

CENTRE FOR EPIDEMIC RESPONSE & INNOVATION

STELLENBOSCH UNIVERSITY



Stakeholders Engagement Plan

March 2023

EXECUTIVE SUMMARY

Stakeholder Engagement includes the process of engaging stakeholders for a clear purpose to achieve agreed outcomes. It is now also recognized as a fundamental accountability mechanism since it obliges an organization to involve stakeholders in identifying and understanding of the specific program/project and responding to issues and concerns raised by the stakeholders for decisions, actions, and hence improving program/project performance.

The Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent project will expand the capacity of South Africa and the region to produce more than 20,000 SARS-CoV-2 genomes in a three-year period.

The Project includes four (4) components:

- Component 1: Expanding the NGS-SA capacity and training
- Component 2: Establishing an effective system to evaluate diagnostics and vaccine effectiveness against the variants in Africa
- Component 3: Strengthening the data systems to share and training public health officials and scientists for genomic sequencing data analysis in near-real time
- Component 4: Project management, monitoring and evaluation

This Stakeholder Engagement Plan (SEP) will be managed and implemented by the Environmental and Social Team of the University of Stellenbosch. The overall objective of this SEP is to define the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project stakeholders' engagement process, public information disclosure and consultation. Furthermore, this SEP outlines the ways in which Project's implementing institution (i.e., Stellenbosch University - SUN), consultants and contractors will communicate with stakeholders, mechanism by which people can raise their concerns, how the raised concerns will be acted and responded upon.

These stakeholders identified are those either affected and/or interested parties and their formal representatives. The identification of stakeholders under the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent project will be based on their roles and responsibilities; and possible influence/interest on the project.

Stakeholders to be involved in the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent project include:

- Local Government Departments including the Department of Health, Department of Science and Innovation and the South African Medical Research Council
- International organisations including the Africa CDC and the World Health Organization (WHO)
- Ministries of Health in South Africa and other African countries
- Academics

The information disclosure and consultations with stakeholders will be conducted through a range of techniques including e-mails, video and teleconferences and face-to-face meetings. Consultations will be conducted at a time that is conducive to the participants based on their input. Comments from stakeholders will be received by the Accelerating Genomics-based

Surveillance for COVID-19 Response in South Africa and the African Continent implementing agencies in written and oral forms. The nature of the project makes it highly unlikely to ever receive complaints from the general public/community.

This SEP document offers a strategy and implementation plan for engaging stakeholders from the beginning of the project up to completion. The SEP is the backbone of the program for effective and efficient success and is a live document that will be revisited and updated if necessary on an annual basis to reflect the changes in stakeholder engagement due to project developments and new stakeholders, if any.

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Figure 3: Location of the ACEGID laboratory is on Lagos-Ibadan Expressway

List of abbreviations

ACEGID:	African Center of Excellence for Genomics of Infectious Diseases
BMRI	Biomedical Research Institute
CERI:	Centre for Epidemic Response and Innovation
DoH:	Department of Health
DSI:	Department of Science & Innovation
NGS-SA:	Network for genomic surveillance in South Africa
NICD:	National Institute for Communicable Diseases
PGI	Pathogen Genomic Initiative
SARS-CoV-2:	severe acute respiratory syndrome coronavirus 2
SA:	South Africa
SEP	Stakeholder Engagement Plan
WHO	World Health Organization

1.0 Introduction

The COVID-19 pandemic is one of the greatest challenges that the humankind has faced in generations and has cost millions of lives and caused trillions of dollars in economic loss. Despite advances in the development and rollout of vaccines as well as in the clinical management of patients with COVID-19 disease, the end of the worst public-health crisis in a century is not yet in sight as new variants that decrease the effectiveness of the public health interventions and vaccines are emerging.

Genomic surveillance integrates clinical, epidemiological, genomic, and phenotypic data to track changes in virus transmission, virulence, and effectiveness of medical countermeasures. Recent advances in next-generation sequencing make it possible to quickly and cost-effectively sequence large numbers of SARS-CoV-2-positive cases. Parallel advances in bioinformatics, computational biology, and molecular virology make it possible to analyze the virus in context to assess risk in close to real-time. Sequencing data has proven useful in responding to COVID-19 outbreaks.

