations, requests and complaints.	No. of channels enabled	Communication channels
General Population / Stakeholders (collaborators, suppliers, etc.)		2.3. To set up consultation and information offices for the general population.	No. of offices established No. of responses (number of visits)	Photographic records Query records Monthly reports

General Population / Stakeholders (collaborators, suppliers, etc.)	Develop governance structures that help promote ethical conduct within the organization and its interactions with others.	3.1. Development of a Code of Ethics.	Articles written	Code of Ethics
		3.2. Formation of an Ethics Committee.	Committee Members	Member Registration Minutes of meeting or designation
		3.3. Training and dissemination of the Code of Ethics.	N° of people reached No. of signed ethics compliance commitment notes	Training Registration Commitment Note Social Network Registration
		3.4. Monitoring and follow-up of complaints related to the Code of Ethics, received through communication channels (mail, mailboxes, corporate number, etc.).	No. of complaints received and managed	Registration of Complaints, Suggestions
Collaborators /Collaborators of suppliers or contractors	4. Freedom of association and collective bargaining [19]	4.1. Not to discourage or oppose employees from exercising their right to form or join their own organizations to advance or protect their interests or to bargain collectively.	N° of meetings	Minutes of Meeting
		4.2. Not to separate or discriminate against workers who seek to form or join their own organizations and bargain collectively.	N° of meetings	Meeting Minutes
		4.3. Not to impose governance in the case of the constitution of guilds formed by workers of the same profession, trade or specialty.	N° of meetings	Minutes of Administrative Meetings
		4.4. Not to impose governance in the case of workers who represent unions formed by their peers in the same condition and who render services in several companies of the same industrial branch as Paracel.	N° of meetings	Minutes of Administrative Meetings
		4.5. Not to separate or discriminate against workers assigned to the position of delegate of collective and/or union representations.	N° of meetings	Minutes of Administrative Meetings
		4.6. To protect the individual and collective rights of workers in the performance of their duties.	N° of meetings	Minutes of Administrative Meetings

[19] Freedom of association and collective bargaining are further addressed in Paracel's Human Talent Policy (PO/TH/TAH) and Paracel's Code of Ethics.

The Communication and Social Sustainability Department, together with the circumstantial committee, are responsible for the attention, treatment and effective closure of complaints, suggestions and/or consultations.

On the other hand, all local stakeholders, residents of the areas of direct and indirect influence of Paracel, authorities, civil society organizations and suppliers, indigenous communities, as well as employees of Paracel S.A. and its contractors, either personally or through legitimate representatives, may submit complaints, suggestions and / or consultations.

This procedure offers protection against any retaliation or discriminatory action that Paracel S.A. may take against the person or organization that submits a good faith complaint, suggestion and/or inquiry. Its access is free of charge.

All reports where required by the complainant or suggester shall be confidential and the anonymous identity of the complainant or suggester shall be preserved.

Regarding the dissemination of the channels for filing complaints, suggestions and/or consultations, for **Indigenous Communities** it will be done through contact with community leaders via telephone (whatsapp and calls) and through the meetings planned and detailed in the social monitoring program. The dissemination of the channels for submitting complaints, suggestions and/or consultations will take place frequently through Paracel's social networks, website and contact networks.

Table N° 16. Available communication channels

Channels
• The Web Page www.paracel.com.py • E-mail etica@paracel.com.py / info@paracel.com.py. • The number for complaints, suggestions and inquiries: *1177 / +595 982 938 820. • The Mailbox for complaints, suggestions and inquiries, located at Paracel S.A. The complaint, suggestion and inquiry may be made by means of a confidential letter or note.

10. MONITORING AND REPORTING

For the follow-up of actions and the presentation of reports for the evaluation of impacts achieved, PARACEL S.A. considers for each policy, plan and program the corresponding procedures and reports necessary for the constant monitoring of social, environmental, social and economic indicators.

In summary, the table below details the reporting methodology for all cases:

Table N° 17. Summary of Reporting Methodology

ITEM	PERIODICITY	DISPLAY FORMAT
Policies and Plans	Monthly performance reports | *Global Reporting Initiative* (GRI) Annual Report.	Formats established by PARACEL S.A., in addition to those required by the GRI. Available in digital and physical formats.
Programs	Monthly performance reports, in a format established by PARACEL S.A., which includes the measurement of impacts (including records of periodic meetings with the different stakeholders, training records, audiovisual materials developed, agreements, photographic records, among others (all of them reported according to the activity calendar for each program).	Formats established by PARACEL S.A. Available in digital and physical media.

For further details and reference, please refer to **PARACEL S.A.'s Social Programs** documents, which constitute the company's guidelines for all actions carried out with the different stakeholders.

In addition, Paracel has an Impact Measurement Instruction whose objective is presented below:

- Establish the reference framework and guidelines for measuring the impact of the social programs implemented by Paracel, in order to:
- Generate information focused on the design or reformulation of implemented programs, to improve performance and results.
- Make a final judgment as to the efficient use of resources and the program's actual contribution to problem solving.
- Contributing to knowledge in social sciences and economics.

