

1 STAKEHOLDER ENGAGEMENT PLAN

DOCUMENT TITLE		Stakeholder Engagement Plan			
DOCUMENT No.:		GAT-622-17-CA-AM Compliance Performance standard _1			
APPROVAL	REVIEW NO.:	Version	VA	VB	VC
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COMPLIANCE PLAN OF SOCIAL AND ENVIRONMENTAL
PERFORMANCE STANDARDS - PUERTO ANTIOQUIA



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1.9 STAKEHOLDER MANGEMENT PLAN



1.9.1 INTRODUCTION

For being a large-scale project, such as Puerto Antioquia, the first step to guarantee a real participatory process that generates trust and legitimacy towards this is to identify the key social actors. Having a clear picture of the social scheme in which this one is registered is a primary and central exercise that will facilitate the identification and dimensioning of the impacts that the initiative will generate in the community. From an assertive relationship exercise, coherent and timely proposals will be developed aiming to mitigate the identified impacts.

Following this logic, the mapping methodology of key actors (MAC, by its acronym in Spanish) plays a fundamental role thinking about generating participatory dynamics around the Port. Much of the success in the installation of the project in the territory lies in the assertiveness of

the reading of those relationships that are woven around it and in the capacity to generate effective communication channels with the community of direct interaction.

The project licensing process sets an important precedent in the actors mapping exercise, since it is the first phase of approaching interest groups, putting into practice the guidelines for participation that the process itself demands. The definition of the area of influence established during the Environmental Impact Study establishes a framework for preliminary action to deploy proposals and generate communication routes that meet the interests of the actors. The foregoing is complemented by a more recent process associated with the generation of a socio-environmental management system, which has sought to go beyond the constraints and urgencies of national legislation. In order to operate this system, a socio-environmental policy is established that is protected by a series of principles, among which, as was previously demonstrated, participation, responsibility and sustainability stand out. Keeping faithful to these guidelines, the Port has been generating new meeting spaces with interest groups to draw the lines of work that will be adopted during the process, seeking to strengthen the links and communication bridges to carry an inclusive process that derive in a climate of mutual trust and respect towards the parties. This new stage has revealed a clearer picture of the scenario in which the project is installed, providing additional clues as to where the socio-environmental efforts should be directed to mitigate the risks and impacts that could be generated upon arrival of the project to territory.

Is understood, then, that the bet of the mapping exercise is to ensure that during the project implementation and operation stage the expectations and interests of the parties involved at all levels are taken into consideration. In addition, the actors map will be the input that will guide the decision-making and the generation of socio-environmental proposals that embody the interests and channel the capacities and resources of each actor based on the sustainability of the project.

1.9.1.1 Analysis of social actors and planning of their participation

Through social maps, which are structural methodological tools, the aim is to sketch the social reality in a specific area and delineate the web of relationships that occur in that same context. Thus, beyond generating a photograph of the social landscape of the area of influence and a

list of the different actors that converge around the Port, we aspire to understand the connotation that these relationships have, the roles that each actor adopts, the scope of their participation and the levels of power and influence that they may have in front of the project. All this works as a starting point to plan a participation strategy that contributes to increase the levels of interest, commitment and appropriation of the project by the different actors, seeking to facilitate a "social license" that makes this a legitimate process to the eyes of the community.

For the purposes of the present case, any person or organization that has an interest in the project will be recognized as a social actor, either because will benefit from the actions taken from it or because a level of involvement is perceived with its installation in the territory. In general, the key actor must meet one of the following criteria:

- It is part of the communities located in the influence area of the project and represents in a legitimate manner its interests.
- It is exposed to positive or negative impacts related to the project that affect its environment, infrastructure, lifestyle, personal safety, health or livelihoods.
- It is directly related to the objectives of the project.
- It has capabilities, skills, knowledge, infrastructure and resources that may be of interest to the project.
- It has financing mechanisms or donation of resources that may complement the actions of the Port.
- It has the capacity to manage and negotiate with the various actors and / or government levels that allow building consensus and agreements.

Following the above, in the following sections of the document the process through which the mapping of key actors for the present project will be briefly described.

1.4.2 Identification

The identification process must follow several phases to confront in several scenarios the information obtained from the constant relationship with the actors and thus be able to

guarantee the validity of the instrument. Figure 1.1 reveals in broad strokes the sequence that was followed during the gathering of the information, its systematization and subsequent analysis.

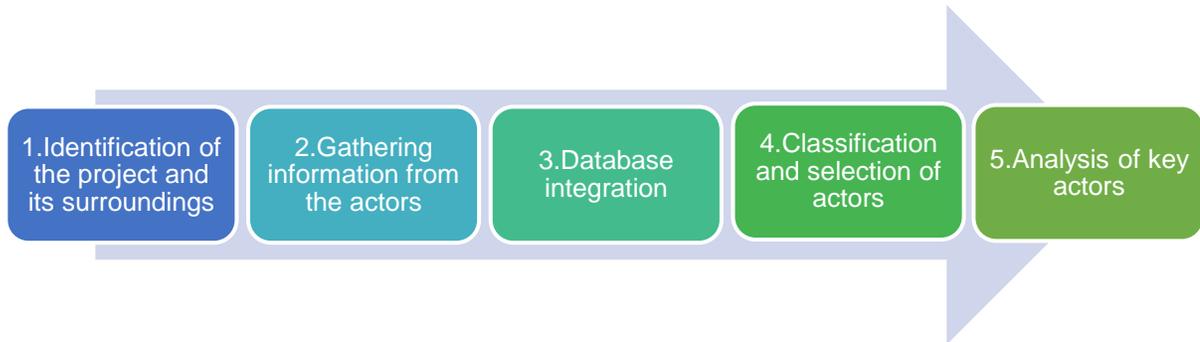


Figure 1.1. Process of identification of actors
Source: Aqua & Terra Consultores Asociados S.A.S, 2018.

1.4.2.1 Identification of the project and its surroundings

In this preliminary phase it is essential to have clarity about the nature of the project to be developed, its objectives and the scenario in which it will deploy its actions, taking into account, of course, the social, economic, political, cultural, demographic and geographical variables that are inherent part of its environment. Bearing this in mind, it is easy to frame the actors and relationships that converge around the Port.

As a starting point to inaugurate a process of key actors identification, it is necessary to go back to the licensing process of the project, during which there was the opportunity to generate preliminary approaches to the areas of influence of the project. In this sense, the characterization processes of both, the environmental impact study prepared by Puerto Bahía Colombia de Urabá S.A. in 2009, as well as the process of modification of the license developed by Aqua & Terra Consultores SAS in 2014, provided exceptional information that allowed defining the area of direct influence of Puerto Antioquia and identifying in a preliminary way part of the actors and / or interest groups of the project. Additionally, the processes of socio-environmental management of the Port have had an impact on a constant relationship with the key actors and, therefore, have become an important input to provide a more accurate picture

of the social, cultural, economic and political composition of the territory and to continuously nurture the actors' matrix. The generation of roundtables and discussions with the community, as well as with the local business community and the authorities, which have taken place in this new stage of the project, have contributed to build not only proposals that give an accurate response to the impacts and risks that the project entails, but also they have contributed the foundations for the elaboration of the policy of socio-environmental management of the Port (See Annex 1.4_Acts and Listings, Photographic Record, Weekly Reports).

From all of the above, it can be inferred that, from the community point of view, the settlement of the Canal, called the Guillermo Henríquez Gallo Urbanization after its relocation, is considered, by virtue of its proximity to the project and the processes it has had to assume because of it, a key epicenter to generate initiatives that contribute to improve the quality of life of its population, which has led to its consolidation as a settlement as a result of displacement processes. In the same way, the studies made locate the Nueva Colonia District as a priority within the process due to its evident proximity and future interaction with the dynamic of construction and operation of the Port. Attending to the productive vocation of the project and understanding that this will become part of a preexisting dynamic, in which the commercial exchange of merchandise in the gulf and the exercise of artisanal fishing coexist, it is essential not to lose sight of the importance played by the relationship with community organizations that associate the population that practices this activity in the area under its different modalities.