This project will expand the capacity of South Africa and the region to produce more than 20,000 SARS-CoV-2 genomes in a three-year period. Improving genomic surveillance of SARS-CoV-2 capacities will prepare for, prevent and mitigate the impact of future epidemics on the South African and regional population. The project will also allow for the expansion of genomic surveillance in Africa.

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the implementation of the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project. The SEP outlines the ways in which implementing agencies, consultants and contractors will communicate with stakeholders.

The implementation of the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project is centered on country's responses to the COVID-19 epidemic and hence this SEP will oversee to the involvement of the local governments and researchers towards the success of its projects as well as to minimize and mitigate environmental and social risks related to the proposed projects. This SEP will ensure smooth collaboration between program staff and local Ministries of Health and International Epidemic Response Agencies, including Africa CDC and WHO.

1.1. Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project description

This project will expand the capacity of South Africa and the region to produce more than 20,000 SARS-CoV-2 genomes in a three-year period (March 2022 and March 2025) by investing in CERl and providing reagents and capacity building to other national and regional laboratories. Genomics surveillance aims to transform public health interventions by monitoring genetic changes that impact pathogenicity, diagnostics, therapeutics and vaccines. Therefore, this funding will not only help fight COVID-19, but also represent a unique opportunity to expand the genomics infrastructure that can be used for endemic diseases such as AIDS, tuberculosis, malaria, cholera, and other infectious diseases in South Africa and the

continent. Furthermore, such genomics infrastructure could also be used to support Africa's preparedness for future epidemics and pandemic responses.

One of the concerns of the WHO is the time that it takes to produce sequence data to identify and control outbreaks. In the first year of the pandemic, Africa was the worst performing continent on the number and turn-around time to produce genomic data. In 2021, the data production improved from <10,000 genomes by the end of 2020 to > 50,000 in 2021. In addition, the turnaround time decreased from over 1 month to less than 15 days. In order to improve the turnaround time and quality of the genomic data produced, the project will evaluate bioinformatics software applications to assemblage and quality control of the data. In addition, the project will produce protocols for this process and train scientists in South African and African laboratories on how effectively to run these protocols. CERI and ACEGID are the two main training sites of the Africa CDC in Africa and together they have trained over 42 African countries on the production, quality control and analysis of genomics data (see <https://www.genomics.africa>). The proposed project will train at least 100 African scientists on the production, analysis and quality control of the genomic data.

The project will include four components:

Component 1: Expanding the NGS-SA capacity and training

Sub-Component 1.1: Expand capacity of the NGS-SA, including procurement of equipment, reagents and staff, monthly meetings to exchange and update

To detect an established local transmission cluster, whole genome sequencing is essential and should preferably be performed close to sample collection. The proposed project will enable viral genomes of patients with COVID-19 to be analyzed quickly with the application of standardized sequencing and bioinformatics pipelines. In order to do so, the project will support CERI and the other six laboratories of the NGS-SA to carry out sequencing of approximately 18,000 COVID-19 more samples identified in South Africa and the African region. The project will also support ACEGID in Nigeria. We anticipate that the majority of the sequences will be from South Africa as the country currently has the largest burden of SARS-CoV-2 infections. However, CERI currently supports 21 other African countries with genomic surveillance and will continue to do so as needed. Assuming a success rate of 60% of sequencing, this project will add 12,000 high-quality genomes produced in Africa to the public global database. This will allow researchers to understand how SARS-CoV-2 is currently spreading and evolving as vaccines are rolled out in Africa. Specifically, the project will help CERI:

- expand the capacity of the NGS-SA network through procurement of equipment, hiring of staff and purchase of reagents to sequence more genomes
- The NGS-SA would serve as an integrated hub with sample collection taking place at multiple laboratories among the network member countries.
- organize monthly meetings between the NGS-SA partners and the national, regional laboratories that are generating genomic data in South Africa, and the region. This will allow close collaboration between African scientists.

Sub-component 1.2: Training staff and scientists for genomic sequencing data generation

The project will also be used to expand capacity building throughout Africa through:

- Providing training and capacity building to other researchers on SARS-CoV-2 genomic data generation
- Sharing of expertise, data and resources
- Transferring technologies developed in South Africa with ACEGID in Nigeria so the two specialized genomics facilities in the continent (i.e., CERI/KRISP and ACEGID) can have efficient systems to support other African countries on the continent.

