

**Stakeholder Engagement Report**  
**Aerial Fibre Optic Infrastructure for Low-cost Broadband Internet**  
**Connectivity in Phoenix, KwaMashu and Inanda**

by

**Ilitha Telecommunications (Pty) Ltd**

**Date: 29 January 2021**



**NS Environmental**  
Environmental Consultancy

Cell: 083 648 2967

Fax: 086 537 9397

[info@nsenvironmental.co.za](mailto:info@nsenvironmental.co.za)

<http://www.nsenvironmental.co.za>

PO Box 65065, Reservoir Hills, Durban, 4090

Block 6, Kingfisher Office Park 2, Mount Edgecombe, 4301

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## 1. Introduction

South Africa is currently experiencing a major uptrend in household fixed-broadband-connectivity. Fixed-broadband-connectivity offers consumers uncapped and uninterrupted access to the internet.

Fixed broadband infrastructure is expensive to deploy, thus infrastructure owners have (to date) dedicated investments to the more affluent areas. This has led to underinvestment in fixed broadband infrastructure in lower-income and rural areas, resulting in an accentuation in digital inequality. Consumers in these areas are limited in options and are typically forced to use more expensive mobile connectivity products to connect to the internet.

Ilitha Telecommunications (Pty) Ltd (Ilitha), is finalising financing from the DBSA for the placement and operation of the aerial fibre optic network in Phoenix, KwaMashu and Inanda within the Ethekewini Municipality.

Aerial deployment of a fibre optic network offers significant cost reductions compared to traditional trenching methods. Design of the Ilitha aerial fibre network will closely resemble the existing electricity distribution network in most residential areas. This enables pricing to be more affordable compared to traditional data providers.

Ilitha will manage the optic fibre infrastructure as a full Open Access Network. Open Access means that wholesale access is provided to internet service providers (“ISPs”) on terms that are reasonable, effective, transparent and non-discriminatory.

## **2. Stakeholder Engagement**

NS Environmental (Pty) Ltd were appointed by Trusted Partners to manage the Stakeholder Engagement Process for the Aerial Fibre Optic Infrastructure for Low-cost Broadband Internet Connectivity in Phoenix, KwaMashu and Inanda. The Stakeholder Engagement Process was undertaken by NS Environmental in accordance with the following regulations:

- Development Bank of South Africa (DBSA) Environmental and Social Safeguard Standards (ESSS), 2020.
  - ESSS-2: Stakeholder Engagement and Information Disclosure.

Stakeholder Engagement is a process that invites stakeholders to submit their comments on the proposed project. Stakeholders are invited to participate by registering with the Environmental Assessment Practitioner (EAP) undertaking the Stakeholder Engagement Process. The Stakeholder Engagement Process is intended to:

- Provide Stakeholders with information on the proposed development.
- Provide Stakeholders with information on the Stakeholder Engagement Process.
- Provide Stakeholders an opportunity to seek clarity and raise any issues or concerns they may have regarding the project.

## **3. Notification of Organs of State and Stakeholders**

A notification of the Stakeholder Engagement Process (Appendix A) and Background Information Document (Appendix C) was electronically circulated via email to Organs of State and Stakeholders on 7<sup>th</sup> December 2020. The Stakeholder Engagement Process for the proposed project was undertaken over a period of 30 days. The following Organs of State and Stakeholders were notified:

- eThekweni Municipality.
- Local Ward Councillors of the affected wards. There were 22 wards in total.
- Local ratepayer organisations of affected areas.
- KZN Department of Transport.

## **4. Newspaper Notices**

Notices of the Stakeholder Engagement Process were placed in two local newspapers and one regional newspaper. The notices included the details of the proposed development, details on how to register as a Stakeholder, the duration of the commenting period and the grievance mechanism. Newspaper notices were placed in the following three newspapers:

- The Phoenix Sun (published in English), dated 02 December 2020;
- The Isolezwe (Published in isiZulu), dated 03 December 2020; and
- The Mercury Newspaper (published in English), dated 03 December 2020 (Appendix B).

