



# engage

**A first of its kind in Africa, ENGAGE!** is an independent ISO-accredited toll-free platform, available in all 11 official SA languages, that gives a voice to the voiceless & enables project owners to socially de-risk their projects through real-time evidence-based and verifiable community engagement data. ENGAGE! facilitates direct access between project owners & project host communities throughout the project lifecycle.

**ENGAGE!**  
was recognised as  
a Top 3 Finalist in  
the Standard Bank  
EmpowHer competi-  
tion in May 2023  
within a month of  
launching





## The challenge

- Communities, especially around large infrastructure projects, have not historically been engaged in a manner that acknowledges and recognizes their role as integral members of project value chains. With the Just Energy Transition gaining momentum in Africa – it is becoming increasingly important for People to be centred as a metric of Justness in the energy transition.
- Heavy reliance on formal and structured channels of engagement in usually divided communities, which leaves the voiceless unheard and unconsidered and increases likelihood of social unrest.
- Limited checks & balances for social interventions and effectiveness in communities, to empower project owners to make well timed, informed and evidence-based decisions on projects.



## What are the objectives of ENGAGE!?

- To provide a safe, non-bias, transparent and inclusive platform for local community members to express project related matters (complaints, queries, etc).
- To establish a proactive channel of communication – as part of a suite of engagement channels – with the intention of reducing the likelihood and impact of community unrest on projects.
- Enable non-organised community members a safe platform to express their concerns without fear of victimization or ostracization.
- To empower Project Owners with real time, verifiable, line of sight of community issues that can inform better social investment choices and decisions.
- To build an evidence base of trends and issues in local community to enable proactive solutions that are evidence based and responsive to community needs.
- To act as an independent check and balance of community activities.

Compassion

Inclusivity

Accessibility

Patience



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# How does it work?

Community members can call the ENGAGE toll-free number in their language of choice to lodge a query, make a suggestion, complain and make requests for their community.



- 1** Toll-free line is open Mon – Fri (08h30 – 17h00) excluding public holidays - option to add on as 24hr line for support for various other functions.
- 2** Community member addressed in local language of choice. Each call has a specific ID code.
- 3** Calls recorded & key data is captured.
- 4** Issues collated & weekly reports\* supplied to Project Owners – urgent issues immediately shared.
- 5** ENGAGE! Ambassador reverts to community member via preferred choice.
- 6** Ticket closed upon resolution of caller.

*\*Dependant on ENGAGE! tier selected.*

## Project Owner

- Manage project social risk
- Community accessibility increases trust and improves relations
- Data to inform need responsive social projects, drive strategic business decisions and legitimise interventions
- Cost effective execution of constant stakeholder engagement
- Displays Project commitment to open community engagement
- Adhering to best practices on stakeholder engagement

## Community

- Communities agency improves feel, and are heard & seen
- Communities active agents and participants of change
- Increased trust in project owners
- Shared ownership
- Decrease in likelihood of social unrest



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