Component 2: Establishing an effective system to evaluate diagnostics and vaccine effectiveness against the variants in Africa

1. The proposed project will allow for surge support to the operationalization of national sequencing protocols/ plans to quickly identify and share data on COVID-19 variants. Specifically, the project will support:

- CERI and other laboratories of the NGS-SA to procure additional reagents, equipment and test essays and hire staff to conduct analysis aiming to assess changes in vaccine effectiveness and diagnostic testing and identify genomic changes potentially impacting on therapeutic and vaccine effectiveness. For example, a fully vaccinated individual becoming sick and hospitalized with COVID-19 could be the first sign that variant viruses are becoming resistant to vaccine-induced immunity. CERI and the other six laboratories of the NGS-SA will sequence approximately 2,000 COVID-19 samples identified in South Africa and the African region for the evaluation of diagnostics and vaccine effectiveness against the variants in Africa.
- CERI and ACEGID to establish an operational protocol to ensure adequate representations from member countries within the region regarding ethical regulations, laboratory and data safety measures and capacity strengthening.
- Countries with limited laboratory and sequencing capacity to establish a mechanism for COVID-19 samples (both vaccinated and unvaccinated samples) to be sent to the regional laboratories in South Africa.

Component 3: Strengthening the data systems to share and training public health officials and scientists for genomic sequencing data analysis in near-real time

Sub-component 3.1: Strengthen data sharing and integration

2. Rapid sequencing of virus genomes is now achievable in varied settings, and analyses of SARS-CoV-2 genomic sequences have huge potential for informing public health efforts surrounding COVID-19. The rapid generation and global sharing of virus genomic sequences provides information that will contribute to the understanding of transmission and the design of clinical and epidemiological mitigation strategies. The rapid sharing of pathogen genome sequence data, together with the relevant anonymized epidemiological and clinical metadata will maximize the impact of genomic sequencing in the public health response. Specifically, this component will support:

- Rapid sharing of virus genomic data generated during an outbreak with the global community as rapidly as possible to ensure maximum usefulness in improving public health.
- Facilitation of data integration (e.g., methodology; governance) between different data platforms including diagnostic, genomic, epidemiological, clinical and vaccination data. Proper sequencing data tools must be used and should be linked to patient's epidemiological, clinical and vaccination data (**Figure 1**).