On the other hand, and starting from the economic relations that preexist the port in the area, the central role played by the agro-industry sector, which has taken root as a main productive vocation at the regional level, stands out. In virtue of the above, and considering that several companies in the sector have articulated the project in one way or another, this will be a key actor in the entire process. In addition to its economic relevance in the area, the social arm of each of these companies carries solid development processes with the community that will have to be considered, either to articulate these or to generate complementary proposals that allow to continue managing improvements in the quality of life of the communities. Under this logic, we should also consider actors of greater scope, such as the international cooperation agencies that, under joint efforts with these companies, inject social investment resources through the generation of various projects in the region.

Although the private sector of the region is an indisputable ally for the project, so are the public sector entities that are present in the territory. This is the case of the Government of Antioquia and the municipalities and municipal councils of Turbo and Apartadó, as well as environmental authorities that have jurisdiction in the sub-region of Urabá such as Corpourabá and AUNAP. Finally, the project cannot ignore the role played by secondary and higher education institutions, such as the University of Antioquia and SENA, as key actors in the development processes of the region.

With these first inputs it was possible to draw an initial zoning of what would be the social fabric of the project at the different geographical levels, according to its location and spectrum of incidence, as presented below (Figure 1.2). The latter made it possible to measure the scope of the strategies proposed by the project in the socio-environmental issue. It is important to bear in mind that this exercise was of an approximate nature, seeking to objectively profile the subjects of interest of the project.

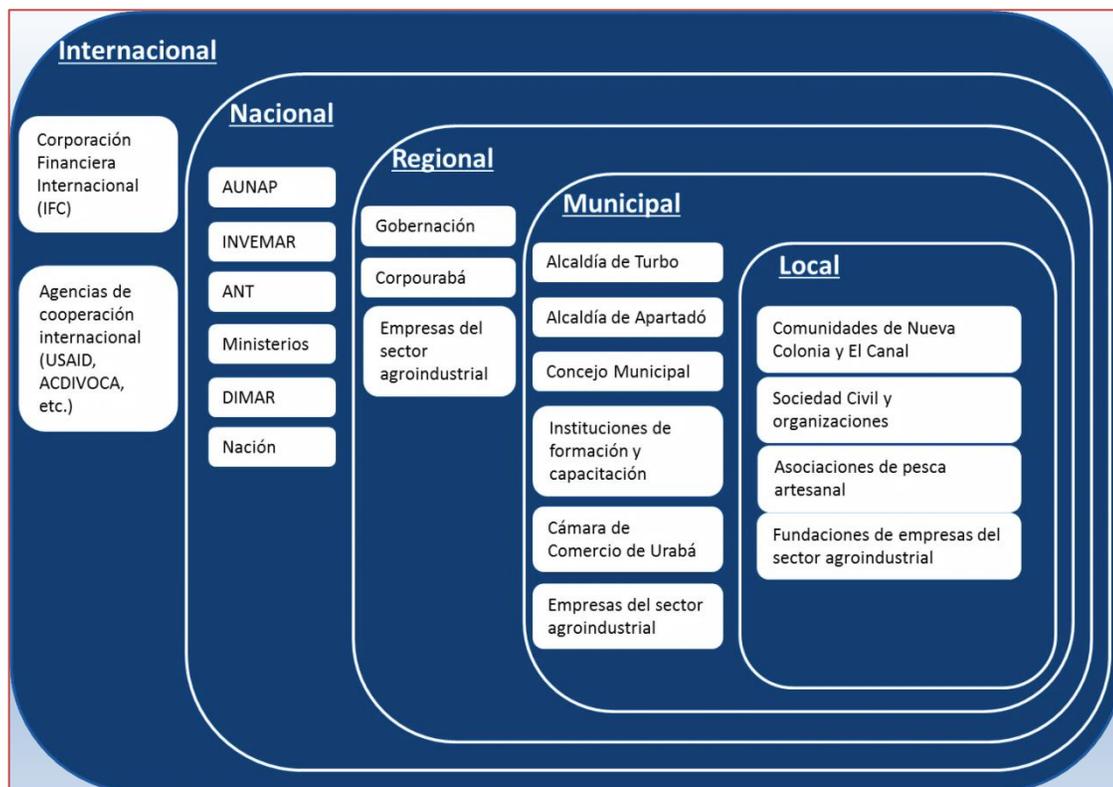


Figure 1.2 Zoning of key actors

Source: Aqua & Terra Consultores Asociados, 2018.

1.4.2.2 Gathering information from actors

Based on the above, a phase of information gathering of the previously identified actors is initiated. For this, the secondary baseline information generated as a result of the project's first licensing experience was used. The foregoing was complemented by the stays in the field derived from the process of modification of the environmental license and the documentary work that was carried out in its framework. Additionally, the call processes for the socialization spaces of the project within the community were an important input, as well as the attendance to events that brought together important companies and entities at a local and regional level. Finally, the workshops, round tables, talks and meetings that have been convened within the framework of socio-environmental management actions have provided clues about the local reality, the tensions and alliances between the actors and their position on the project.

1.4.2.2.1 Database integration

In this way, through periodic and systematic interactions it was possible to sketch a preliminary list of potentially key actors for subsequent project processes. This list was nurtured as the licensing process progressed, as a result of the increasingly frequent interactions with the different actors and with the permanent guidance of the community itself. With this information, an initial information systematization process was initiated, in which the following data about the identified actors were sought: type of actor, level, location, contact person's name, position and e-mail address (Annex 1.4_Database of key actors). Although there are many other actors that could have been taken into account, considering the importance that the project represents at the national level, a selection was made based on criteria that obey the current needs and responsibilities of the project. The subsequent process of selection and classification of actors, as well as their analysis would suppose a stage of purification of this information, as it will be seen later.

1.4.2.2.2 Classification and selection

The experience in the field revealed little by little the typology of actors and the interactions that intertwine between one and the other. As a result, the following categorization was generated:

- Community actors

This group includes all the individual actors, associations or civic organizations that are part of the area of direct influence of the project and that are exposed to negative impacts related to their activity that affect their environment, infrastructure, lifestyle, personal security, health or livelihoods.



Photograph 1.1 Actors of the Puerto Antioquia project

Source: Aqua & Terra Consultores Asociados, 2018.

Guillermo Henríquez Gallo Urbanization: is the population previously settled in the vereda (rural district) of El Canal and which, due to its proximity to the project, had to be relocated to a new territory, and today called Guillermo Henríquez Gallo Urbanization. It is a community made up of three families that are the ones that lead processes and maintain control over the group future: the Family A, the Family B and the Family C. They are, mainly, displaced peasants with agricultural and livestock vocation who, given the conditions of their new context, oriented more their economic activity towards fishing. Being an organizational structure of a family nature, its

organizational and leadership processes are permeated by kinship relationships and decisions tend to polarize.



Photograph 1.2 Community of the GHGU

Source: Aqua & Terra Consultores Asociados, 2018

During the participatory process of resettlement that had the guidance and accompaniment of Fundauniban since 2009, the population ratified its intention to maintain its acquired independence under its figure of path in the face of Nueva Colonia urban area, instead of simply adhering to some neighborhood existing within the District. The foregoing, as a claim of autonomy in the face of a sustained indifference that its inhabitants demand from the town's population, which in the long run has given this community a privileged place of negotiation with the different business actors with interests in the territory to access benefits that alleviate certain deficiencies still present for this population. By virtue of the foregoing, and in order to remain faithful to this interest, the community has reiterated the request that the processes generated between the and the Port should remain independent of others that may be inaugurated with urban population of Nueva Colonia, seeking to protect that sovereignty obtained throughout its process.