## **5. Comments from Organs of State and Stakeholders**

Upon completion of the registration and commenting period, only one stakeholder issued a comment. This comment was from the eThekweni Municipality, which requested to be registered as a stakeholder and to be notified once the Environmental and Social Impact Assessment (ESIA) Reports became available (Appendix D).

## **6. Grievance Mechanism**

A Grievance Mechanism Process was established for the Stakeholder Engagement Process to receive and assist in resolving Stakeholder concerns and grievances arising from the project's Environmental & Social Impact Assessment (ESIA).

The aim of the Grievance Mechanism is to ensure that grievances or concerns raised by Stakeholders, Communities and Members of the General Public are addressed in a manner that is predictable, transparent, and credible to all parties, resulting in outcomes that are seen as fair and effective.

Grievances could be submitted using the weblink included in all public notices and could be submitted anonymously. The Grievance Mechanism is not a substitute for Stakeholder Engagement or Public Participation Process. The Grievance Mechanism does not impede access to other judicial or administrative remedies.

## 7. Comments and Responses

Stakeholder Engagement Database - Comments and Responses				
Dept./ Organisation/ Contact person	Contact details		Comment	Response
Ethekwini Municipality  Development Planning, Environment & Management Unit  Environmental Planning & Climate Protection  Biodiversity Impact Assessment (BIA) Branch  Ms Bathabile Msomi	<b>Contact Number</b>	031 311 7940	May I request that you register eThekweni Municipality as a stakeholder of the proposed development. All EIA correspondence (including availability of reports for comments and requests for comments) must be addressed directly to batha.msomi@durban.gov.za (Please cc <a href="mailto:michelle.lotz@durban.gov.za">michelle.lotz@durban.gov.za</a> ).  The reports must be made available on the company website or you can send them to me via WeTransfer / Drop Box links.	Your comments are noted. We will register eThekweni Municipality as a stakeholder.  We will advise once the Environmental & Social Impact (ESIA) Report is available on the website.
	<b>Email</b>	Batha.Msomi@Durban.gov.za		

Stakeholder Engagement Database - Comments and Responses				
Dept./ Organisation/ Contact person	Contact details		Comment	Response
KZN Dept. of Transport Michele Schmid	<b>Contact Number</b>	033 3558600	No comment received.	N/A
	<b>Email</b>	michele.schmid@kzntransport.gov.za		
KZN Dept. of Transport Nqobile Zondo	<b>Contact Number</b>	033 3558600	No comment received.	N/A
	<b>Email</b>	nqobile.zondo@kzntransport.gov.za		
Ward 38 councillor Biyela Nokufika Cynthia	<b>Contact Number</b>	084 032 6689	No comment received.	N/A
	<b>Email</b>	nokufika.biyela@durban.gov		
Ward 40 councillor Xulu Mamane Constance	<b>Contact Number</b>	071 676 303	No comment received.	N/A
	<b>Email</b>	mamanexulu11@gmail.com		
Ward 41 councillor Zwane Mondli Humphrey	<b>Contact Number</b>	076 447 7001	No comment received.	N/A
	<b>Email</b>	mondlihumphreyzwane@gmail.com		

Stakeholder Engagement Database - Comments and Responses				
Dept./ Organisation/ Contact person	Contact details		Comment	Response
Ward 42 councillor  Mkhize Happy Girl Bathobile	<b>Contact Number</b>	084 8850 546	No comment received.	N/A
	<b>Email</b>	happymkhize11@gmail.com happy.mkhize@durban.gov.za		
Ward 43 councillor  Mhlongo Gloria Nelisiwe	<b>Contact Number</b>	072 598 3330	No comment received.	N/A
	<b>Email</b>	<a href="mailto:gloria.mhlongo@durban.gov.za">gloria.mhlongo@durban.gov.za</a> ; mhlongo123@gmail.com		
Ward 44 councillor  Phewa Bhekokwakhe Welcome	<b>Contact Number</b>	079 328 5935	No comment received.	N/A
	<b>Email</b>	delaniphewa35@gmail.com		
Ward 45 councillor  Khuboni Joseph Simon	<b>Contact Number</b>	084 486 2369	No comment received.	N/A
	<b>Email</b>	joseph.khuboni@durban.gov.za		