Table N°18. Summary of Evaluation and Monitoring Stages

Moment of the Program	Tool	Objectives	When to use it?
Program planning	Theory of Change	Explains how the activities of a project or program produce a series of results that contribute to achieving the final intended impacts.	From the identification of actions to the finalization of program planning.
	Baseline	This is information referring to the initial values of the indicators of the problem that gave rise to the program, which are constructed during its delimitation. It is an indispensable parameter for assessing the impacts of the intervention because it makes it possible to compare the situations before, during and after its implementation.	Completion of the planning process.
	Annual operating plan	Program activities, goals and outputs on an annualized basis. It is the basis for monitoring.	Two months prior to the start of each year, with a semi-annual adjustment considering monitoring results.
Program execution	Monitoring	Continuously investigate and analyze the degree to which the activities carried out and the results obtained comply with the plan, in order to timely detect eventual deficiencies, obstacles and adjustment needs in the execution.	During the entire program execution.
	Concurrent evaluation	Evaluate in depth, from an institutional perspective and at a given time, the performance of the program at all levels.	During the execution of the program, when there is a need to deepen the knowledge about its performance.
Completion of the program	Evaluation of results	Evaluate the degree of compliance with the specific objectives of the program.	Immediately after the end of program execution. It can also be performed before the end of the program or after a relevant period of execution.
	Impact assessment	Identify and explain how the initial situation was modified based on the original objective of the program.	Sometime after the end of the program execution.

- Source: CIPPEC, based on Pichardo Muñiz (1989).

11. MANAGEMENT FUNCTIONS

To comply with and implement the social, environmental and economic interventions, Paracel is based on the structure presented in point *7.*

External services that may be required shall be governed in accordance with the Terms of Reference (TOR) and contracts for this purpose. The actions will be coordinated according to the corresponding area (social and/or communication, in addition to the Purchasing Management).

12. REFERENCE DOCUMENTS

Social Study of the Industrial Component
Social Study of the Forestry Component
Social Study of the Indigenous Component
Socio-Environmental Management System Documents
ISO 26000
Sustainable Development Goals
IFC Performance Standards

13. RECORDS AND/OR ATTACHMENTS

Registration of Complaints and Suggestions
Complaints, Suggestions and Inquiries Procedure
Training Registration
Social Network Records
Audiovisual media
Record of Communication with Indigenous Communities
Stakeholder Communication Register
Analysis Record
Meeting minutes
Minutes of Assembly
Code of Ethics
Stakeholder Engagement Table
Profile and Job Description Worksheets
Impact Measurement Record

14. STAKEHOLDER LINKAGE TABLE

N°	Date	Type of relationship	Organizer	Stakeholders involved	Location
1	July 3, 2019	Preliminary visits to authorities	Paracel	MADES technical team	In-person
2	Oct 4, 2019	Preliminary visits to authorities	Paracel	Head of Police Department - Concepcion	In-person
3	Nov 13, 2019	Preliminary visits to authorities	Paracel	Head of Concepcion Port	In-person
4	Multiple site visits November 2019-March 2020	Field Visit to Indigenous Communities (Indigenous Report)	Paracel	Mbya Guaraní, Pai Tavyterá and Comunidad de Redención communities (Concepción, Cerro Apu'ua, Cerro Sarambi)	In-person
5	Dec 11, 2019	Preliminary visits to authorities	Paracel	Head of Municipality of Loreto	In-Person
6	Dec 12, 2019	Preliminary visits to authorities	Paracel	Secretary General of Concepcion county	In-Person
7	Dec 13, 2019	Preliminary visits to authorities	Paracel	Head of Communications - Municipality of Concepcion	In-Person
8	Dec 13, 2019	Preliminary visits to authorities	Paracel	Secretary General Municipality of Horqueta	In-Person
9	Dec 13, 2019	Preliminary visits to authorities	Paracel	Head of Municipality of Belen	In-Person
10	Dec 16, 2019	Preliminary visits to authorities	Paracel	MOPC, technical team	In-Person
11	Dec 16-18, 2019	Preliminary visits to local stakeholders	Paracel's social consultant	8 local stakeholders	In-Person
12	Jan 13, 2020	Preliminary visits to local stakeholders	Paracel's social consultant	Head of Communications - Municipality of COncepcion	In-Person
13	Jan 14-15, 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Residents of Piquete Cue	In-person
14	Jan 16, 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Residents of Belen	In-person
15	Jan 17, 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Residents of Horqueta	In-person
16	Jan 20, 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Residents of Loreto	In-person

