



Making a world of difference
in small-scale gold mining.

A GEF Initiative



August 14, 2025

Stakeholder Engagement and Landscape Governance: Session 2/2

planetGOLD webinar series on
the Landscape Approach

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Welcome!

- Meet the EcoAgriculture Partners team



Réka Blakemore



Max Yamauchi



Patricia Bon



Juan Ramos

- Please, introduce yourself in the chat!
-

Rules and roles for a welcoming learning space

- Find a **quiet space** with **good Internet**
- Keep **video** on
- Keep yourself on **mute** unless speaking
- **“Raise hand”** when you’d like to speak
- Use the **chat** function and reactions liberally
- Expect to **interact** . Ask questions!
- Speak **slowly** , not everyone has the same first language
- Breath, stretch and **enjoy!**
- What else...?

Objective

Support and provide momentum for planetGOLD participants to engage cross-sectoral partners towards landscape governance in places where ASGM is occurring

Agenda

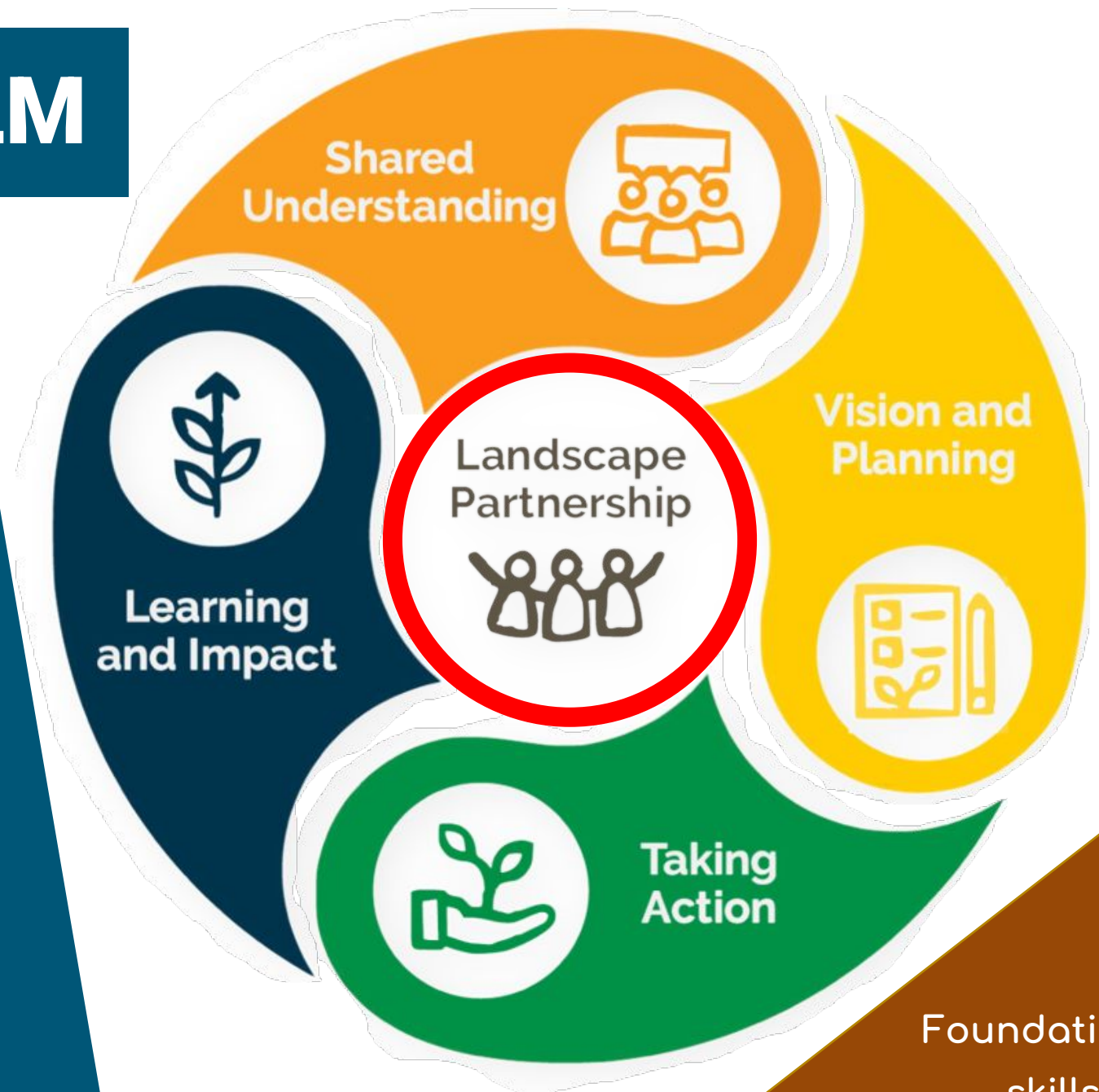
- Review key concepts of landscape governance
- Apply landscape governance in the context of their landscapes
- Advanced draft work plans based on the context of a planetGOLD participant to lay out next steps