Stakeholder Engagement Database - Comments and Responses					
Dept./ Organisation/ Contact person		Contact details		Comment	Response
Ward 47 councillor  Ntshangase Phiwayinkosi Cedric	<b>Contact Number</b>	074 298 7829		No comment received.	N/A
	<b>Email</b>	cedricntshangase3@gmail.com			
Ward 48 councillor  Michelle Lutchmen	<b>Contact Number</b>	061 323 5543		No comment received.	N/A
	<b>Email</b>	Melzward48@gmail.com			
Ward 49 councillor  Pillay Donovan Tino	<b>Contact Number</b>	084 654 6969		No comment received.	N/A
	<b>Email</b>	tinopillay1@yahoo.com			
Ward 50 councillor  Eurika Lyndal Singh	<b>Contact Number</b>	072 324 6106		No comment received.	N/A
	<b>Email</b>	cllrlyndalsingh@gmail.com			
Ward 51 councillor  Johnson Maggie	<b>Contact Number</b>	082 339 2789		No comment received.	N/A
	<b>Email</b>	maggiej.da@gmail.com			

Stakeholder Engagement Database - Comments and Responses				
Dept./ Organisation/ Contact person	Contact details		Comment	Response
Ward 52 councillor	<b>Contact Number</b>	072 604 5250	No comment received.	N/A
Zulu Boxer Moses	<b>Email</b>	Boxer.Zulu2@durban.gov.za		
Ward 52 councillor	<b>Contact Number</b>	078 815 7212	No comment received.	N/A
Samier Singh	<b>Email</b>	samiersingh@yahoo.com		
Ward 53 councillor	<b>Contact Number</b>	074 630 9723	No comment received.	N/A
Qhantsi Bongani Richard	<b>Email</b>	Unknown		
Ward 54 councillor	<b>Contact Number</b>	072 679 8305	No comment received.	N/A
Mkhwanazi Sicebi Mandlakayise	<b>Email</b>	sicebi.mkhwanazi@ durban.gov.za		
Ward 56 councillor	<b>Contact Number</b>	079 582 1043	No comment received.	N/A
Nyaba Wiseman	<b>Email</b>	musas.nyaba@gmail.com		

Stakeholder Engagement Database - Comments and Responses				
Dept./ Organisation/ Contact person	Contact details		Comment	Response
Ward 57 councillor  Phohlo Tsigbo Knowledge	<b>Contact Number</b>	078 5639 720	No comment received.	N/A
	<b>Email</b>	phohlotsiebo@gmail.com		
Ward 104 councillor  Shezi Muziwehlanhla Conelius	<b>Contact Number</b>	072 216 5191	No comment received.	N/A
	<b>Email</b>	nhlanhlashezimc@gmail.com		
Ward 107 (Inanda & Ntuzuma) councillor  Mabanga Thandanani Njabulo	<b>Contact Number</b>	076 301 5888	No comment received.	N/A
	<b>Email</b>	mabangat@gmail.com		
Ward 108 councillor  Khuzwayo Sduduzo	<b>Contact Number</b>	076 531 1199	No comment received.	N/A
	<b>Email</b>	Sduduzo.khuzwayo@durban.gov.za		

Stakeholder Engagement Database - Comments and Responses				
Dept./ Organisation/ Contact person	Contact details		Comment	Response
Ward 110 councillor  Graham Peter John Cunningham	<b>Contact Number</b>	082 881 0082	No comment received.	N/A
	<b>Email</b>	Durbanward110@outlook.com		
Ward 50 Woodview Ratepayers Association  Chairperson Theo Pillay	<b>Contact Number</b>	082 522 5383	No comment received.	N/A
	<b>Email</b>	pillaytheo@gmail.com		