17	Jan 20-24 and 27-30, 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Residents of Concepcion city, Horqueta, C. San Ramon, C. San Luis, C. San Luis, C. San Antonio, C. Primavera, Costa Pucu, Jhugua Gonzalez, Jhugua Zarzo, Co'ê Porâ, Curuzu Ñu, Laguna Plato, Mbocayaty, Pirity Mongelós, Colonia Col. Mongelós, Paso Itá, Colonia R.L. Petit, Saladillo.	In-person
18	Jan 21-27, 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Residents of Concepcion	In-person
19	Jan 22-24 and 29-30, 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Institutional representatives of Concepcion, Horqueta, Loreto and Belen	In-person
20	Jan 23, 2020	Workshop	Paracel	Local stakeholders (see folder 19.12.7)	In-person
21	Jan 25 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Institutional representatives of Colonia R. L.Petit	In-person
22	Jan 25 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Institutional representatives of Costa Pucu	In-person
23	Feb 6, 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Social and women organizations representatives of Belen	In-person
24	Feb 8, 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Institutional representatives of Loreto	In-person
25	Feb 8, 2020	Field Visit for Poyry ESIA	Paracel's social consultant	Institutional representatives of Horqueta	In-person
26	Feb 11, 2020	Preliminary visits to authorities	Paracel	ANDE technical team	In-Person
27	Feb 12, 2020	Preliminary visits to authorities	Paracel	INDI	In-person
28	Feb 20, 2020	Preliminary visits to authorities	Paracel	Minister of Labor	In-Person
29	Apr 14, 2020	Preliminary coordination meeting	Paracel	ANDE technical team	In-Person
30	May 4, 2020	Preliminary coordination meeting	Paracel	ANDE technical team	Zoom
31	June 22 - July 27, 2020	Information exchange weekly meeting prior ESIA submittal	Paracel	MADES technical team	Zoom
32	July 24, 2020	Field visit for plantations ESIA	Paracel's social consultant	Local health authorities	In-person
33	Aug 13, 2020	Preliminary visits to authorities	Paracel's social consultant	Head - Municipality of Sgto. J. F.Lopez (Puentesiño)	In-person

34	Aug 17, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Loreto: Virgen del Camino, Hugua Po'i	In-person
35	Aug 18, 2020	Preliminary visits to authorities	Paracel's social consultant	Head - Municipality of Paso Barreto	In-person
36	Aug 18, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Loreto: Hugua Po'i	In-person
37	Aug 19, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Loreto: Jhugua Guazú, Cristo Rey Lagoon	In-person
38	Aug 19, 2020	Preliminary visits to authorities	Paracel	Director of SNPP - Concepcion	In-Person
39	Aug 19, 2020	Preliminary visits to authorities	Paracel	Gov authorities - Concepcion	In-Person
40	Aug 20, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Barreto Pass: Hermosa Island Loreto: Cristo Rey Lagoon	In-person
41	Aug 21, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Horqueta: Mbutu Pass	In-person
42	Aug 27, 2020	Coordination meeting	Paracel	Association of industrialists and merchants of Concepcion	Zoom
43	Aug 28, 2020	Visits to stakeholders	Paracel	PIU	Zoom
44	Sep 8, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Sgt. J. F.Lopez (Puentesiño)	In-person
45	Sep 8-9, 2020	2-day Virtual Meeting	Paracel	Potential Suppliers	Zoom
46	Sep 9, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Sgt. J. F.Lopez (Puentesiño)	In-person
47	Sep 11, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Paso Barreto	In-person
48	Sep 12-14, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Loreto: Anderí, Hugua Po'i, Virgen del Camino Barreto Pass	In-person
49	Sep 15, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Horqueta: Paso Mbutu, Estibo de Plata	In-person
50	Sep 16-17, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Arroyito - Horqueta: 15th Street	In-person

				Loreto: Holy Trinity	
51	Sep 17, 2020	Coordination meeting	Paracel	ANDE technical team	Zoom
52	Sep 18, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Paso Barreto	In-person
53	Sep 19-21, 2020	Field visit for plantations ESIA	Paracel's social consultant	Several stakeholders in Paso Barreto: Colonia Jorge Sebastián Miranda Bella Vista: Ayala Cue Horqueta: Domínguez Nigó	In-person
54	Sep 22, 2020	Coordination meeting	Paracel	ANDE technical team	Zoom
55	Sep 25, 2020	Coordination meeting	Paracel	ANDE technical team	Zoom
56	Sep 30, 2020	Virtual Meeting	Paracel	Civil Organizations	Zoom
57	Sep 30, 2020	Virtual Meeting	Paracel	Unions	Zoom
58	Oct 1, 2020	Virtual Meeting	Paracel	Environmental NGOs	Zoom
59	Oct 1, 2020	Virtual Meeting	Paracel	Universities	Zoom
60	Oct 6, 2020	Virtual Meeting	Paracel	Media	Zoom
61	Oct 6, 2020	Virtual Meeting	Paracel	Government Authorities	Zoom
62	Oct 7, 2020	Open Virtual Meeting	Paracel	Nationwide Public	Zoom
63	Oct 8, 2020	Project presentation to local authorities	Paracel	Head of Environmet - Municipality of Horqueta	In-person
64	Oct 8, 2020	Project presentation to local authorities	Paracel	Head - Municipality of Arroyito	In-person
65	Oct 8, 2020	Project presentation to local authorities	Paracel	Secretary General - Municipality Sgt. J. F. Lopez (Puentesiño)	In-person
66	Oct 8, 2020	Project presentation to local authorities	Paracel	Secretary General - Municipality Belén	In-person
67	Oct 9, 2020	Project presentation to local authorities	Paracel	Risk Management Director - Municipality Concepción	In-person
68	Oct 9, 2020	Project presentation to local authorities	Paracel	Head - Municipality of Loreto	In-person
69	Oct 9, 2020	Project presentation to local authorities	Paracel	Secretary General - Municipality San Alfredo	In-person
70	Oct 9, 2020	Project presentation to local authorities	Paracel	Authorities - Municipality of Paso Barreto	In-person