Recap



5 ELEMENTS of ILM

How to implement
a Landscape and
Jurisdictional
Approach?



STAKEHOLDER...

Stakeholders are relevant players who might **affect or be affected** in the landscape



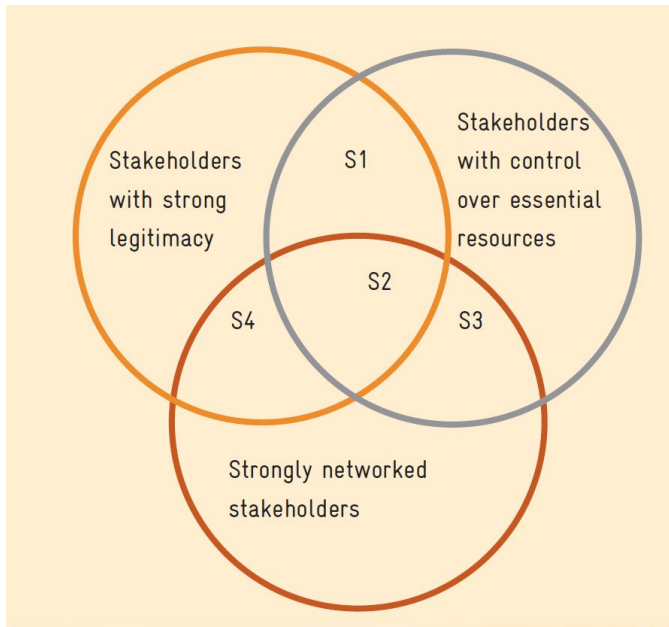
Who are the **key stakeholders** in the **landscape** that can help address both systemic issues and challenges of the landscape and those related to ASGM?