## 8. Appendix A: Stakeholder Notification Letter



**NS Environmental**  
Environmental Consultancy

Cell: 083 648 2967

Fax: 086 537 9397

info@nseenvironmental.co.za

<http://www.nseenvironmental.co.za>

PO Box 65065, Reservoir Hills, Durban, 4090

Block 6, Kingfisher Office Park 2, Mount Edgecombe, 4301

### NOTICE OF STAKEHOLDER ENGAGEMENT

#### **Project description**

Ilitha Telecommunications (Pty) Ltd proposes to establish aerial fibre infrastructure for low-cost internet connectivity in Phoenix, KwaMashu and Inanda. The project is funded by the Development Bank of Southern Africa.

*Please note this is not an Environmental Impact Assessment (EIA) in terms of The National Environmental Management Act of South Africa, but is being undertaken in terms of the Development Bank of South Africa (DBSA) Environmental and Social Safeguard Standards (ESSS), 2020.*

#### **Location**

The project will cover the areas of Phoenix, KwaMashu and Inanda in the Ethekewini Municipality.

**NS Environmental (PTY) Ltd** have been appointed to undertake the Stakeholder Engagement for the Environmental & Social Assessment Report for the project.

In order to register as a Stakeholder, please submit your name, contact information, and any comment in writing within the commenting periods indicated below.

#### **Stakeholder Registration Period:**

December 07, 2020 – December 14, 2020

January 06, 2021 – January 27, 2021

#### **Stakeholder Engagement Contact Details:**

Mr Nishal Sewruttan

Cell: 083 648 2967; Fax: 086 537 9397

E-mail: [nishal@nseenvironmental.co.za](mailto:nishal@nseenvironmental.co.za)

Postal Address: PO Box 65065, Reservoir Hills, Durban, 4090

#### **Grievance Mechanism:**

Project related grievances are managed under the guidelines of the IFC Performance Standards and may be submitted via: <https://www.trustedpartners.africa/grievance-mechanism/>

**Ref no: TP201106-01**

**Date of Notice: 07 December 2020**

# 9. Appendix B: Newspaper Notices

## Phoenix Sun Newspaper

Tongaat, Verulam and Phoenix Sun, 2 December, 2020 Page 19

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\*FRANCIAL MATTERS: Ludy charm for bills, debts, court cases, pension at work, boost, fix in all unbranded that what factors failed, delayed pension, bank money.

\*POWER: spiritual power for parties, judgments, political leaders to show respect and gain trust for people.

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Or Call: 084 4611 691

**NOTICE OF STAKEHOLDER ENGAGEMENT**

**PROJECT DESCRIPTION**

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**LOCATION**

The project will cover the areas of Phoenix, KwaMashu and Inanda in the Ethekwini Municipality.

**NS Environmental (PTY) Ltd** has been appointed to undertake the Stakeholder Engagement for the Environmental & Social Assessment Report for the project.

In order to register as a Stakeholder, please submit your name, contact information, and any comment in writing within the commenting periods indicated below.

**Stakeholder Registration Period:**  
December 02, 2020 – December 14, 2020  
January 06, 2021 – January 22, 2021

**Stakeholder Engagement Contact Details:**  
Mr Nishal Sewrattan  
Tel: 083 648 2967 / Fax: 086 537 9397  
E-mail: [nishal@nseenvironmental.co.za](mailto:nishal@nseenvironmental.co.za)  
Postal Address: PO Box 65065, Reservoir Hills, Durban, 4090

**Grievance Mechanism:**  
Project related grievances are managed under the guidelines of the B-C Performance Standards and may be submitted via: <https://www.trustedpartners.africa/grievance-mechanism/>  
Ref no: TP201106-01  
Date of Notice: 02 December 2020