71	Oct 20, 2020	Visits to stakeholders	Paracel	Parish Priest of Puentesiño	In-person
72	Oct 20, 2020	Mill site visit	Paracel	Potential suppliers	In-person
73	Oct 20, 2020	Project Presentation	Paracel	Residents of Arroyito	In-person
74	Oct 20, 2020	Coordination meetings	Nathan Foundation	INDI	
75	Oct 21, 2020	Project Presentation	Paracel	Residents of Paso Barreto	In-person
76	Oct 21, 2020	Project Presentation	Paracel	Residents of Loreto	In-person
77	Oct 22, 2020	Project Presentation	Paracel	Residents of Belén	In-person
78	Oct 22, 2020	Project Presentation	Paracel	Residents of Concepción City	In-person
79	Oct 23, 2020	Project Presentation	Paracel	Residents of Horqueta	In-person
80	Oct 27, 2020	Mill site visit	Paracel	Potential suppliers	In-person
81	Oct 27, 2020	Coordination meetings	Natan Foundation	INDI	
82	Week of November 9, 2020	Field Visit to Concepción	ERM's Paraguay Consultants	Concepción (Laguna Plato, Callejón San Ramón, Universidad Nacional de Concepción, Asociación de Comerciantes de Concepción, Municipalidad de Concepción, Villa Redención, Calaberita, Sawhomayaha IP Community, as well as individuals).	In-person
83	Nov 4, 2020	Field Visit to IP	Nathan Foundation	Heads (Caciques) of Indigenous Communities	In-person
84	Nov 5, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Redencion	In-person
85	Nov 6, 2020	Coordination meetings	Natan Foundation	Local Gov. authorities	
86	Nov 6, 2020	Coordination meetings	Natan Foundation	Local Stakeholders	
87	Nov 10, 2020	Mill site visit	Paracel	Potential suppliers	In-person
88	Nov 10, 2020	Open Virtual Meeting	Paracel	Nationwide Public	Zoom
89	Nov 10, 2020	Visits to stakeholders	Paracel	Dean of the Faculty of Exact Sciences and their Technologies of the UNC	In-person
90	Nov 11, 2020	Visits to stakeholders	Paracel	Vice-dean of the Faculty of Agricultural Sciences of the UNC	In-person
91	Nov 11, 2020	Visits to stakeholders	Paracel	ACIC (Association of industrialists and merchants of Concepcion)	In-person

92	Nov 11, 2020	Coordination meetings	Natan Foundation	Local Gov. authorities	
93	Nov 11, 2020	Coordination meetings	Natan Foundation	County Gov. authorities	
94	Nov 11, 2020	Coordination meetings	Natan Foundation	Local stakeholders	
95	Nov 12, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Takuarita	In-person
96	Nov 24, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Takuarendyju	In-person
97	Nov 24-25, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Vy'a Renda	In-person
98	Nov 24, 2020	Visits to stakeholders	Paracel	FEPAMA	Zoom
99	Nov 26, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Takuarita	In-person
100	Nov 27-28, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Redencion	In-person
101	Nov 27, 2020	Coordination meetings	Nathan Foundation	Local Gov. authorities	
102	Week of Dec 7, 2020	Field Visit to IP in Plantation Areas	ERM's Paraguay Consultants	Two Mbya Guaraní communities and three Pai Tavyterá communities in Vy'a renda, Takuarendyju, Tacuarita and Cerro Akangue.	In-person
103	Dec 8, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Takuarendyju	In-person
104	Dec 8, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Vy'a Renda	In-person
105	Dec 9, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Jeguahaty	In-person
106	Dec 9, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Sati	In-person
107	Dec 9, 2020	Forestry site visit	Paracel	Potential Suppliers	In-person
108	Dec 10, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Cerro Akangue	In-person
109	Dec 10, 2020	Public Consultation	Paracel	Nationwide Public	Zoom and In-person
110	Dec 10-11, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Redencion	In-person
111	Dec 12, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Mberyvo Jaguaraymi	In-person
112	Dec 12-13, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Apyka Jegua	In-person
113	Dec 13, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Sati	In-person