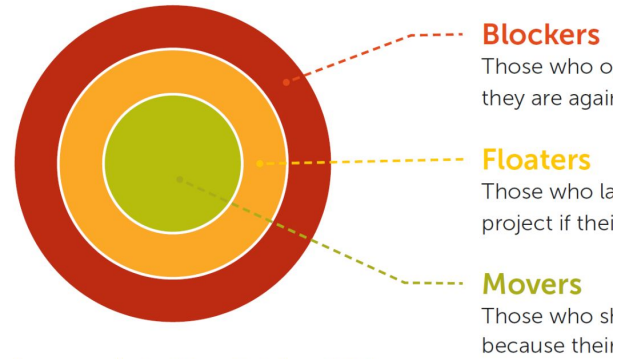
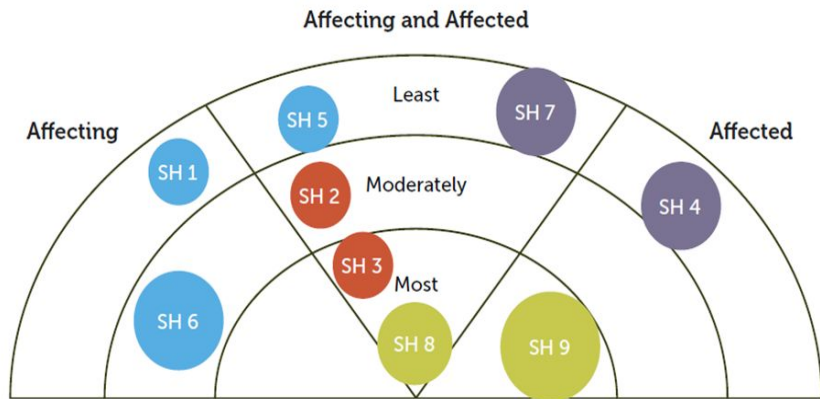
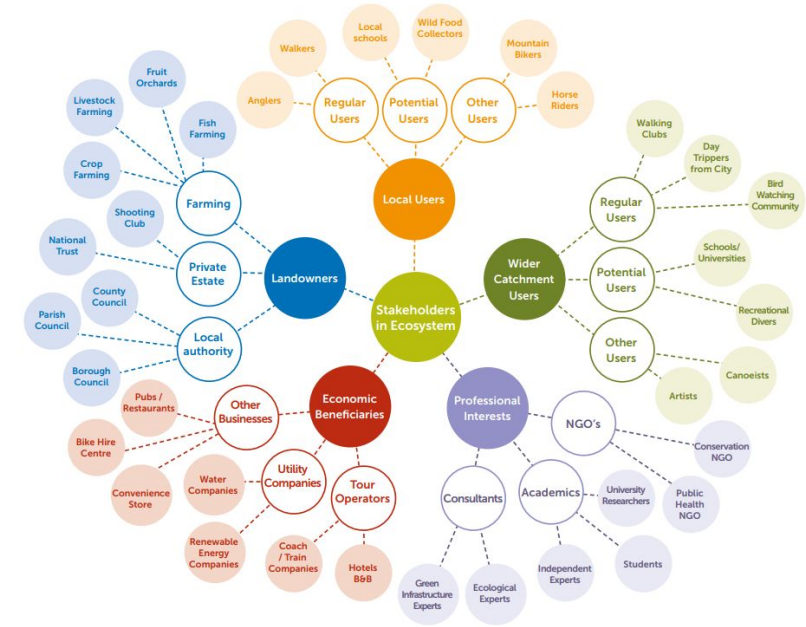
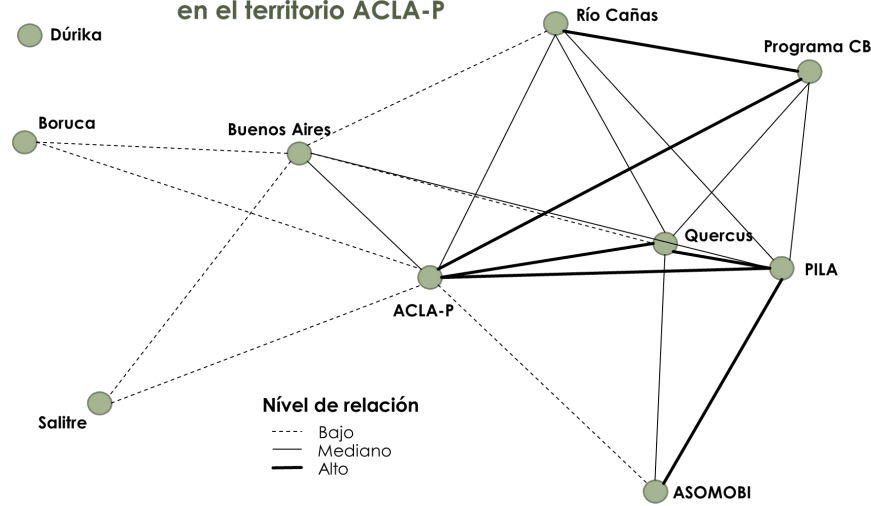
STAKEHOLDER ANALYSIS

Approach to **gain insight** into relevant stakeholders, their **characteristics & interrelationships** to **prioritize stakeholders for engagement**