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# NOTICE

## NOTICE OF STAKEHOLDER ENGAGEMENT

### PROJECT DESCRIPTION

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**Mr Nishal Sewruttan**

**Tel: 083 648 2967 / Fax: 086 537 9397**

**E-mail: [nishal@nsenvironmental.co.za](mailto:nishal@nsenvironmental.co.za)**

**Postal Address: PO Box 65065, Reservoir Hills, Durban, 4090**

### Grievance Mechanism:

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<https://www.trustedpartners.africa/grievance-mechanism/>

**Ref no: TP201106-01**

**Date of Notice: 02 December 2020**







**ISAZISO SOKUBANDAKANYEKA KWABATHINTEKAYO**

Incazelo yephrojekthi

I-Ilitha Telecommunications (Pty) Ltd ihlongoza ukusungula ingqalasizinda ye-aerial fibre yokuxhunywa kwe-inthanethi yenani eliphansi ePhoenix, KwaMashu nase-Inanda. Le phrojekthi ixhaswa yiBhange Lentuthuko laseNingizimu ne-Afrika.

Sicela uphawule ukuthi le akuyona imigomo yesishayamthetho saseNingizimu ne-Afrika.

Indawo

Le phrojekthi izohlenganisa izindawo zasePhoenix, KwaMashu nase-Inanda kuMasipala waseThekwini.

I-NS Environmental (PTY) Ltd iqokelwe ukwenza Umbiko Wokubandakanyeka Kwabathintekayo Ekuhlolweni Kwezemvelo Nezenhlalo wale phrojekthi.

Ukuze ubhalise njengomuntu Othintekayo, sicela uthumele igama lakho, imininingwane yokuxhumana, kanye nanoma yikuphi ukuphawula okwenza ngokukubhala phansi singakadluli isikhathi yokuphawula esiboniswe ngezansi.

Isikhathi Sokubhalisa Kwabathintekayo:

Disemba 03, 2020 - Disemba 14, 2020

Januwari 06, 2021 - Januwari 25, 2021

Imininingwane Yokuxhumana Kwabathintekayo

Ababandakanyekayo:

Mnu Nishal Sewruttan

Ucingo: 083 648 2967; I-Fax: 086 537 9397

Imeyili: nishal@nsenvironmental.co.za

Ikheli Lokuthumela: PO Box 65065, Reservoir Hills, Durban, 4090

Indlela Yezikhalazo:

Izikhalazo ezihlobene nephrojekthi zilawulwa ngaphansi kwemihlahlandlela yamaZinga Okusebenza kwe-IFC futhi zingathunyelwa nge-:

<https://www.trustedpartners.africa/grievance-mechanism/>

Ref no: TP201106-01

Usuku Lwesaziso: 03 Disemba 2020



**TRANSPORT SUPERVISOR**

Established transport company

- Control of drivers and vehicles, fuel consumption
- Interaction with clients
- Monitoring and operation of tracking, camera, management systems, Word, Excel
- Matric and minimum 3 years experience in this field

R9000 pm  
Tel: (033) 386 3768  
Email CV: factoryreq@gmail.com

626

**Management**

**MANAGEMENT REPRESENTATIVE**

Grade A vehicle testing station in Ulundi is looking for a qualified Management Representative to join the team.

The company will provide accommodation in Ulundi, allow use of company vehicle (for work related) and a competitive monthly salary.

Forward CV's to:  
admin@ulunditestingstation.co.za / mondise2002@mweb.co.za

711

**Public Notices**

711

**Public Notices**

**NOTICE OF STAKEHOLDER ENGAGEMENT**

**Project description**

Ilitha Telecommunications (Pty) Ltd proposes to establish aerial fibre infrastructure for low-cost internet connectivity in Phoenix, KwaMashu and Inanda. The project is funded by the Development Bank of Southern Africa.

Please note this is not an EIA in terms of South African legislation.

**Location**

The project will cover the areas of Phoenix, KwaMashu and Inanda in the Ethekwini Municipality.

NS Environmental (PTY) Ltd have been appointed to undertake the Stakeholder Engagement for the Environmental & Social Assessment Report for the project.

In order to register as a Stakeholder, please submit your name, contact information, and any comment in writing within the commenting periods indicated below.