114	Dec 13, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Guyra ñe'engatu amba	In-person
115	Dec 14-15, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Yvyty rovi cerro po'i	In-person
115	Dec 15, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Apyka Jegua	In-person
116	Dec 15, 2020	Coordination meeting	Paracel	DINAC	Zoom
117	Dec 16, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Sati	In-person
118	Dec 16, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Guyra ñe'engatu amba	In-person
119	Dec 17, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Vy'a Renda	In-person
120	Dec 17, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Jeguahaty	In-person
121	Dec 17, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Mberyvo Jaguaraymi	In-person
123	Dec 17, 2020	Forestry site visit	Paracel	BNF	In-person
124	Dec 17, 2020	Visits to authorities	Paracel	IPS	Zoom
125	Dec 18, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Redencion	In-person
126	Dec 18, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Takuarendyju	In-person
127	Dec 18, 2020	Field Visit to IP	Nathan Foundation	Indigenous Community of Takuarita	In-person
128	Dec 21, 2020	Project follow-up monthly meeting	Paracel	Voluntary members of the committee	Zoom
129	Dec 22, 2020	Coordination weekly meeting	Paracel	MTESS	Zoom
130	Dec 30, 2020	Coordination weekly meeting	Paracel	MTESS	Zoom
131	Jan 5, 2021	Visits to authorities		Traffic National Agency	Zoom
132	Jan 7, 2021	Visits to stakeholders	Paracel	ACIC (Association of industrialists and merchants of Concepcion)	Virtual
133	Continuous	WhatsApp Channel	Paracel	Nationwide Public	WhatsApp
134	Continuous	Email	Paracel	Nationwide Public	N/A
135	Continuous	Social Media	Paracel	Nationwide Public	N/A
136	Continuous	Media Appearances	Paracel	Nationwide Public	N/A
137	Jan 7, 2021	General meeting, within the framework of the plan to reactivate employment in the department of Concepción, of the (MTESS). Presentation of the work schedule.	Paracel	MTESS / ACIC / CECON / CIRD / SNPP	ZOOM

138	Jan 8, 2021	Coordination of work: Informative meeting with those admitted to mill operators, leveling courses, training course with SENAI and conference with Indigenous Communities.	Paracel	MTESS / SNPP	ZOOM
139	Jan 18, 2021	Presentation of the Paracel Project and request for an alliance to strengthen health issues in the Department of Concepción	Paracel	MSPyBS	In-person
140	Jan 19, 2021	Current situation of the health system of the Department of Concepción. Coordinate future actions.	Paracel	Director of the Regional Hospital of Concepción and team	In-person
141	Jan 19,2021	Visit to the Indigenous community Rendención	Paracel	Indigenous Community Yield	In-person
142	Jan 19,2021	Meeting with the IPS Representative	Paracel	IPS	In-person
142	Jan 19,2021	Meeting with representatives of the Concepción Business and Industrial Association (ACIC)	Paracel	ACIC	In-person
143	Jan 20, 2021	Meeting with the representatives of the National University of Concepción	Paracel	Faculty of Exact and Technological Sciences. Faculty of Agricultural Sciences Faculty of Economics Rector of the University	In-person
144	Jan 20, 2021	Meeting with representatives of the tourism and culture area of the city of Concepción	Paracel	Secretary of Tourism and Culture of the Municipality of Concepción	In-person
145	Jan 20, 2021	Meeting with the representative of road safety of the city of Concepción	Paracel	Traffic Director of Concepción	In-person
146	Jan 20, 2021	Meeting with representatives of the Association of Architects and Engineers of Concepción	Paracel	Association of Architects and Engineers of Concepción	In-person
147	Jan 27, 2021	Meeting with indigenous leaders of Amambay	Paracel Nathan Foundation	18 members of indigenous communities	In-person
148	Feb 1, 2021	First coordination meeting with representatives of the National Tourism Secretariat (SENATUR)	Paracel	SENATUR	ZOOM
149	Feb 3, 2021	Follow-up meeting with the National Transit Agency	Paracel	SNTSV	ZOOM