This will have to be evaluated within the framework of strategies that are aimed at restoring the living conditions of this population and promoting development within the community. Thus, for

being directly impacted to make the project viable, becomes a key actor during the formulation of work guidelines from the socio-environmental management area.

ASOPESCATUR: The Association of Artisanal Fishermen of the Guillermo Henríquez Gallo Urbanization is made up of 28 men and women of peasant origin who now live in this settlement. It is a young association, with pending processes of organizational strengthening, but with strong leadership. After three years, through Fundauniban, it has managed resources to equip its partners with fishing supplies that allow them to develop their activity, however there are still pending initiatives of structural nature that seek to generate a fund development of artisanal fishing in the community. Until now, the association has depended almost entirely on the projects generated through Fundauniban with its own resources, or else, of international cooperation agencies to obtain the necessary tools and conditions to develop their activity. This relationship of sponsorship that has been established between Uniban and this association has been consolidated as a result of the interaction that is sustained by the common use of the Nueva Colonia Canal and the Urabá Gulf on account of port activity from the marketer that coexists with its artisanal activity.



Photograph 1.3 Association of Artisanal Fishermen of the Guillermo Henríquez Gallo Urbanization

Source: Aqua & Terra Consultores Asociados, 2018

Following the above and presupposing the existence of that same interaction between Puerto Antioquia and this association, the project must adopt measures aimed at guaranteeing the

continuity of the habits and livelihoods of its members. By virtue of this, it will be considered as a key actor in the process.

Families of the Vereda El Canal: Although the Family D and Family F are part of the community that was resettled, it is necessary to take them as independent actors, since their process has been advanced under other parameters. They are the only two houses that remain in the vereda after the relocation process. For this reason, they are configured as actors of special interest for the project. On the other hand, the person A is the only one who lives in his property and his decision to remain in it and move away from the relocation process obeyed to a completely voluntary act. It is important to note that the latter serves as treasurer of the Greater Community Council of Nueva Colonia board and that, therefore, maintains strategic relations with leaders of the urban area and the townships of the district that are also ascribed to this organizational figure.



Photograph 1.4 Families of the Vereda El Canal

Source: Aqua & Terra Consultores Asociados, 2018

APEANCO: The Association of artisanal fishermen of Nueva Colonia has been complying for the last 13 years. Today, it has 102 members that alternate between fishing and agriculture activities, since most of them are displaced peasants who have shaped their livelihood practices by adapting to the conditions of their new context. When carrying out its activity in different fishing grounds located in the Gulf of Urabá, an interaction with the dynamics that the Port will bring is foreseen, which is why it becomes a key actor.

Currently, this organization board is seeking support to develop projects that can be configured, in the future, as productive alternatives for their children, because they have stopped seeing fishing as a sustainable activity in the territory. The foregoing, because they see a reduction in the fish resource of the gulf and perceive that young people will not aspire to engage in that occupation. Unlike ASOPESCATUR, this association has support networks to take forward these proposals of entities of different types, including AUNAP, the Rural Development Agency, attached to the Ministry of Agriculture and Rural Development, the Turbo Agriculture Secretariat and the Ministry of Agriculture and rural development of the department of Antioquia.



Photograph 1.5 APEANCO

Source: Aqua & Terra Consultores Asociados, 2018

Greater Community Council of Black Communities from Nueva Colonia –COMANUCO -: Along with the arrival of the development initiative of Puerto Antioquia to the territory, a new leadership figure has been consolidated in the district, the Greater Community Council of Black Communities from Nueva Colonia, which has openly expressed its aspiration to consolidate itself as the official interlocutor of the community in front of the Port. Despite having formally initiated the procedures for its certification as a Community Council of Black Communities before the Ministry of Interior since 2016, the year in which the extraordinary assembly was held in which the members of its board of directors were ratified, it is only this year , through Resolution 023 of March 20, 2018 that the same authority requests that this organization be registered in the National Registry of Grassroots Organizations and Community Councils of Black, Afro-Colombian, Raizales and Palenqueras Communities (See Annex 1.4_Resolution 023 of March 20, 2018_Comanuco). However, it should not be ignored that when it is

established as an ethnic territorial claim in a context where the population, due to its multicultural nature, has not built clear identity processes regarding the ethnic issue, its consolidation process has not taken place properly in a concerted way within the community, which has generated a process of polarization and has not allowed a definitive step of an organizational model based on the Community Action Boards to the figure of Community Council of Black Communities.

To the latter, the townships leaders of Nueva Colonia district and some members of the urban councils are assigned, without leaving these to operate through the figure of the Community Action Board -JAC-. It is played, then, in two sociopolitical levels, because the JAC continues to function as a management mechanism, while the Community Council has been operating more from the discursive point of view.

The bid for the participation in front of the port, additional to the processes that have accompanied the creation of this new alternative of community organization, has facilitated the generation of tensions between the board members of the Community Council, the current directors of the Communal Action Boards and even with other types of organizations such as the Association of Artisanal Fishermen of Nueva Colonia, because each of these actors demands a deal without intermediaries with the Port. With this clear picture, the project has assumed a neutral stance, with the intention of not reinforcing the existing tensions between one and other.



Photograph 1.6 Sociocultural Activities Community Council of Nueva Colonia

Source: Aqua & Terra Consultores Asociados, 2018

Communal Action Boards of Nueva Colonia urban area: they are civic, social and community organizations of social management, non-profit with legal status and their own assets, integrated by residents of the Nueva Colonia neighborhoods through the electoral exercise of each sector. Through these structures, efforts and resources are combined to ensure the integral development of the neighborhoods of the district. Through this figure it is also possible to identify other leaders within the territory and generate a close dialogue with the community. A contextualized reading of the leadership in the territory allows glimpsing a duality that becomes an advantage for the project, namely, the double condition of many representatives of the boards that are leaders but that, at the same time, are articulated as workers in the agro-industrial sector. Being linked to the farm work system, they have assimilated the management and benefits of the private sector, which is why they are able to measure the potential the Port can represent for the community. For this reason, instead of opposing the project, they become strategic allies.



Photograph 1.7 Communal Action Boards of Nueva Colonia urban area

Source: Aqua & Terra Consultores Asociados, 2018

As previously stated, this organizational figure currently coexists with the leadership of the Community Council board, maintaining a relationship based on the distances, distances that the project has identified through the relationship with the community in general and that have been assumed through a work that recognizes the importance and the role of each actor and from where it seeks to generate initiatives that bring them together around a common goal: the well-being of the community.

Community Council of Puerto Girón: from its earliest stages the project has based its actions on maintaining a constant relationship with communities without exception. By virtue of the above, it has not been oblivious to the presence of actors who, despite not being part of their direct area of influence, cannot be ignored as key agents during the process. This is the case of the Community Council of Puerto Girón, a predominantly fishing town, located northwest of the urban area of Apartadó, upstream on the banks of the León River, with whom the project has sought, in a committed manner, to establish a relationship of closeness through of the social management team.



Photograph 1.8 Community Council of Puerto Girón

Source: Aqua y Terra Consultores Asociados, 2018

Community associations: those are organizations of diverse vocations that have originated from an interest on establishing an economic link with the Port, as is the case of the Textile

Association and the Women, Power, Courage and Success Association, formed by entrepreneur women of the community.

- Economic actors

This group includes the key economic institutions or sectors that currently generate contributions to the project as partners or that could be potential allies, given their economic capacity and position in the territory.