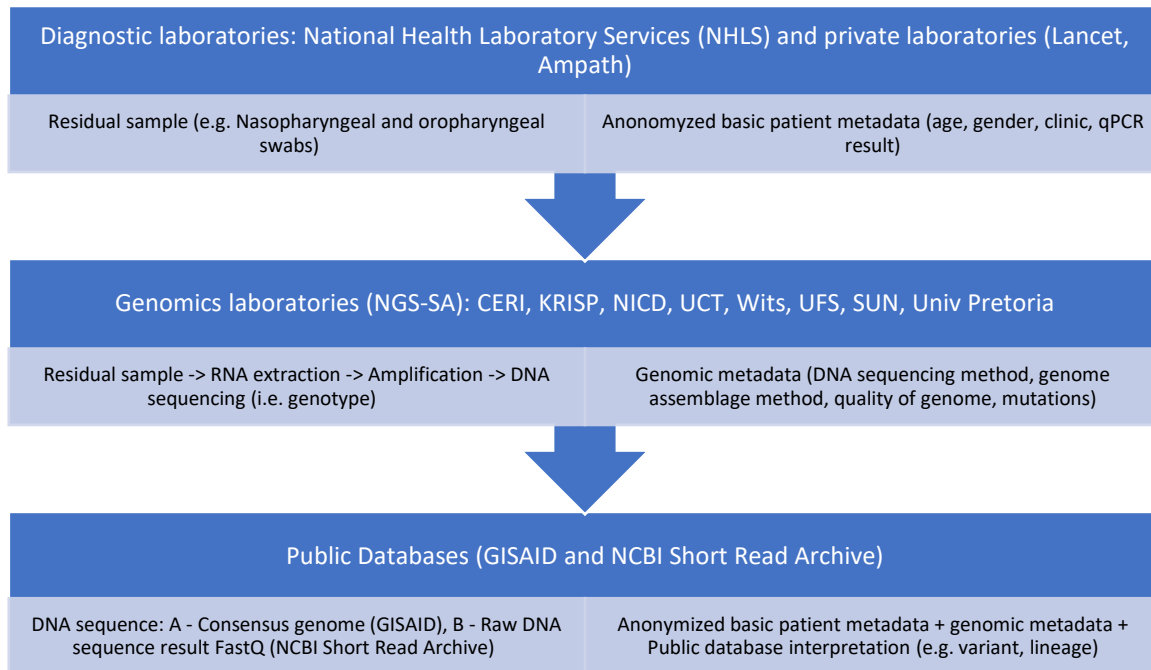


Figure 2 Data flow from diagnostic laboratories to genomics laboratories to public database (GISAID)

Sub-component 3.2: dashboard production

This sub-component will support the production of a dashboard to provide information in real-time to public health officials and to serve the purpose for public health response strategy development. At present, the NGS-SA produces weekly report of genomic data in South Africa. These reports are sent to the minister of health and made available at the National Institute for Communicable Diseases (NICD) and NGS-SA websites. As part of this project, CERi will optimize the process and create a dashboard for South Africa and African data. This will allow data to be updated daily from public databases and experts and public health officials to perform the own variation of analysis on the data. The dashboard will be coded in Python and R-studio and will be available in CERi, NICD and NGS-SA websites. In addition, CERi will run training programs and focus group discussions with experts and public health officials to better adapt the dashboard to be used for public health response.

Sub-component 3.3: Training program

This component will support CERi to train experts in the network to be able to analyze genomic sequencing data. Genomic data collected at CERi and other laboratories should be analyzed, ideally weekly, focusing on: (a) local transmission versus imported cases; (b) chains of transmission; (c) rates of epidemic growth, including cases and deaths; (d) genetic changes. CERi and ACEGID are the two main training sites of the Africa CDC in Africa and together

they have trained scientists from over 42 African countries on the production, quality control and analysis of genomics data (see <https://www.genomics.africa>). The proposed project will train at least 100 African scientists on the production, analysis and quality control of the genomic data.

Component 4: Project management, monitoring and evaluation

This component is designed to finance activities related to project management and monitoring, including project implementation support, project monitoring and evaluation. Key activities include: (i) recruitment of environment and social consultant; (ii) support for procurement, financial management, environmental and social sustainability; (iii) operating expenses. A project implementation support plan and a monitoring and evaluation system will be set up at the start of the project.

1.2. Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project Beneficiaries

Overall, the main Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project beneficiaries are the governments of South Africa and other African countries. The Project will enable (a) the expansion of capacity to undertake genomic sequencing in South Africa and the region; (b) establishment of an effective system to detect variants and evaluate diagnostics and vaccine effectiveness against SARS-CoV-2 variants in South Africa; and (c) strengthen the data system/ platform for sharing and analyzing sequencing data.

Beneficiaries of the component 1 and 2 of the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project include Ministries of Health and African researchers that will receive training in genomics. Component 3 could potentially have a wider benefit and has huge potential for informing public health efforts surrounding COVID-19 globally.

1.3. Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project Geographical Location

In Africa, samples for sequencing are directed to two main laboratories via various Ministries of Health within Africa and is mainly done under the coordination of the Africa CDC. The sequencing will be done in the laboratories of CERI at the Stellenbosch University and the ACEGID laboratory in Nigeria.

The CERI laboratory is based in the Biomedical Research Institute (BMRI) building of the Stellenbosch University, at the Tygerberg campus in the northern suburb of Cape Town, South Africa (**Figure 2**). A map has been included, indicating where the BMRI building is located. This is an existing building, with no sensitive sites involved, no worker accommodation provided and no temporary activities that might impact on stakeholders are planned.