150	Feb 3, 2021	Follow-up meeting for the training of mill operators	Paracel	MTESS /SNPP	ZOOM
151	Feb 4, 2021	First coordination meeting with representatives of the Association of Entrepreneurs of Paraguay (ASEPY)	Paracel	ASEPY	ZOOM
152	Feb 9, 2021	First coordination meeting with representatives of the National Secretariat of Culture.	Paracel	CNS	ZOOM
153	Feb 21, 2021	Meeting with the Communication and Monitoring Committee	Paracel	Commitee	ZOOM
154	Feb 22, 2021	Meeting to coordinate actions in the tourism area	Paracel	SNT	In-person
155	Feb 12, 13, 15 and 19, 2021.	Surveys of all family units, participatory rural diagnosis	Nathan Foundation	Takuarita Indigenous Community	In-person
156	Feb 14, 15 and 16, 2021	Surveys of all family units, participatory rural diagnosis	Nathan Foundation	Vy'a Renda and Takuarendyju indigenous communities	In-person
157	Feb 5, 6, 7, 8, 9, 10 and 22, 2021	Surveys of all family units, participatory rural diagnosis	Nathan Foundation	Redención indigenous community	In-person
158	Mar 9, 2021	Meeting to present the Paracel Project to the Board of Directors of the Paraguayan Industrial Union	Paracel	PIU	ZOOM
159	Mar 11,2021	Action coordination meeting with the National Traffic and Road Safety Agency.	Paracel	SNTSV	ZOOM
160	Mar 15,2021	Coordination meeting with Local Suppliers (Forestry Component), for the registration of field workers.	Paracel	Forestry suppliers	ZOOM
161	Mar 15,2021	Follow-up meeting: training of mill operators, courses with the SNPP, course with SENAI, Employment Exchange	Paracel	SNPP/ MTESS	ZOOM
162	Mar 15, 2021	Coordination of work with the National Secretary of Culture (SNC)	Paracel	CNS	ZOOM
163	Mar 16, 2021	Surveys of all family units, participatory rural diagnosis	Nathan Foundation	Jeguahaty Indigenous Community	In-person
164	Mar 16,2021	Surveys of all family units, participatory rural diagnosis	Nathan Foundation	Pai Renda Chiru Poty Indigenous Community (Sati)	In-person
165	Mar 16,2021	Surveys of all family units, participatory rural diagnosis	Nathan Foundation	Apyka Jeguaka Indigenous Community	In-person
166	Mar 17, 2021	Surveys of all family units, participatory rural diagnosis	Nathan Foundation	Mberyvo Indigenous Community	In-person

167	Mar 17,2021	Surveys of all family units, participatory rural diagnosis	Nathan Foundation	Guyra Ñe'engatu Amba	In-person
168	Mar 18,2021	Surveys of all family units, participatory rural diagnosis	Nathan Foundation	Yvyty Rovi Rovi Cerro Poi	In-person
169	Mar 19, 2021	Meeting to coordinate the actions of the multidisciplinary team; Paracel S.A, Ministry of Public Works and Communications (MOPC), National Agency for Traffic and Road Safety (ANTSV).	Paracel	MOPC, ANTSV	ZOOM
170	Mar 22, 2021	Action follow-up meeting Ministry of Labor, Employment and Social Security (MTESS) - Paracel S.A.	Paracel	MTESS /SNPP	ZOOM
171	Continuous	Response to inquiries from different interest groups. More than 500	Paracel	STAKEHOLDERS	N/A
172	Continuous	Social Media	Paracel	Nationwide Public	N/A
173	Mar 23, 2021	Meeting for the presentation and coordination of the Social Survey in cattle properties.	Paracel	Livestock property manager	Zoom
174	Mar 24, 2021	Impact Assessment and aspects related to Indigenous Communities.	Paracel	Social Studies Consultants	In-person
175	Mar 25, 2021	Impact Assessment and aspects related to Indigenous Communities II	Paracel	Social Studies Consultants	Zoom
176	Mar 25, 2021	Meeting with the National Secretariat of Culture (SNC) to review the Fortuitous Finding Protocol to be implemented by Paracel S.A. in its production units (industrial, forestry, port).	Paracel	CNS	Zoom
177	Mar 26, 2021	Coordination meeting between Paracel S.A. and the Social Security Institute (IPS)	Paracel	IPS	Zoom
178	Mar 29, 2021	Follow-up meeting of actions Ministry of Labor, Employment and Social Security (MTESS) - Paracel S.A.	Paracel	MTESS	Zoom
179	Apr 05, 2021	Action follow-up meeting Ministry of Labor, Employment and Social Security (MTESS) - Paracel S.A.	Paracel	MTESS	Zoom
180	Apr 07, 2021	Coordination meeting between the National Secretariat of Tourism (SENATUR) and PARACEL S.A.	Paracel	SENATUR	Zoom
181	Apr 09, 2021	Action coordination meeting between the Instituto Paraguayo del Indígena (INDI) and PARACEL S.A.	Paracel	INDI	Zoom
182	Apr 09, 2021	Follow-up meeting of actions Ministry of Labor, Employment	Paracel	MTESS	Zoom