Photograph 1.9 Bananera Farm

Source: Aqua & Terra Consultores Asociados, 2018

Partners: the project stands as a public-private alliance where different political and economic actors of local, regional, national and international scope converge, which serve as guarantors for the execution of the project: Pio SAS, CMA Terminal Holdings, Santa María Group, IDEA, Uniban, Banacol, Banafрут and the Government of Antioquia.



Figure 1.3 Allies of the Project

Source: Aqua & Terra Consultores Asociados, 2018

- Institutional political actors

In this group, the public entities that have jurisdiction in the areas where the Port acts coincide, which are strategic to develop the activities of the project.



Photograph 1.10 Institutional political actors

Source: Aqua & Terra Consultores Asociados, 2018

Government of Antioquia: is part of the society that makes up the Puerto Antioquia project and, as such, is called to contribute to the viability and sustainability of the project.

Turbo town hall: it is the most immediate state instance that covers the Port in its jurisdiction, for which it is an actor that demands a constant relationship and communication. Likewise, it is a potential ally when generating social-environmental programs. Without wanting to act as a State, the project contemplates establishing public-private partnerships with the administration to respond to community priority needs that the institution has not been able to address. This, leveraging in figures such as the ZOMAC (Most Affected Areas by the Armed Conflict), strategies that provides tax benefits to companies that settle in these territories.

Apartadó town hall: it is one of the most important administrative centers of the Urabá sub-region. Both this one and its ascribed entities will be key actors to specify various processes with the community, as it is the case of employability strategies. Also, its importance lies in the proximity it has to the place where the port and its main areas of influence will be located.



Photograph 1.11 Institutions of the region

Source: Aqua & Terra Consultores Asociados, 2018

Nueva Colonia Government House: it is the space through which the municipal administration is present in the rural area and from where the community can access the institutional offer of the Turbo town hall. Particularly the Government House of Nueva Colonia enjoys an acceptance within the community, because those who integrate it are, actually, inhabitants and have built trusting relationships with their fellow citizens. By virtue of the above, it is presented as a partial entity that manages to mediate the discussions and tensions generated among the different community actors. It must be said that during the whole process that the project has taken, this entity has shown willingness to lend its support to the Port personnel.

Army and National Police: Being an area historically affected by the action of groups outside the law, the sustained presence of the national armed forces in the sub-region of Urabá has become necessary. In this case, the seventeenth brigade of the national army, the smallest operational unit, is based in Carepa, a strategic location to guarantee security on the banana axis. Also, the Urabá police department is located outside of this same municipality to provide security service to the public. Both actors have been configured as key actors, considering the relationship they have achieved with the communities, by providing support and accompaniment in various scenarios. In the same way, they occupy a central role in everything related to security and preservation of public order, since the arrival of people from outside the region is expected at the moment the project is installed in the territory.

- Sociocultural Actors

This group includes institutions aimed at generating social development in the community located in the area of influence of the project.

Educational Institutions of Nueva Colonia: the arrival of the Port is understood, in the eyes of the community, as an economic alternative to work in agro-industry, a new option for young people in the district. Bearing in mind that one of the great aspirations of the project is to give priority to the local population regarding employability, special attention must be paid to these institutions, trying to inspire students to continue their studies and become the main drivers of development of their region. For this, the institutions of primary, high and secondary education are the first step. That is why the two educational institutions that operate in Nueva Colonia, that is, the Educational Institution of 29 de Noviembre neighborhood and the Educational

Institution of Nueva Colonia, are emerging as actors that have a significant interest in the project.

Nueva Colonia Public Library: since its creation, the public library has positioned itself as a meeting and training space for adults and young people alike. Nowadays it acts as the House of Culture, because the district does not have one. The project, funded by Fundauniban, has been developed in such a way that today it is part of the national library network. Through this space lectures, trainings, workshops for all types of people and a large number of topics of local relevance are generated to produce positive sociocultural changes in the community.



Photograph 1.12 Library_ Nueva Colonia

Source: Aqua & Terra Consultores Asociados, 2018

Religious groups: From the numerous religious groups that have a presence in the district, the Catholic cult is the one that holds, perhaps, greater prominence. The current parish priest of the church has gained ground in the community as a social leader that channels efforts to develop activities of various kinds. His power of influence and call to the interior of the community makes him an important actor for the project.

Foundations: as this is a scenario where the companies of the agroindustrial sector and their social responsibility policies converge, it is fundamental to generate approaches with actors such as FundaCargoban, Corbanacol, Fundauniban, Rosalba Zapata Foundation, which already have solid processes with the community. The above, seeking not to fall into reprocesses by following a line of work that is far from existing initiatives and would generate minimum impact. On the contrary, it is hoped that through inter-institutional synergies it will be

possible to channel resources and capacities to guarantee a greater impact in the community. Likewise, other actors were identified, such as Fundamilenio, the social arm of the National Trade Union of Workers of the Agricultural Industry - Sintrainagro - and the Mi Sangre Foundation, which have a strong impact on the territory.

International cooperation agencies: these organizations adopt a central role in territories like Nueva Colonia, where a population with high levels of vulnerability converges. Currently, the action of USAID and ACDIVOCA is identified, which performs projects with the community. The foregoing shapes them as actors of interest, with whom it will be important to establish strategic alliances to generate proposals that contribute to solving the community needs. However, no alliance has been established yet with this interest group, thus it will not be taken into account in the actors' assessment process.

- Environmental actors

This group includes the groups that carry out actions and exercise control over environmental matters.

Corpourabá: acts as the highest environmental authority in the sub-region of Urabá and, as such, is called upon to implement national policies, plans and programs in environmental matters under the guidance of the Ministry of Environment.

With CORDUPAZ and E3 help, it led the construction of the 2040 Climate and Peace Plan, which articulates the climate change dimension to the concept of peace, promoting, through actions aimed at protecting the environment, sustainable territorial development for the sub-region of Urabá in a post-conflict scenario. This Plan contemplates the articulation of port development in the region as an opportunity to generate strategies that follow this same line.

Maritime General Management- DIMAR: exercises the function of coordinating maritime operations, which is why it is the main expert on the current funding dynamics that takes place in the Gulf of Urabá and the current restrictions that this entails for the transit of vessels. Under this logic, it is configured as an important ally that will be present in all stages of the project.

AUNAP: its main role is to implement the fisheries and aquaculture policy at the national level. As fishing authority, it responds to research, ordering, administration, control and monitoring of

the resource. In view of the fact that the project aims to accompany the processes gestated within the fishing associations mentioned above, it is logical to involve it as a key actor in all processes that consider the fishery resource, taking into account its role as a driver of strategies that favor the development of the communities that exercise this activity. Currently, it maintains contact with APEANCO to validate the development of a productive project oriented to the activity of maritime aquaculture.

- Academic actors

This group includes the actors that produce academic content of support and interest for the project.

University of Antioquia -UDEA-: It is the most important university training institution at departmental level and has important offices in the municipalities of Apartadó and Turbo. As this is one of the largest sources of academic knowledge generation at the regional level, it becomes an indispensable ally for the Port, especially due to its extensive research experience in issues related to biodiversity, due to the current conditions of fishing practice craft in the Gulf of Urabá and to the business development matter in the sub-region.

- Inter-institutional synergies

This group contemplates collaboration spaces between entities of different order that combine efforts to generate substantial changes in the region.

Sena- Project NEO- Comfenalco Antioquia Compensation Fund: the articulation of these actors is strategic to build a favorable ground to facilitate the access of the local population to the direct or indirect jobs that will be generated with the arrival of the project. This through a union of efforts that will diagnose the labor ecosystem in the region and define actions aimed at strengthening the capabilities and tools that has the community. By virtue of the above, this alliance is essential not only to understand the Urabá labor ecosystem, but also to guide institutions on what the Port's needs are in terms of skills and training.