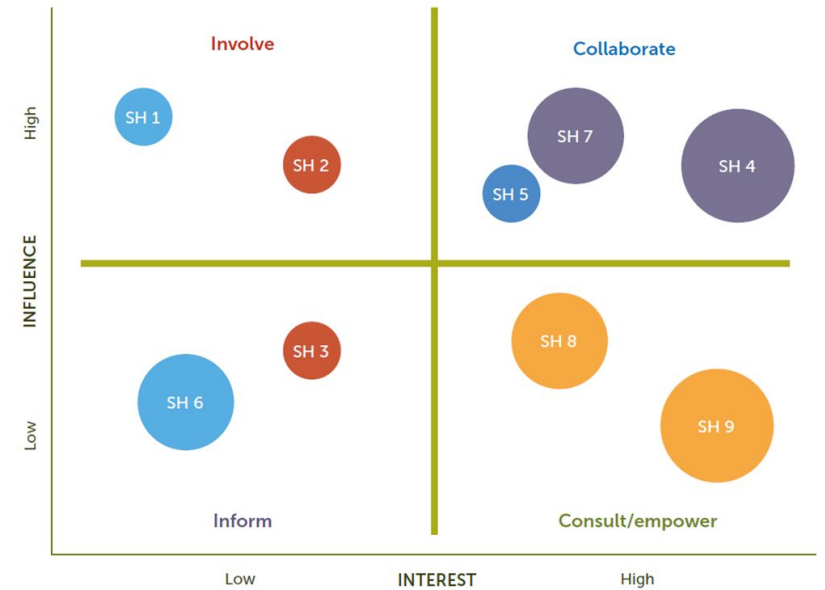




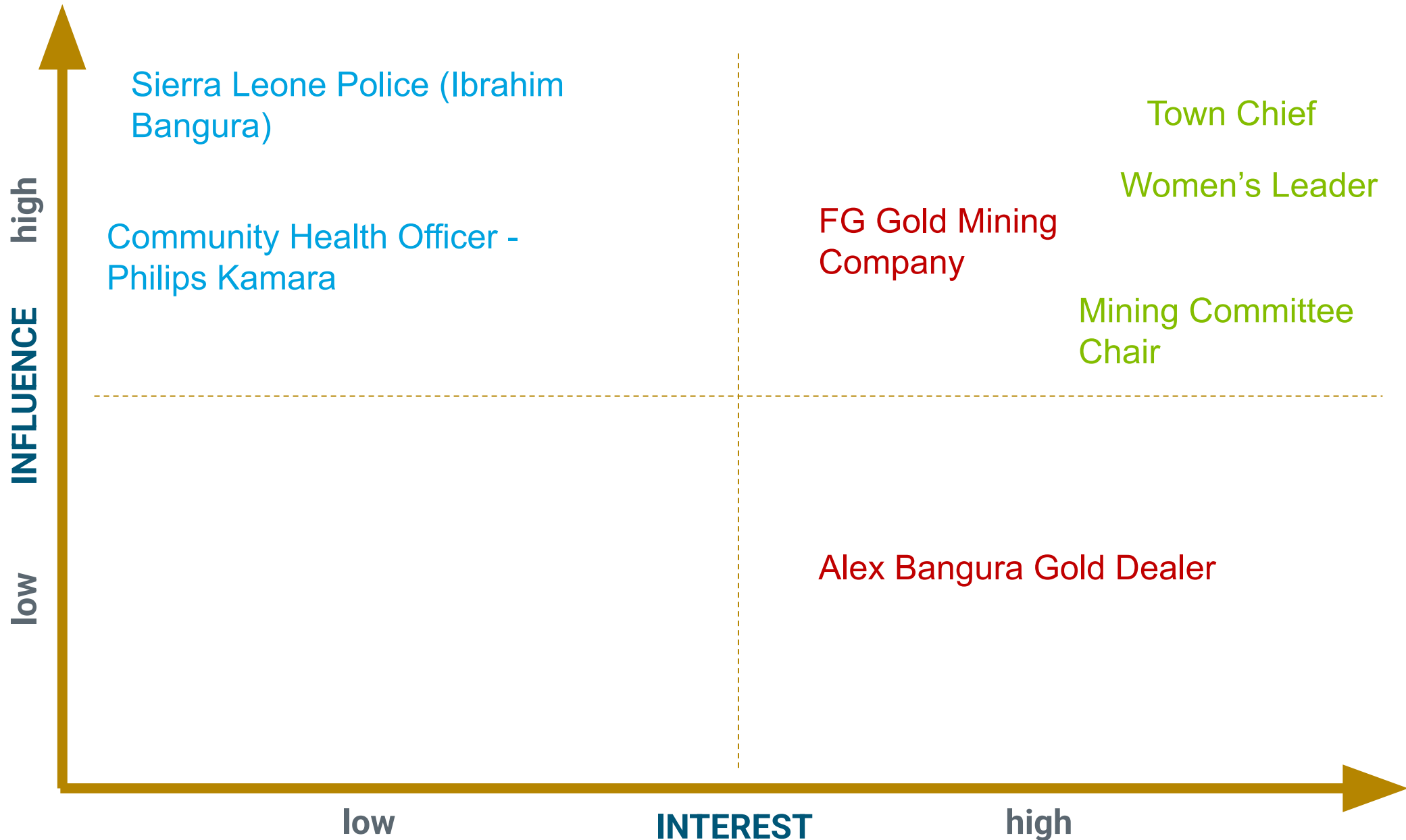
Red de articulación de actores en el territorio ACLA-P