Stakeholder Registration Period:  
December 03, 2020 - December 14, 2020  
January 06, 2021 - January 25, 2021

Stakeholder Engagement Contact Details:  
Mr Nishal Sewruttan  
Tel: 083 648 2967; Fax: 086 537 9397  
E-mail: nishal@nsenvironmental.co.za  
Postal Address: PO Box 65065, Reservoir Hills, Durban, 4090

Grievance Mechanism:  
Project related grievances are managed under the guidelines of the IFC Performance Standards and may be submitted via:  
<https://www.trustedpartners.africa/grievance-mechanism/>

Ref no: TP201106-01  
Date of Notice: 03 December 2020

## 10. Appendix C: Background Information Document (BID)



Our Reference: TP201106-01  
December 01, 2020

### BACKGROUND INFORMATION DOCUMENT

Aerial Fibre Optic Infrastructure for Low-cost Broadband Internet Connectivity  
Phoenix, KwaMashu and Inanda  
by  
Ilitha Telecommunications (Pty) Ltd.

#### STAKEHOLDER REGISTRATION AND INVITATION TO SUBMIT COMMENTS

##### PURPOSE OF THIS DOCUMENT

The purpose of the Background Information Document is to provide:

- An overview of the proposed Aerial Fibre Optic Infrastructure for Broadband Internet Connectivity in Phoenix, KwaMashu and Inanda; and
- Details on how Stakeholders may engage with the Project and raise issues, concerns and/or suggestions as regards this proposed project.

*Please note that this Project is not an EIA in terms of the EIA Regulations, as promulgated by The National Environmental Management Act of South Africa, but is being undertaken in terms of the Development Bank of South Africa (DBSA) Environmental and Social Safeguard Standards (ESSS), 2020. Stakeholder Registration Period is December 07, 2020 through to January 27, 2021.*

The DBSA Environmental and Social Safeguard Standards applicable to the project are:

- ESSS-1: Assessment and Management of Environmental and Social Risks and Impacts;
- ESSS-2: Stakeholder Engagement and Information Disclosure;
- ESSS-3: Gender Mainstreaming;
- ESSS-6: Labour;
- ESSS-7: Community Health and Safety;
- ESSS-8: Cultural Heritage;
- ESSS-9: Biodiversity Conservation and Sustainable Management of Living Natural Resources and Resilience; and
- ESSS-10: Resource Efficiency and Pollution Prevention and Management.

<https://www.dbsa.org/EN/About-Us/Publications/Documents/DBSA%20Environmental%20and%20Social%20Safeguard%20Standards%202020.pdf>

##### OVERVIEW OF THE PROJECT

South Africa is currently experiencing a major uptrend in household fixed-broadband-connectivity. Fixed-broadband-connectivity offers consumers uncapped and uninterrupted access to the internet.

Fixed broadband infrastructure is expensive to deploy, thus infrastructure owners have (to date) dedicated investments to the more affluent areas. This has led to underinvestment in fixed broadband infrastructure in lower-income and rural areas and resulting in an accentuation in digital inequality. Consumers in these areas are limited in options and are typically forced to use more expensive mobile connectivity products to connect to the internet.

**Ilitha Telecommunications (Pty) Ltd** (Ilitha), is finalising financing from the DBSA for the placement and operation of the aerial fibre optic network in Phoenix, KwaMashu and Inanda, in the Ethekwini Municipality.

Aerial deployment of a fibre optic network offers significant cost reductions compared to traditional trenching methods. Design of the Ilitha aerial fibre network will closely resemble the existing electricity distribution network in most residential areas. This enable pricing to be more affordable compared to traditional data providers.

**Ilitha will manage the optic fibre infrastructure as a full Open Access Network.** Open Access means that wholesale access is provided to internet service providers ("ISPs") on terms that are reasonable, effective, transparent and non-discriminatory.