University Business State Committee - CUEE: The UEE Committee is a collaborative organizational scheme promoted by the University of Antioquia, from where it is sought, through

a synergy of wills and knowledge of entrepreneurs, delegates from universities, unions and the National Government, to formulate agendas of work in science, technology and innovation issues that tend to improve the productivity and competitiveness of Urabá Antioqueño. Being still in the process of formation, it will not be taken into account in the actors assessment phase.

1.4.2.2.3 Social actors' matrix

The above process gives rise to the process of assessing the actors. The analysis was carried out according to different criteria that will facilitate the formulation of the relationship plan, based on the position that each actor has in front of the project. The valuation is given through the following criteria (Table 1.1).

Table 1.1 Criteria for assessing actors

Criterion	Definition	Measure
Role	Position that each actor assumes in front of the project	Cooperating Beneficiary Harmed Opponent
Interest	Can refer to the motivation with which the actors act in front of the project, to a search for objectives through it or to the manifest intention of participating in it.	High Medium Low
Influence	Capacity that the actors have to determine or alter the project.	
Impact	Level of effect on the project.	
Power	Authority or ability of an actor to influence legitimately or not, in the transformation of the project.	

Source: Aqua & Terra Consultores Asociados, 2018

This assessment process allows us to understand the position that the actors assume in relation to the project and the levels at which they can intervene or affect the course of It This exercise is decisive to corroborate that the project has the support of the different actors that

are present in the territory. The level of favorability of the initiative, although it does not condition the execution of the project, is decisive for its sustainability. Based on the above, we proceed to assess the prioritized matrix (Table 1.2).

Table 1.2 Actors valuation matrix

TYPE OF ACTOR	NAME	ROLE				INTEREST			INFLUENCE			IMPACT			POWER		
		Cooperator	Beneficiary	Harmed	Opponent	High	Middle	Low	High	Middle	Low	High	Middle	Low	High	Middle	Low
Community actors	Urb. Guillermo Henríquez G.	X				X				X				X			X
	Asopescatur		X			X				X			X				X
	Sidewalk el Canal			X		X				X			X			X	
	Communal Action Boards	X				X				X			X			X	
	Community Council	X				X				X			X				X
	Apeanco	X				X				X			X			X	
	Community Council of Puerto Girón				X		X				X			X			
Community associations		X			X				X			X					X
Economic actors	Agricultural Santa María	X				X			X			X			X		
	C.I Banacol S.A	X				X			X			X			X		
	C.I Uniban S.A	X				X			X			X			X		
	CMA Terminal Holdings	X				X			X			X			X		
	C.I Banafrut	X				X			X			X			X		
	IDEA	X				X			X			X			X		
	Pio S.A.S	X				X			X			X			X		
Political-institutional actors	Government of Antioquia	X				X			X			X			X		
	Turbo town hall	X				X				X			X			X	
	Apartadó town hall	X				X				X			X				X
	Government House of Nueva Colonia	X					X				X			X			X
Sociocultural Actors	Public Library	X					X				X			X			X

TYPE OF ACTOR	NAME	ROLE				INTEREST			INFLUENCE			IMPACT			POWER		
		Cooperator	Beneficiary	Harmed	Opponent	High	Middle	Low	High	Middle	Low	High	Middle	Low	High	Middle	Low
	Foundations	X				X				X			X				X
	Educative centers	X					X			X			X				X
	Religious groups	X					X			X			X				X
Environmental Actors	Corpourabá	X				X				X			X			X	
	DIMAR	X				X				X			X			X	
	AUNAP	X				X				X			X			X	
Academic actors	University of Antioquia – UDEA-	X				X				X			X			X	
Interinstitutional synergies	Sena-Neo- compensation office	X				X				X		X					X

Source: Aqua y Terra Consultores Asociados, 2018

As seen in the previous table, the actors' assessment shows a result that greatly favors the project, since there is a significant level of acceptance by the actors that are directly or indirectly impacted by it.

1.4.2.3 Relationship plan with communities and interest groups

Returning to the discussion, if participation is established as one of the principles that guide the project strategies, it is essential to generate actions that are aimed to facilitate a two-way dialogue with actors aiming to establish solid, constructive and adequate relationships in order to respond successfully to the socio-environmental commitments of the project. For this, it seems essential to know the capacities and concerns of the key actors to identify meeting points and generate spaces for socialization and consensus among the parties in terms of the project sustainability (Annex 1.4_Plan of actors' participation).

Consequently, the criteria for the implementation of participation mechanisms with the communities of the area of influence were:

-
- Establish spaces of socialization with the different interest groups, in order to maintain a constant flow of information about the studies development.
 - Inform the changes and advances corresponding to the Project development to the community, municipal authorities and community representatives.
 - Understand the diversity of perspectives and contribute to the relationships construction.
 - Provide recognition and feedback spaces.
 - Work with the perspective of expanding and strengthening the networks and relationships between the parties involved, taking into account the complementarities and reciprocities existing at the municipal, sidewalk and sectorial levels.

1.4.2.3.1 Conceptual definitions and approaches

Capacity development is the process by which individuals, organizations and societies obtain, strengthen and maintain the necessary skills to establish and achieve their own development objectives over time. For this process to happen there must be an element of transformation, this means that the development of capabilities must give rise to a transformation that is generated and sustained from within over time, transcends the completion of tasks and refers to the modification of mentality and attitudes.

The Puerto Bahía Colombia project in Urabá-Puerto Antioquia - Bahía Colombia, through the General Management and the Social - Environmental Management, has fostered the development of capacities, generating learning scenarios for individual and organizational changes, through interaction between the different actors and the field of the political system or non-normative institutional framework, to favor autonomous, equitable and participatory development; For example, the actions to achieve the settlement agreements of Puerto Girón and Nueva Colonia.

Capacities do not develop in isolation, but are framed within a broader objective of development. Therefore, it is part of a process of positive change that is constantly evolving. In this sense, this strategy is designed so that the management objectives of the General Management, the Socio-Environmental Management and the objectives of the communities

and strategic allies in the short term can be balanced with the mechanisms and processes that give sustainability to long-term goals

Relationship approach with the Network of Strategic Allies

The development of the Puerto Bahía Colombia project of Urabá-Puerto Antioquia -Bahía Colombia, bases its relationship strategy on a territorial approach, since it is a mechanism to advance in the dimensions: political - institutional, environmental, physical spatial, sociocultural and economic , towards sustainable development. A vision of development with a territorial approach recognizes the complexities of its territories, the existence of a strong interaction and interdependence between the urban and the rural. The territorial approach, in addition, puts an emphasis on the existing and potential economic and social capacities of the territory to promote its development. The potentialities of the territory are diverse and should be encouraged as a whole and in an articulated manner.

The Puerto Bahía Colombia project in Urabá-Puerto Antioquia -Bahía Colombia, through the General Management and the Socio-Environmental Management, emphasizes the existing local capacities, assuming that the institutions and organizations of the Urabá region, in spite of Some socio-political difficulties of the context, have managed to develop capacities that allow socio-economic achievements and coexistence in spite of adverse conditions. Local capacities are understood as the basis of local and community integration which in turn is the basis for the construction of sustainable development.

Likewise, from the General Management and Socio-Environmental Management and in accordance with the policy of the comprehensive socio-environmental management system, where Puerto Bahía Colombia of Urabá-Puerto Antioquia is committed to contributing to sustainable development and integral human development with a focus territorial, fostering port governance, quality of life, well-being and sense of belonging, participatory and action-free approaches are considered essential. Taking into account the social, economic and cultural characteristics of the actors in the territories. The ethnic, gender and corporate social responsibility approaches are recognized in the logic of respecting these particularities and ensuring the effective and inclusive participation of all the stakeholders of the Puerto Bahía Colombia project in Urabá-Puerto Antioquia -Bahía Colombia and the Subregion of Urabá.