		and Social Security (MTESS) - Paracel S.A.			
183	Apr 12, 2021	Coordination meeting of actions of the Paracel Team: Infrastructure, Occupational Health and Safety, Environmental Sustainability, Social Sustainability and the Ministry of Public Works and Communications (MOPC).	Paracel	MOPC	Zoom
184	Apr 12, 2021	Coordination meeting between Paracel S.A. and the Ministry of Public Health and Social Welfare (MSPyBS).	Paracel	MSPyBS	Zoom
185	Apr 12, 2021	Action follow-up meeting Ministry of Labor, Employment and Social Security (MTESS) - Paracel S.A. - Meta (Paracel S.A.'s service center)	Paracel	MTESS - META	Zoom
186	Apr 12, 2021	Action follow-up meeting Ministry of Labor, Employment and Social Security (MTESS) - SENAI - Paracel S.A.	Paracel	MTESS - SENAI	Zoom
187	Apr 13, 2021	Action coordination meeting between the Instituto Paraguayo del Indígena (INDI) and PARACEL S.A.	Paracel	INDI	Zoom
188	Apr 16, 2021	Integration Meeting of local companies in Concepción to form a Business Committee for Social Investment.	Paracel	Local companies in Concepción	Zoom
189	Apr 19, 2021	Follow-up meeting of actions Ministry of Labor, Employment and Social Security (MTESS) - Paracel S.A. - SENAI	Paracel	MTESS - SENAI	Zoom
190	Apr 23, 2021	Action follow-up meeting Ministry of Labor, Employment and Social Security (MTESS) - National Service for Professional Promotion (SNPP) - Paracel S.A.	Paracel	MTESS - SNPP	Zoom
191	Apr 26, 2021	Paracel Team action coordination meeting: Infrastructure, Social Sustainability, Human Talent, Ministry of Public Works and Communications (MOPC), National Traffic and Road Safety Agency (ANTSV).	Paracel	MOPC - ANTSV	Zoom
192	May 03, 2021	Follow-up meeting of actions Ministry of Labor, Employment and Social Security (MTESS) - Paracel S.A.	Paracel	MTESS	Zoom
193	May 06, 2021	Meeting with the Department of Culture of the City of Concepción to coordinate joint actions based on the Fortuitous Finding Protocol	Paracel	Department of Culture of the City of Concepción	Zoom

		to be implemented by Paracel S.A. at its operational sites.			
194	May 06, 2021	Follow-up meeting of actions Ministry of Labor, Employment and Social Security (MTESS) - Paracel S.A.	Paracel	MTESS	Zoom
195	May 07, 2021	Meeting with contractors of the Forestry area to present Paracel S.A.'s Programs and Policies.	Paracel	Forestry contractors	Zoom
196	May 11, 2021	Meeting with the Faculty of Dentistry of the Universidad Nacional de Concepción (ODO-UNC), for socialization of Paracel S.A.'s Indigenous Community Relations Program.	Paracel	Faculty of Dentistry, Universidad Nacional de Concepción, Chile	Zoom
197	May 11, 2021	Follow-up meeting of actions Ministry of Labor, Employment and Social Security (MTESS) - Paracel S.A.	Paracel	MTESS	Zoom
198	May 18, 2021	Coordination meeting of actions of the Paracel Team: Infrastructure, Social Sustainability, Heritage, and the Ministry of Public Works and Communications (MOPC).	Paracel	MOPC	Zoom
199	May 18, 2021	Meeting with the National Secretariat of Culture (SNC) for the review and progress in terms of joint actions of the Fortuitous Finding Protocol to be implemented by Paracel S.A. in its operational sites.	Paracel	CNS	Zoom
200	May 20, 2021	Follow-up meeting of actions Ministry of Labor, Employment and Social Security (MTESS) - Paracel S.A.	Paracel	MTESS	Zoom
201	May 24, 2021	Coordination of actions with the 901 System and the Ministry of the Interior.	Paracel	901 System and the Ministry of the Interior	Zoom
202	May 25, 2021	Coordination meeting between Paracel S.A. and the Ministry of Public Health and Social Welfare (MSPyBS).	Paracel	MSPyBS	Zoom
203	May 28, 2021	Meeting with the National Traffic and Road Safety Agency (ANTSV) team to coordinate actions. Trip to Concepción, week of 01.06.21	Paracel	ANTSV	Zoom
204	Jun 01 to 5,2021 Jun 21 to 23,2021	Presentation of the Indigenous Study and of the Indigenous Peoples Plan	Paracel Nathan Foundation	Takuarita, Vy'a Renda, Takuarendyju, Redención, Jeguahaty, Yvyty Rovi Cerro Poi, Apyka Jegua, Sati, Guyra Ñeengatu Amba, Mberyvo.	On-site

205	Jun 03, 2021	Coordination meeting between Paracel S.A. and the Ministry of Public Health and Social Welfare (MSPyBS).	Paracel	MSPyBS	Zoom
206	Jun 03, 2021	Coordination meeting between the National Secretariat of Tourism (SENATUR), the Ministry of Public Health and Social Welfare (MSPyBS), PARACEL S.A. and META (service center).	Paracel	SENATUR - MSPyBS - META	Zoom
207	Jun 07, 2021	Follow-up meeting of actions Ministry of Labor, Employment and Social Security (MTESS) - Paracel S.A.	Paracel	MTESS	Zoom
208	Jun 10, 2021	Coordination meeting of actions Paracel Team: Infrastructure, Social Sustainability, and the Ministry of Public Works and Communications (MOPC).	Paracel	MOPC	Zoom
209	Jun 11, 2021	Coordination meeting with SENAD and PARACEL.	Paracel	SENAD	Zoom

15. FORMAT OF THE RECORDS

PARACEL	REGISTRATION OF COMPLAINTS AND SUGGESTIONS	Date: 03/17/2021
		Version: 01
		SG: Paracel S.A.