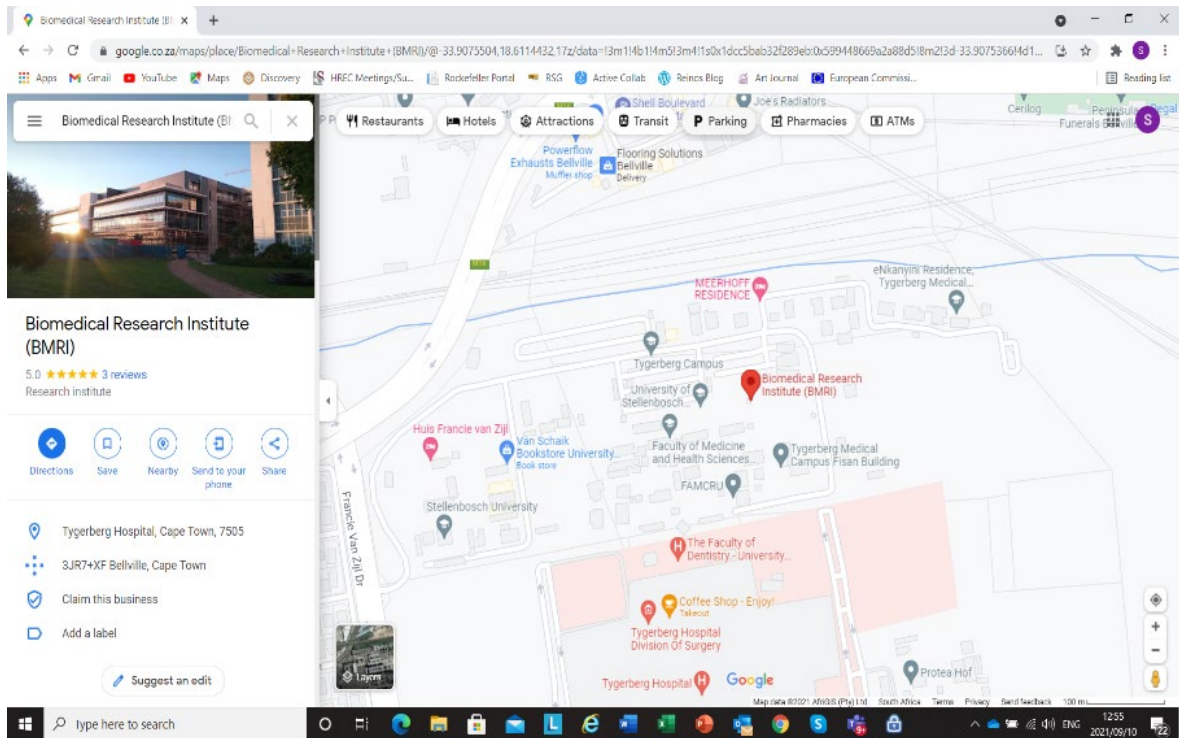


Figure 2: Location of the Centre for Epidemic Response and Innovation (CERI) laboratory

The ACEGID laboratory is on Lagos-Ibadan Expressway, Redemption City, Ogun State, 46 kilometer north of the city of Lagos, Nigeria (Figure 3).