WEB		www.trustedpartners.africa	COMPANY		ESRM Partnership Africa (Pty) Ltd
POST		Postnet Suite 41 Private Bag X31, Kynsna, 6570, South Africa	REG		F2018/017271/07
PARTNERS		JM Kingwill, MRR Logie, JB Mograbi, CR Sicari, G Nicoll, A Ekpien	T/A		Trusted Partners

Profiting your Investment Portfolio through ESG Risk and Impact Management



#### **Environmental & Social Impact Assessment Process**

The DBSA is an Infrastructure Development Finance Institution that supports financing of infrastructure in the Energy, Water, Transport and Information and Communications Technology (ICT) sectors in Sub-Saharan Africa. The DBSA's mission is to advance development impact in the region by expanding access to development finance and effectively integrating and implementing sustainable development solutions to:

- Improve the quality of life of people through the development of social infrastructure;
- Support economic growth through the investment in economic infrastructure;
- Support regional integration; and
- Promote sustainable use of scarce resource.

Integrating environmental and social governance into investments is a responsible investment practice, and generates positive outcomes for public and private sector practices.

**Trusted Partners** has been appointed by **Ilitha Telecommunications** to prepare an Environmental & Social Impact (ESIA) Report that addresses the following:

- Non-technical Executive Summary;
- Project Description;
- Institutional and legal framework;
- Analysis of technical alternatives;
- Environmental and Social Risks and Impacts – inclusive of the applicable ESS's;
- Environmental and Social Action Plan; and
- Environmental and Social Monitoring Plan.

The EISA Report and associated information shall be available until July 31, 2021 on the **Trusted Partners** website at <https://www.TrustedPartners.Africa/project-disclosure/>

### Stakeholder Engagement Process

Due to the COVID-19 Pandemic no Stakeholder, Public or One-on One Meetings will be held.

**Trusted Partners** have appointed **NS Environmental**, to facilitate the Stakeholder Engagement process. In order to register as a Stakeholder, please submit your name, contact information, and any comment in writing within the Stakeholder Registration Periods below:

- December 07, 2020 – December 14, 2020
- January 06, 2021 – January 27, 2021.

#### Stakeholder Engagement Contact Details:

Mr Nishal Sewruttan

EML | [nishal@nsenvironmental.co.za](mailto:nishal@nsenvironmental.co.za)

MBL | 083 648 2967

FAX | 086 537 9397

MAIL | PO Box 65065, Reservoir Hills, Durban, 4090

### Grievance Mechanism

**Trusted Partners** have established a Grievance Mechanism Process to receive and assist in resolving Stakeholder concerns and grievances arising from the project Environmental & Social Impact Assessment (ESIA).

The aim of the Grievance Mechanism is to ensure that grievances or concerns raised by Stakeholders, Communities and Members of the General Public are addressed in a manner that is predictable, transparent, and credible process to all parties, resulting in outcomes that are seen as fair, effective.

Grievance may be submitted using the weblink below, and may be submitted anonymously. Please note that where a Grievance is submitted anonymously, it is not possible for **Trusted Partners** to provide direct feedback.

**The Grievance Mechanism is not a substitute for Stakeholder Engagement or Public Participation Process.** The Grievance Mechanism does not impede access to other judicial or administrative remedies.

Grievances may be submitted directly to **Trusted Partners** at: <https://www.TrustedPartners.Africa/grievance-mechanism>

### About Trusted Partners

<https://www.TrustedPartners.Africa>

**Trusted Partners** is owned and managed by six Partners, four in South Africa (Cape Town & Johannesburg) and two in England (London). The Partners have extensive experience in more than 30 African countries and islands, as well as in the Middle East and Europe, in assessing and managing ESG Risks and Impacts across all major industrial sectors on-behalf of investors, development finance institutions and businesses.

Our in-depth understanding of ESG Risks and Impacts coupled with our extensive knowledge of the Equator Principles, the IFC Performance Standards, EBRD Performance Requirements, the World Bank Safeguards, and local environmental and social regulations across Africa make us trusted ESG advisors of choice.

We are committed to ensuring the highest standards of integrity and honesty in our work and engagement with clients.