Participatory approach: Capacity building has included a participatory process from the territories, with the objective of generating conditions for participation in decisions on how to implement strategies for their own development, supported by the Puerto Bahía Colombia project in Urabá-Puerto Antioquia -Bahía Colombia, the institutions and organizations directly involved. Therefore, the methodology has been and will be built and implemented with the participation of the inhabitants of the territories, especially the interest groups of Puerto Girón, Río Grande and Nueva Colonia.

Approach of Action without Harm, this approach has involved analyzing and recognizing the context and the socio-cultural characteristics of the actors of the territory, in which the integral policy of socio-environmental management is developed and developed. Additionally, it has involved the analysis of the actions from a legal, ethical and political framework, previously and throughout the process, so as not to adversely affect the residents in any way.

Ethnic approach: The Puerto Bahía Colombia project of Urabá-Puerto Antioquia - Bahía Colombia, has taken into account the ethnic groups and the contribution they can make to progress, to the economic and social development of the territory; it has also recognized in them, the historical conditions of injustice and exclusion that they have suffered and other serious affectations that they have suffered due to the complex socio-political conditions that the region had at some point, therefore, the project promotes and guarantees their effective participation, in order to contribute to the full realization of their human and collective rights, within the framework of their own aspirations, interests and worldviews.

Gender focus: The Puerto Bahía Colombia project in Urabá-Puerto Antioquia -Bahía Colombia, in the integrated socio-environmental management system, has incorporated the gender approach, where women can participate actively and in conditions of equality in the scenarios of gender of decisions, including those that manage the services and infrastructure of the community, as well as access to resources, control of them and the impact of development initiatives in their lives. This concept contemplates for the development of women, within its territorial approach:

- Visibility of women, their contributions, needs and development possibilities
- Territorial positioning of women and their organizations

- Permanent guarantee of the participation of women in the Puerto Bahía Colombia project in Urabá-Puerto Antioquia -Bahía Colombia
- Empowerment and individual / collective leadership of women in productive projects, economic, environmental and forestry reactivation.

Corporate Social Responsibility Approach: Within the framework of the Puerto Bahía Colombia project of Urabá-Puerto Antioquia -Bahía Colombia and the integral socio-environmental management system, this approach has been understood as the execution of all those actions that contribute to the improvement of the living conditions of communities and individuals, with a principle of progressivity, they promote the restoration of the fundamental rights of the population of the territory, strengthening and generating new leaderships that allow an effective contribution in spaces of participation for their welfare.

Corporate social responsibility has been proceeding according to the specific needs of the territory and the search for actions and processes that promote the reconstruction of social ties and, therefore, become a reality of sustainable development.

1.9.1.2 Strategic Allied Networks

From the General Management, the Puerto Bahía Colombia project of Urabá-Puerto Antioquia -Bahía Colombia, has been potentiating the territorial vision, the cohesion and the dialogue between the territorial actors for the development of the project. With this network, spaces for dialogue and positioning of the project among strategic actors have been promoted, the vision and territorial cohesion around port dynamics have been potentiated, port governance opportunities have been promoted for the Puerto Bahía Colombia project in Urabá-Puerto Antioquia -Bahía Colombia and has become a platform to develop strategies for capacity building.

In the approach of these different actors, the varied levels in which the relationship and capacity building takes place have been taken into account. The development of capacities includes the strengthening of human skills (technical, thematic and methodological knowledge, reflection and learning) and the capacity of organizational management aimed at the creative and efficient

use of available resources, for the common good. People and organizations that use and cooperate (in alliances and networks) are able to propose and manage changes. We seek that the capacity of incidence in the integral socio-environmental system, be greater with the efforts articulated and with the organizations that cooperate, for example, in the network of strategic allies.

1.4.2.2 Disclosure of information

The dissemination of information is the process by which the Port contributes to the different social actors and / or interest groups to understand the risks, impacts and opportunities that the project brings, which in turn contributes to the construction of good relationships and bonds of trust and cooperation. The most relevant information, for which the port has been implementing different dissemination mechanisms, includes the purpose, nature and scale of the project, the duration of the proposed project activities, the possible risks and impacts on those communities and the relevant mitigation measures that are part of the participation process of the social actors or planned interest groups and complaints mechanism.

Through the spaces that the Port currently has, the information regarding environmental license, environmental management plans and executive report of the environmental impact study is made available.

- Mechanisms for disseminating information
 - Socialization and / or training meetings:

Socialization meetings are spaces generated to provide information regarding general project information and associated activities. This means of dissemination is addressed to all the actors that are recognized within the groups of interest of the project already indicated above. The execution of the socialization meetings is subject to the Environmental Management Plan of the project, which states that these must be carried out before, during and after the construction stage as well as during the operational stage.

The trainings that are proposed by the port within the project are also related to the development of the Environmental Management Plan, associated with the environmental issue

and the functioning of the complaints mechanism. For the latter, it is important to present to the community the purpose and scope of the mechanism and what are the types of claims, mechanisms and response times that are explained in detail later.

The training related to the complaint mechanism will be programmed by the port during the pre-constructive stage through a call addressed to the interest groups, during the training all the details of its operation will be presented and doubts and concerns will be solved.

- Radial broadcast

This mechanism will be used to inform the community about issues such as the opening of the Community Service Office and its location; the location, days and hours of operation of the mobile office that the port proposes to locate in the Nueva Colonia district in the pre-constructive stage. The information will be transmitted through the local station, taking into account suggestions from the community about the most used means of communication.

- Informative billboard

Another of the suggestions that the Port received from the community refers to the news bulletins in which information of interest to the Nueva Colonia district community will be published and that will be located in strategic places that were defined between the port and the community. The places established for the location of the news bulletin boards are the places frequented by the community, such as the information bulletin board located in the library, The Government house and the Communal hut in the San Joaquín neighborhood. Subsequently other spaces will be used whose location is projected, such as the Association of Fishermen of Nueva Colonia Office -APEANCO and the office of the Community Council of Nueva Colonia Black Communities.

- Social networks

During the first approaches made by the port with the community, the latter requested the possibility of creating a Whatsapp group in which the different presidents of the Communal Action Boards could communicate with the Port, this mechanism was created by the community, and professionals from the port's social management department and the project manager were included, the information circulating in the group is related to calls for meetings

and information that the community wants to transmit to the Port. This mechanism has generated confidence in the community - project relationship and a very relevant appropriation by the community taking into account that it is a mechanism that was raised and built by the same actors.

- Quarterly report brochure

The quarterly report brochure is a didactic material in which the community will be informed about the activities carried out during the quarter, the brochure will be published on the website and will be ready for circulation at strategic points such as the library and government house.

- Work tables

The work tables are a mechanism with which the Port seeks direct interaction with key actors to meet the expectations of the community regarding the operation of the port and propose programs and alternatives aimed at the benefit of the community that can be managed before the different competent entities.

- Attention to the community Office - OAC.

During the pre-construction phase there is a permanent Community Service Office located in Apartadó, which is the nucleated center closest to Nueva Colonia. In addition, there is a mobile office that operates two days a week and is located in the Nueva Colonia Library. For the constructive and operative stage there will be a permanent office located in Nueva Colonia.



Photograph 1.13 Community Service Office in operation

Source: Aqua & Terra Consultores Asociados S.A.S, 2018.

- Nueva Colonia Library Mailbox

In the District library, a mailbox will be installed to receive complaints during the days when there is no attention from the mobile office.

- Puerto Antioquia official website

The Port website <http://www.puertoantioquia.com.co> is also enabled to receive claims through the Socio-environmental tab located in the upper right of the window. In addition to serving as a mechanism for receiving complaints, the website is also used by the Port to disseminate the main news related to the project and that are of general interest.