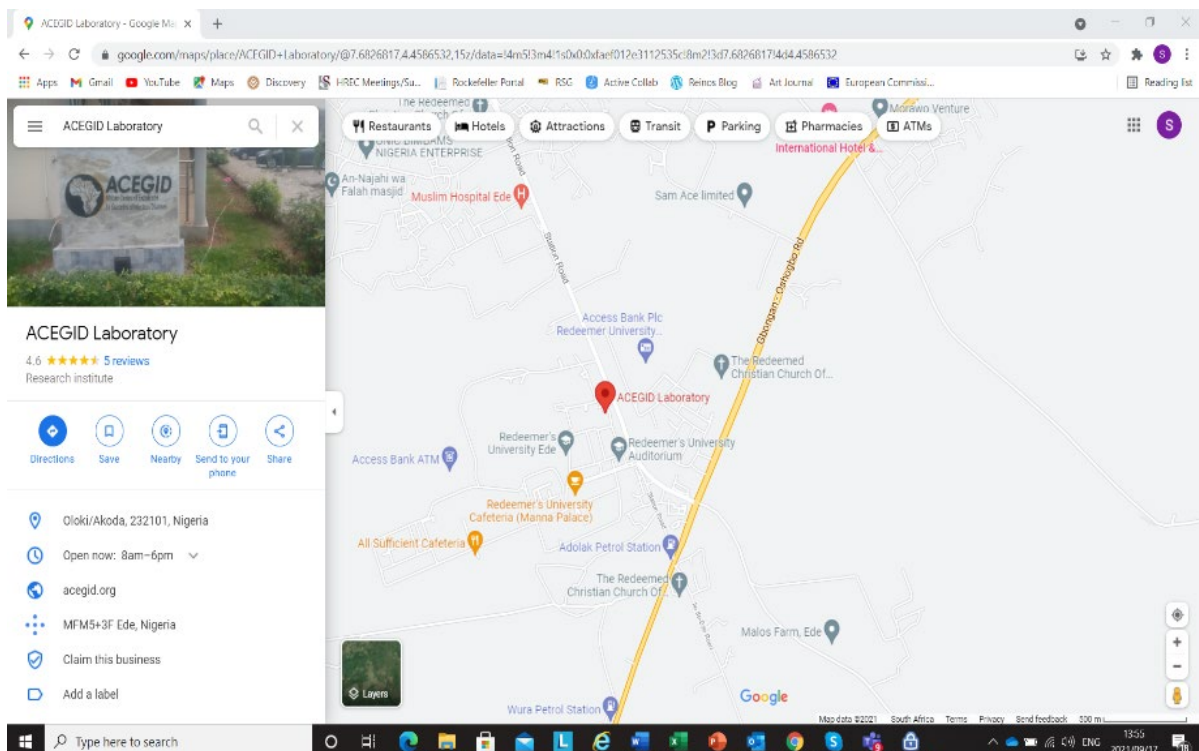


Figure 3: Location of the ACEGID laboratory is on Lagos-Ibadan Expressway

2.0 Brief Summary of Previous Stakeholder Engagement Activities

Information about the existing project is available in the public domain. http://www.krisp.org.za/ngs-sa/ngs-sa_network_for_genomic_surveillance_south_africa/

The design of the project has been in consultation with the Department of Science and Innovation and the South African Medical Research Council. There has also been extensive and ongoing consultation with the Africa CDC (weekly ZOOM meetings) and the WHO, specifically the WHO-Africa. There is up-front information to disclose. Information disclose on this project is in the form of data generated, which is published in the open access GISAID. GISAID is a global science initiative and primary source that provides open-access to genomic data of influenza viruses and the coronavirus responsible for COVID-19 pandemic. (<https://www.gisaid.org>).

3.0 Stakeholder identification and analysis

The Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project's stakeholders are persons, organizations or groups who are directly or indirectly responsible for the COVID-19 response in their countries, as well as those who may have interests in a project (**Table 1**). The identification of stakeholders under the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa Project will be based on:

- a. their roles and responsibilities
- b. possible influence/interest on the program.

Table 1: Summary of project stakeholder considerations

Stakeholder	Key characteristics	Language needs	Preferred notification means	Specific needs
Project Affected Parties	Those who are affected or likely to be affected by the project	Not applicable	Formal tele and videoconference meetings.	None anticipated
Other interested parties	Those who may have an interest in the project		Face-to-face discussions. Project's website and social media. Emails.	

3.1 Project Affected Parties

The project is low risk with no negative impact on the environment and communities. Project-affected parties include the South African Department of Health and Academics involved in the genomic sequencing (**Table 2**). Various stakeholders other than those listed in Table 2, also include the immediate BMRI and Tygerberg Campus stakeholders (Table 3), with whom

ad hoc verbal communication is used to address issues related to the Occupational Health and Safety of the staff. These issues are addressed bilaterally so as to serve not only the CERI laboratory, but also the other research groups operating in the same building, viz, the BMRI.

Other interested parties

Interested parties are involved in the positive health outcomes of the project. These interested parties include:

- Ministries of Health in other African countries.
- Department of Science and Innovation
- South African Medical Research Council
- Africa CDC
- World Health Organization
- Ministries of Health from other African countries

Disadvantaged/vulnerable individuals or groups

No disadvantage/vulnerable individuals or groups have been identified as stakeholders. No public consultation is therefore required.

Table 2: Identified Stakeholders for the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project

Stakeholder	Project affected Parties	Other Interested Parties
National Department of Health	✓	
Researchers and academics	✓	
Department of Science and Innovation		✓
South African Medical Research Council		✓
Africa CDC		✓
World Health Organization		✓
Ministries of Health from other African countries		✓

Table 3: Identified Immediate Project Affected Stakeholder parties for the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project

Stakeholder	Responsible person	Role
US – OHS Management	Mr. V. April	Commercial Contracts and Occupational Health and Safety Manager
US – Facilities Management	Ms. C.P. Klein	Facilities Manager

4.0 Stakeholder Engagement Program

Purpose and timing of stakeholder engagement program

The Stakeholder Engagement Program for the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project is to ensure that all stakeholders are fully involved in all stages (i.e. planning, design, construction and maintenance) in a transparent and inclusive manner.