## 11. Appendix D: Comments from Organs of State

**From:** Nishal Sewruttan <nishal@nsenvironmental.co.za>  
**Sent:** Thursday, 10 December 2020 12:45 PM  
**To:** 'Batha Msomi' <Batha.Msomi@durban.gov.za>  
**Cc:** 'shavona@nsenvironmental.co.za' <shavona@nsenvironmental.co.za>  
**Subject:** RE: Aerial Fibre Optic Infrastructure for Low-cost Broadband Internet Connectivity in Phoenix, KwaMashu and Inanda - Notice of Stakeholder Engagement

Hi Batha

Your comments are noted. We will register eThekwini Municipality as a stakeholder.

We will advise once the Environmental & Social Impact (ESIA) Report is available on the website.

Regards,

**Nishal Sewruttan (Pr.Sci.Nat)**  
Environmental Assessment Practitioner  
Cell: 083 648 2967; Tel: 031 502 1822  
<http://www.nsenvironmental.co.za>  
**NS Environmental (Pty) Ltd**

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**From:** Batha Msomi <Batha.Msomi@durban.gov.za>  
**Sent:** Thursday, 10 December 2020 10:49 AM  
**To:** Nishal Sewruttan <nishal@nsenvironmental.co.za>  
**Cc:** [shavona@nsenvironmental.co.za](mailto:shavona@nsenvironmental.co.za)  
**Subject:** RE: Aerial Fibre Optic Infrastructure for Low-cost Broadband Internet Connectivity in Phoenix, KwaMashu and Inanda - Notice of Stakeholder Engagement

Good Day Nishal

May I request that you register eThekwini Municipality as a stakeholder of the proposed development. All EIA correspondence (including availability of reports for comments and requests for comments) must be addressed directly to [batha.msomi@durban.gov.za](mailto:batha.msomi@durban.gov.za) (Please cc [michelle.lotz@durban.gov.za](mailto:michelle.lotz@durban.gov.za)). The reports must be made available on the company website or you can send them to me via WeTransfer / Drop Box links.

Thank you.

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**From:** Batha Msomi  
**Sent:** Tuesday, 08 December 2020 08:41  
**To:** Nishal Sewruttan <nishal@nsenvironmental.co.za>  
**Cc:** [shavona@nsenvironmental.co.za](mailto:shavona@nsenvironmental.co.za)  
**Subject:** RE: Aerial Fibre Optic Infrastructure for Low-cost Broadband Internet Connectivity in Phoenix, KwaMashu and Inanda - Notice of Stakeholder Engagement

Good Day Nishal

This email acknowledges receipt of the notification letter and Background Information Document (BID).

Kind Regards

**Batha Msomi**

**Senior Environmental Technician: Biodiversity Impact Assessment**

Environmental Planning & Climate Protection Department

Room 200, City Engineers Building

Tel: 031 311 7940

Cell: 083 372 5110

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**From:** Nishal Sewruttan [<mailto:nishal@nsenvironmental.co.za>]

**Sent:** Monday, 07 December 2020 18:38

**To:** [nishal@nsenvironmental.co.za](mailto:nishal@nsenvironmental.co.za)

**Cc:** [shavona@nsenvironmental.co.za](mailto:shavona@nsenvironmental.co.za)

**Subject:** Aerial Fibre Optic Infrastructure for Low-cost Broadband Internet Connectivity in Phoenix, KwaMashu and Inanda - Notice of Stakeholder Engagement

Good day

You have been identified as a stakeholder for the project: Aerial Fibre Optic Infrastructure for Low-cost Broadband Internet Connectivity in Phoenix, KwaMashu and Inanda by Ilitha Telecommunications (Pty) Ltd.

Please find attached the Stakeholder notification letter and Background Information Document (BID).

Regards,

**Nishal Sewruttan (Pr.Sci.Nat)**

Environmental Assessment Practitioner

Cell: 083 648 2967; Tel: 031 502 1822

<http://www.nsenvironmental.co.za>

**NS Environmental (Pty) Ltd**

**END**