Figure 1.4 Website Puerto Antioquia

Source: Puerto Antioquia, 2018

- Weekly technical reports

The technical progress reports will be the mechanism through which the project partners will be informed about the activities that are being carried out from the environmental and social management system of Puerto Antioquia.

- External communications and complaint mechanisms

Once the information process that is vitally important to keep communities aware of the project development is completed, it is necessary to have an adequate and sufficient communication mechanism to guarantee the participation of all the interested parties, and generate a permanent dialogue to prevent and address community concerns, reduce and address any unforeseen impact and promote the joint construction of management measures that contribute to the generation of positive social changes.

Objective: To manage the claims that the community may present, in a timely, confidential and objective manner, in order to guarantee a favorable coexistence between the Port and the community, based on a transparent and accessible dialogue that enables constant improvement.

Scope: The procedure begins with the receipt of the PQRSR (requests, claims, complaints, suggestions, and recognition) and ends with an adequate attention and comprehensive solution to the petition, complaint or claim and the correct processing of the suggestion or recognition, applies to the entire community in general.

- Claims mechanism for affected communities

The complaint mechanism designed by the Port is a reliable method to express and resolve concerns related to the project, offering a clear procedure structure for the community and allowing the Port to identify more systematically emerging issues and trends, facilitating corrective actions and a preventive commitment.

The criteria that the Port considered for the design of the present complaint mechanism are the following:

Involving the community: The community played a fundamental role in the design of the complaint and information mechanisms, it was important that those should be clear enough and manageable so that they can be properly appropriated as a tool. Within the process, the Port consults on what these spaces for information disclosure, receipt of claims and clarity of

procedure should be. The disclosure and information mechanisms customarily used by the community were taken into account in the process.

Ensure accessibility: The access that the communities of interest have to the complaint mechanism largely defines their participation, for this reason the Port proposes that there be various channels through which these can be implemented (website, Attention to the Community Office -OAC, Library Mailbox).

Maintain a wide range of topics: The port guarantees that the mechanism will be open to receive all requests, complaints, suggestions and acknowledgments, even when these seem not directly related to the project. In the event that the claim is not directly related to the project or is not within its scope, it will be forwarded to the corresponding entity and this action will be notified to the claimant.

Variety of claims resolution approaches: Depending on the nature and complexity of the claim matter, different actions will be implemented, which optimizes the response times and the assertiveness of this one.

Stages of the complaint mechanism

Figure 1.4 shows the stages that the complaint mechanism established for the project in the stage prior to its construction, during the construction and operation of it should follow. It is noteworthy that taking into account the processes of continuous improvement, this mechanism can be adjusted according to the identified needs.

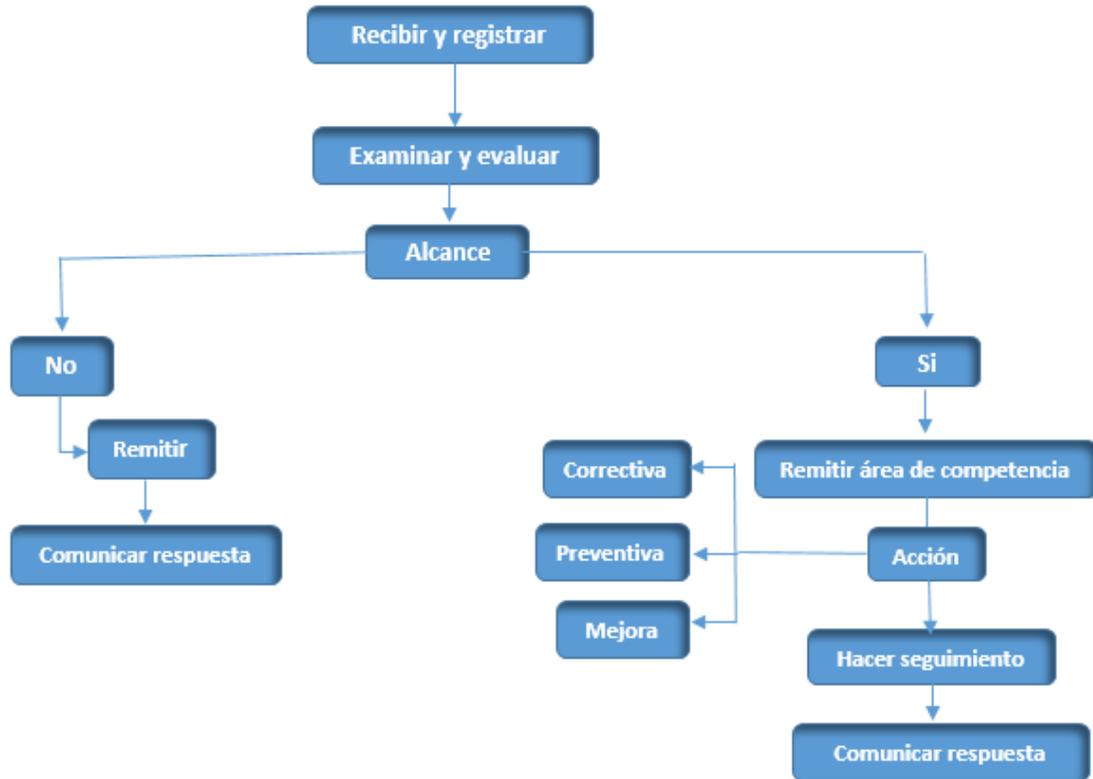


Figure 1.4 Stages of the complaint mechanism

Source: Aqua & Terra Consultores Asociados S.A.S, 2017

Registration of claims or PQRSR (requests, claims, complaints, suggestions, and recognition)

In order to guarantee the right to constitutionally have any person to submit claims in a respectful manner for reasons of general or particular interest and to obtain a prompt response, it is considered pertinent to define the concepts of interest that help guide the claim according to what it is required to present before the Port.

Request: It is that right that every person has to submit to any entity and / or company a request or claim of general or particular interest. The requests can be requests for information or consultation on various topics.

Complaint: Refers to any verbal expression, written or through electronic or magnetic means in which an unconformity, displeasure or dissatisfaction is presented by certain situation or action by the Port or any of its employees.

Suggestion: Refers to verbal expression, written or through electronic means with the aim of enabling the improvement of participatory processes, the same complaint registration system or any issue inherent to social and environmental management that relate to the Port and the different interest groups.

Recognition: It refers to the expression of gratitude or satisfaction that is made to the Port for any situation generated or action taken.

As indicated in Figure 1.4, the claim process system begins with the reception and registration of the submitted PQRS, through any of the designated means for this that are, the Community Service Office, The official website of the project, New Colonia Library mailbox that were described in the previous section.

Then in Figure 1.5, the form for receiving complaints or PQRSR (Requests, Complaints, Suggestions, Recognition) is presented.