The Department of Health (DoH) and the Office of the President of South Africa will be informed about the results of the current pandemic monitoring activities and findings that relates to new mutations and variants as they are discovered. Any concerns, or requests for help, is discussed on an ad hoc basis between the research team and the Ministries of Health.

There are regular consultations with the Pathogen Genomic Initiative (PGI) that was launched by the WHO and the African Centre for Disease Control and Prevention (Africa CDC), which is a network for laboratories to reinforce the SARS-CoV-2 genome sequencing in Africa. These stakeholder meetings guide the needs and activities of the members.

The funding specifically from the World Bank, will continue to fund a specific number of genome sequences for surveillance. The specific funding from the World Bank has not specifically been discussed with the stakeholders at the time of the application, because it does not add new activities to the existing surveillance project.

4.1 Proposed strategy for information disclosure

The strategy is to inform the Department of Health and the Presidency before any information is made public. This is done via personal consultation with representatives from the government offices.

Sequenced data is published on GISAID.

Information is also disseminated at the Ministerial Action Committee on COVID-19. This is done before any findings are made public via the media.

The next tier of information disclosure is to share news about new variants of interest via public media, like newspapers, radio, television and Twitter.

This is followed up by scientific publications that acts as a medium to share findings with the academic/scientific world.

News and copies of publications are published on the NGS-SA website.

4.2 Proposed strategy for consultation

Consultation with the Department of Health is a two-way process. The Department will frequently ask for updates. Should the research group find results of interest or concern, the Department of Health will immediately be informed via personal contact with the leading researcher, Prof Tulio de Oliveira in South Africa. A similar process is followed in Nigeria with Prof Christian Happi.

The PGI (WHO and Africa CDC) meetings are more structured and takes place via ZOOM once a week.

4.3 Proposed strategy to incorporate the view of vulnerable groups

No related vulnerable groups have been identified that will be affected by this project.

4.4 Timelines

Stakeholder engagement will occur at least monthly, but more frequent if there are findings of concern.

4.5 Review of Comments

Comments will be directed in person and directly to Prof De Oliveira, the project Principal Investigator. Comments, depending on their nature will be discussed with the research team at the university and/or with the consortium members of NGS-SA. If comments affect the continent en-large it will be discussed at the PGI meetings.

Email or verbal feedback will be provided to the Department of Health and/or the PGI.

Should it be deemed appropriate; the university's ethics committee will also be asked for comments and guidance.

4.6 Future Phases of Project

The project does not have specific different phases. However, stakeholders will be kept informed throughout the lifetime of the project through continuous communication; ranging from weekly, to ad-hoc when there are specific new findings to report.

5.0 Resources and Responsibilities for implementing stakeholder engagement activities

5.1 Resources

An Environmental and Social impact specialist will be engaged as a consultant on the project; to guide and assist with the Stakeholder Engagement Plan. The budget includes funding for the consultancy. However, ultimate responsibility will remain that of the Principal Investigator, Prof Tulio de Oliveira.

The contact details for the stakeholders is:

Prof Tulio de Oliveira

E-mail: tulio@sun.ac.za

Cell: 082 962 4219

5.2 Management functions and responsibilities

Given the technical nature of the project and the nature of input received from stakeholders, the Principal Investigator and Director of the research group, Prof De Oliveira, will primarily be responsible for stakeholder engagement. Prof De Oliveira holds a PhD in Medical Virology and Bioinformatics.

6.0 Grievance Mechanism

The established mechanisms at Stellenbosch University will be used to address any grievances of individuals working on the project. A Grievance Procedure policy is already in place and will be maintained throughout Project implementation.

The nature of the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project makes it highly unlikely that complaints will be received from the stakeholders, the general public or the community about the project. However, if such a complaint is received, it will be dealt with through the established Grievance Redress Mechanisms (GRM).