Date:		**Time:**		**NO:**	

DATA OF THE INTERESTED PARTY					
First and Last Name				Anonymous	
Organization					
Role	Acting on behalf of		Proprietary Action		
City			Phone		
Address		E-mail address			
Responsible for Care:		Type of care	Telefónica □ Personal □ email □ other: .....□		

Description of the situation	
Action Taken	

CLASSIFICATION			
1st	High Priority □ Medium Priority □	2nd	Complaint □ Suggestion □ Consultation □
3rd	Social □ Environmental □ Ethical □ Of resource use □ Suppliers □ Employment □ Respect for Private and/or Communal Property □ Human Rights □ Others □□		
Obs:	All inquiries will be recorded in the Stakeholder Communication Register.		

PARACEL	TRAINING RECORD	Date: 08/27/2020
		Version: 00
		SG: Paracel S.A.

Topic: _____ **Date:**_____

Content developed: **Time load:** _____**hours**

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_____

_____

Instructor (name and signature):_____

NO.	First and Last Name	Area	Signature

PARACEL	COMMUNICATION RECORD WITH INDIGENOUS COMMUNITIES	Date: 03/17/2021
		Version: 00
		SG: Paracel S.A.

N°	Date	First and last name (Paracel Team)	First and last name (Indigenous Community)	Indigenous Community	Position in the Indigenous Community	Reason for communication	Medium	Action	Remarks

PARACEL	STAKEHOLDER COMMUNICATION LOG	Date: 03/17/2021
		Version: 01
		SG: Paracel S.A.

Reference 1:
Channels: **1.** Mail (info@paracel.com.py) **2.** Ethics Committee Hotline (+595 982 938 820) **3.** Complaints, Suggestions and Queries Hotline (*1177/ + 595 982 127 632) 4. Social Media Hotline (+595 985 224 741) 5. Corporate Line **6.** Mailbox ***7.*** Facebook **8.** Instagram **9.** Linkedin **10.** Twitter **11.** Youtube **12.** Other.

Reference 2:
Actions: I. Immediate response **II.** Referred to Human Resources **III.** Referred to the Human Resources register on the Web **IV.** Referred to the Purchasing area **V.** Referred to the Web Supplier register **VI. Referred** to the Wood Purchasing area **VII. Referred** to the Finance area **VIII. Referred** to the Ethics Committee **IX. Referred to the** Engineering area X**. Referred** to the Communication and Social Sustainability area **XI. Referred to** the Forestry area **XII.** Referred to the Heritage area.

N°	Date	First and last name (Paracel Team)	Name of Person / Name of Organization (Stakeholder)	Reason for contact	Channel used	Contact form	Subject	Shares	Remarks

PARACEL	STAKEHOLDER LINKAGE TABLE	Date: 05/25/2021
		Version: 00
		SG: Paracel S.A.

N°	Date	Type of relationship	Organizer	Stakeholders involved	Location	Comments	File / Data folder

PARACEL	MEETING MINUTES	Date: 08/27/2020
		Version: 00
		SG: Paracel S.A.

Date:	Start time:	End Time:
Reason for meeting:		
Meeting location:		
Main topics discussed		
Pending Issues		
Participants	Name:	Signature:
	Name:	Signature:
	Name:	Signature:
	Name:	Signature:
	Name:	Signature:
	Name:	Signature:
	Name:	Signature:
	Name:	Signature:
	Name:	Signature:

Verified by: _____

PARACEL	PROFILE AND POSITION DESCRIPTION FORM SOCIAL COORDINATOR	Date: 09/02/2021
		Version: 00 /Page 78of 78
		SG: Paracel S.A.

Department:	**Area:**
Position:	**Reports to:**
Supervises:	
Replaced by:	**Replaces:**

1.OBJECTIVE OF THE POSITION

2. DESCRIPTION OF RESPONSIBILITIES AND ATTRIBUTIONS

3. SKILLS REQUIRED

Training	
Experience	
Skills	
Knowledge	**Reference:** (1) Mandatory (determining factor for contracting) (2) Desirable (3) To be developed in-house.

Clarification:
In this document the terminology of the generic masculine was adopted to refer to men and women equally. This is a resource that only seeks to provide uniformity, simplicity and fluidity to the composition and reading of the text. It in no way diminishes Paracel S.A.'s commitment to gender equality.