		Formulario Petición, Queja, Reclamo, Sugerencia o Reconocimiento			
		PUERTO ANTIOQUIA URABÁ			
FECHA:	19	4	2017		N°
DATOS DEL SOLICITANTE NOMBRE: _____ DIRECCION: _____ CORREO ELECTRÓNICO: _____ TELEFONO: _____ ORIGEN DEL ASUNTO: Petición <input type="checkbox"/> Queja <input type="checkbox"/> Reclamo <input type="checkbox"/> Sugerencia <input type="checkbox"/> Reconocimiento <input type="checkbox"/> Otro <input type="checkbox"/> Cuál: _____					
DESCRIPCIÓN DEL ASUNTO: _____ _____ _____ _____ _____					
ADJUNTA DOCUMENTO SI <input type="checkbox"/> NO <input type="checkbox"/> Cuáles: _____					
TRATAMIENTO DEL ASUNTO					
NOMBRE DEL SOLICITANTE			FIRMA		
CC:					
RESULTADO DEL TRATAMIENTO	FECHA RESOLUCION		ATENDIDO POR		
			NOMBRE:		
			CARGO:		
			FIRMA:		

		Formulario Petición, Queja, Reclamo, Sugerencia o Reconocimiento					
		PUERTO ANTIOQUIA URABÁ					
FECHA:	19	4	2017			N°	
DATOS DEL SOLICITANTE NOMBRE: _____ DIRECCION: _____ CORREO ELECTRÓNICO: _____ TELEFONO: _____							
ORIGEN DEL ASUNTO: Petición <input type="checkbox"/> Queja <input type="checkbox"/> Reclamo <input type="checkbox"/> Sugerencia <input type="checkbox"/> Reconocimiento <input type="checkbox"/> Otro <input type="checkbox"/> Cuál: _____							
DESCRIPCIÓN DEL ASUNTO: _____ _____ _____ _____ _____							
ADJUNTA DOCUMENTO SI <input type="checkbox"/> NO <input type="checkbox"/> Cuáles: _____							
TRATAMIENTO DEL ASUNTO _____ _____							
NOMBRE DEL SOLICITANTE				FIRMA			
CC:				ATENDIDO POR			
RESULTADO DEL TRATAMIENTO		FECHA RESOLUCION		NOMBRE:		CARGO:	
_____		_____		_____		FIRMA:	
_____		_____		_____		_____	

Figure 1.5 Claim reception form or PQRSR

Source: Aqua & Terra Consultores Asociados S.A.S, 2017.

After the reception and registration, it is examined and evaluated if the claim presented is of the port reach or another company or entity, for which two different processes are followed.

Scope of the claim: If the claim presented is not within the scope or responsibility of the Port, it is forwarded to the corresponding company or entity, and the claimant is notified about this procedure or response so the claimant can follow up.

In the event that the claim is within the scope of the Port, it will be sent to the competent area to respond to it, that is, even if the claims are received from the socio-environmental management department, it may be sent to another Port department that is more suitable to answer

Type of action definition: Subsequently, the department indicated to answer to the claim will evaluate what type of action is required for its resolution in a satisfactory manner, within the following options:

- Corrective actions: Those that are aimed at modifying the cause of the problem to prevent these problems or nonconformities continue to occur.
- Preventive actions: These actions anticipate the cause of the problems and are based on an identification of the risks to prevent their appearance.
- Improvement actions: Action taken to improve the current conditions of a certain situation or current process.

The choice of any of these options not only aims to provide a response to the claim but is aimed at eliminating the real and potential causes and problems to prevent recurrence and strengthen the management system.

Follow-up: Throughout the process of claiming there must be a follow up, reviewing or taking into account the relevance of the action that will be taken to answer it, the times and finally the verification of its closure. To do this, a database will be implemented that contains more precise data about the claim and the process and its status until the closing. Next, in Table 1.3, the tracking format to be used is shown.

Table 1.3 PQRS information

COMPLAINT IDENTIFICATION NUMBER	()
1. Information of the person filing the claim	
1.1 Name / anonymous	
1.2 Age	
1.3 Sex	
1.4 Phone	
1.5 Email	
1.6 Address	
2. Details of the claim	
2.1 When did It happen?	
2.2 Where did It happen?	
2.3 How did it happen and who was involved	
2.4 Expectation of the person who presented the claim	
2.5 Date of registration of the complaint	
2.6 Place / way for which the complaint was received	
3. Scope and acceptance of the claim (yes / no)	
3.1 Claim not accepted	

COMPLAINT IDENTIFICATION NUMBER	()
3.1.1 Procedure Followed (referral)	
3.1.2 The claimant was notified (yes / no)	
3.1.3 Notification path	
3.1.4 Closing date	
3.2 Claim accepted	
3.2.1 Type of claim	
	Petition <input type="checkbox"/>
	Complain <input type="checkbox"/>
	Claim <input type="checkbox"/>
	Suggestion <input type="checkbox"/>
	Recognition <input type="checkbox"/>
3.2.2 Documentary evidence (photographs)	
3.2.3 Implemented Action	Corrective <input type="checkbox"/>
	Preventive <input type="checkbox"/>
	Improvement <input type="checkbox"/>
3.2.4 The claimant was notified (yes / no)	
3.2.5 Notification path	
3.2.6 Satisfaction of the response by the claimant (yes / no)	

COMPLAINT IDENTIFICATION NUMBER	()
3.2.7 Photographs and closing documentary evidence	
3.2.8 Invested resources	
3.2.9 Closing date	
3.2.10 Number of days from the complaint to the closing	
4. Preventive measures to avoid the occurrence of similar claims	
4.1 Suggested preventive measures	

Source: Modified by Aqua & Terra Consultores Asociados S.A.S, with information from IFC 2015.

Response time PQRSR: The response time established to resolve any PQRSR is fifteen (15) business days from its formal reception. In cases where the response of the PQRSR requires a thorough evaluation or consultation, the Port will submit to the claimant before the deadline stated above a partial response in which it reports the status of the claim, however the deadline to offer a definitive answer will not exceed thirty (30) business days.

In addition to the strategies proposed for the dissemination of information and external communications or grievance mechanisms, strategies have been generated that stimulate social control on the part of the community and accountability on the part of the port.

Social Control and Accountability Capabilities:

The Puerto Bahía Colombia Project understands that in socio-cultural contexts, where confidence among citizens and institutions has been weakened by multiple causes and historical tensions, it is fundamental to promote and guarantee citizen participation, social control and public accounting redistribution. , as a mechanism to strengthen port governance

by democratizing information and seeking to make information public and transparent. Social control, citizen oversight enrich the task of the project and strengthen the confidence of the inhabitants of the territories, strengthening the relationships between the actors and strategic allies of the region, which are necessary to advance in the construction of the Socio-Environmental Management System.

Therefore, the Puerto Bahía Colombia project of Urabá-Puerto Antioquia -Bahía Colombia, has established working groups, not only for the participatory planning of local development, but also for the follow-up and monitoring of all the processes that are of a public nature. , as a mechanism for the generation of skills and competencies, for oversight and social control, which will continue to be strengthened throughout the implementation of the project. These scenarios for the generation of skills and abilities are directed so that the villagers have the tools, knowledge and skills to exercise their right to participation through Social Control and oversight, as well as developing public value creation capabilities in the Puerto Bahía Colombia project of Urabá-Puerto Antioquia - Bahía Colombia.

The capacities that are being developed for Social Control have been grouped into four categories as can be seen in the

Table 1.4 Capacities for social control and accountability

Capacidades para el Control Social y Rendición de Cuentas	
ID	It is the specific need that will be subject to social control and accountability and the people, group of people, organizations that intend to control and oversee the Puerto Bahía Colombia project of Urabá-Puerto Antioquia -Bahía Colombia.
Sensitization	It is the space to promote reflection, civility, the sense of belonging, the sense of the public, citizen participation, through port culture processes.
Foundation	It allows contextualizing the actions of social control, citizen oversight, and complaints, claims and suggestions
Focus	It is aimed at developing skills for citizen control and oversight of projects prioritized by the community.

Source: Puerto Bahía Colombia de Urabá-Puerto Antioquia, 2018.

From the General Management and the Environmental Social Management, mechanisms of social control, oversight and accountability will be permanently promoted.

In addition to public monitoring spaces, as a strategy to control the correct execution of the resources that will be executed through plans, projects or programs prioritized by the community, in the different agreements of concertation in which the community has actively participated. , applying the principles of citizen participation, social control as a citizen's right and duty, accountability of processes and co-responsibility in the proper development of investments.

Note: The monitoring plan of this Participation Plan can be consulted in chapter 1.6_ Plans and Programs