The GRM for the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project involves a formal process for receiving, evaluating and redressing program-related grievances from affected stakeholders, communities and the public. To ensure effectiveness and efficiency of the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project's GRM the procedures for handling grievance will be simple and administered by CERI. CERI shall maintain records where grievances and complaints, including minutes of discussions, recommendations and resolutions made, will be recorded.

The communication channels for stakeholders and the community to submit their grievances will include an email address and face-to-face communication (either in-person or virtually).

6.1 Procedures for Grievance Management

A formalized procedure for dealing with stakeholder and communities' grievances will be established. As a minimum, the procedures will include:

- Assigning a responsible person to organize the resolution of grievances
- Defined timeframes for acknowledgement of the receipt of complaints and subsequent resolution
- Practical arrangements for maintaining confidentiality, reviewing and resolving grievances, including resources and organizational arrangements information on the grievance
- Information on the grievance mechanism that is readily retrievable from a company website

Staff employed for the Accelerating Genomics-based Surveillance for COVID-19 Response in South Africa and the African Continent Project, will adhere to the established mechanisms at Stellenbosch University to address any grievances. A Grievance Procedure policy is already in place at Stellenbosch University and will be maintained throughout Project implementation. Staff are informed of the policy upon employment.

Stakeholders and the community can submit their complaints, grievances, or inquiries via telephone or email (**Table 4**).

Table 4: Contact details for complaints, grievances, or inquiries and further feedback

Description	Contact details
Implementing agency:	Stellenbosch University
Main contact:	Professor Tulio de Oliveira
Address:	Tygerberg Medical School, Stellenbosch University, Francie van Zijl Drive, Tygerberg, 7505, Cape Town, South Africa
E-mail:	ceri@sun.ac.za
Website:	http://www.krisp.org.za/ngs-sa/ngs-sa_network_for_genomic_surveillance_south_africa/
Telephone:	+27 (0)82 962 4219

The key steps of the grievance redress procedure are summarized below:

Step	Description of process	Timeframe	Responsibility
Grievance uptake	Grievances can be submitted via the e mail, phone or website		Complainant
Sorting, processing	Any complaint received is forwarded to Cheryl Baxter and logged in a database.	Upon receipt of complaint	Cheryl Baxter or designee
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by Prof de Oliveira (or designee)	Within 2 days of receipt	Prof Tulio de Oliveira or designee
Verification, investigation, action	Investigation of the complaint is led by the Complaint Committee and a proposed resolution is formulated by the Committee and communicated to the complainant by Prof Tulio de Oliveira. If required, a meeting with the complainant will be held to better understand the complaint.	Within 10 working days	Complaint Committee composed of CERI management and, if external representation required, Prof Carolyn Williamson
Monitoring and evaluation	Data on complaints are collected in a database and reported to the World Bank every 6 months	6-monthly	Prof Tulio de Oliveira
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution will be filed in the project files	Upon receipt	Prof Tulio de Oliveira

No specific provisions have been included for complaints related to Sexual Exploitation and Abuse (SEA) as these are unlikely from this project. However, staff and students of Stellenbosch University can report any incidences of unfair discrimination, harassment, gender-based violence (GBV), bullying, and victimisation to unfair@sun.ac.za or can report incidents of directly on the online platform at <https://ciims.sun.ac.za/ReportingPage/>.

6.2 Records Keeping

A simple database will be used to manage and monitor grievances. All grievances received will be logged, even recurrent ones or grievances that will eventually be dismissed as unreasonable. The following information will be kept in the database:

- Nature of complaint;
- The name and contact details of the complainant, if appropriate;

- The date that the complaint was logged;
- The name of the person(s) charged with addressing the complaint, if appropriate;
- Any follow up actions taken;
- The proposed resolution of the complaint;
- How and when relevant Project decisions were communicated to the complainant;
- Whether longer-term management actions have been taken to avoid the recurrence of similar grievances in the future, if applicable.

7.0 Monitoring and Reporting

7.1 Involvement of stakeholders in monitoring activities

No third-party monitors will form part of the project and stakeholder engagement plan.

7.2 Reporting back to stakeholder groups

No specific stakeholder engagement activities are scheduled, other than weekly meetings with the PGI group. The interactive nature of these meetings in itself, forms the feedback forum as well.