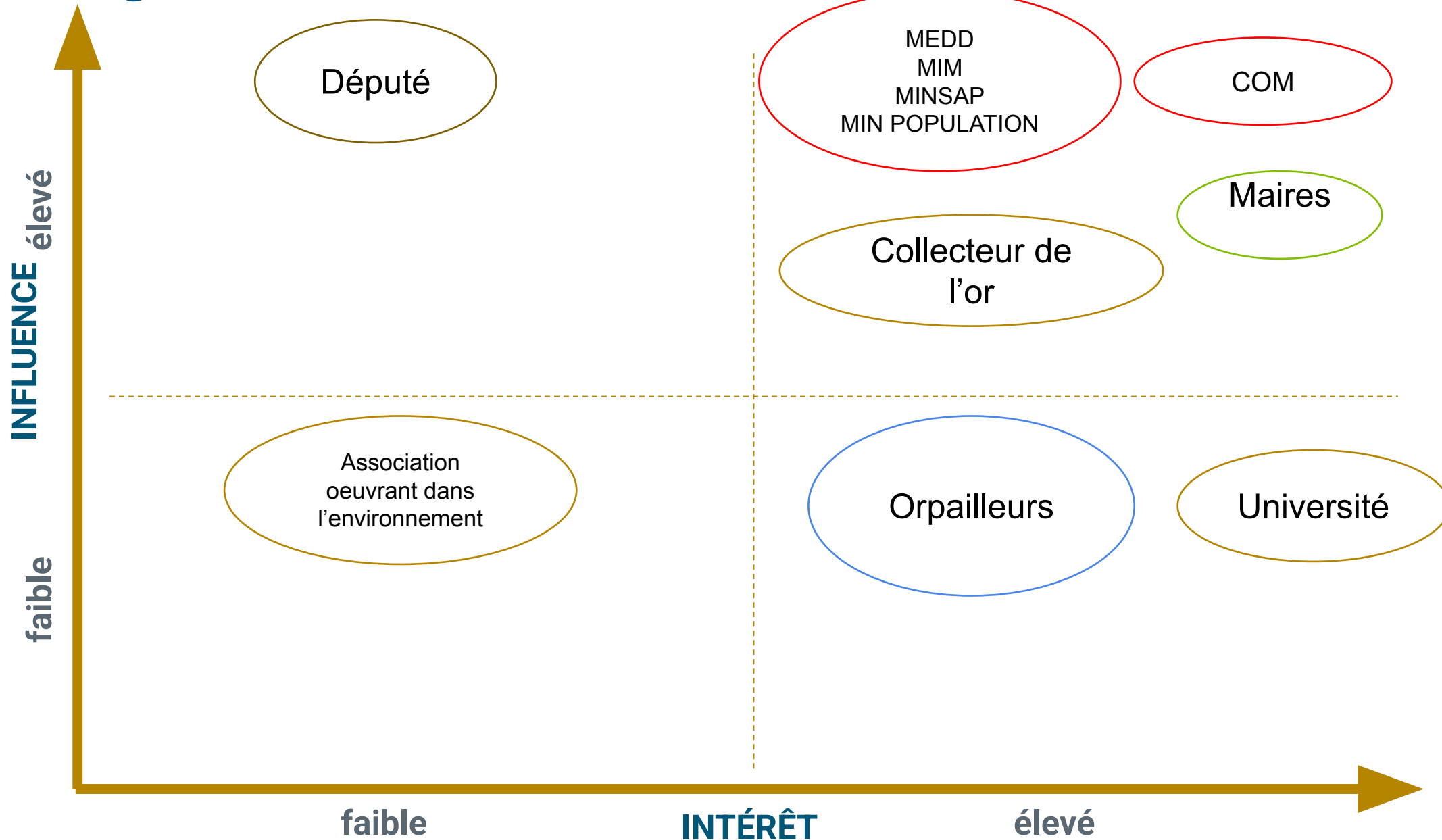
Source: adapted from Retolaza 2011



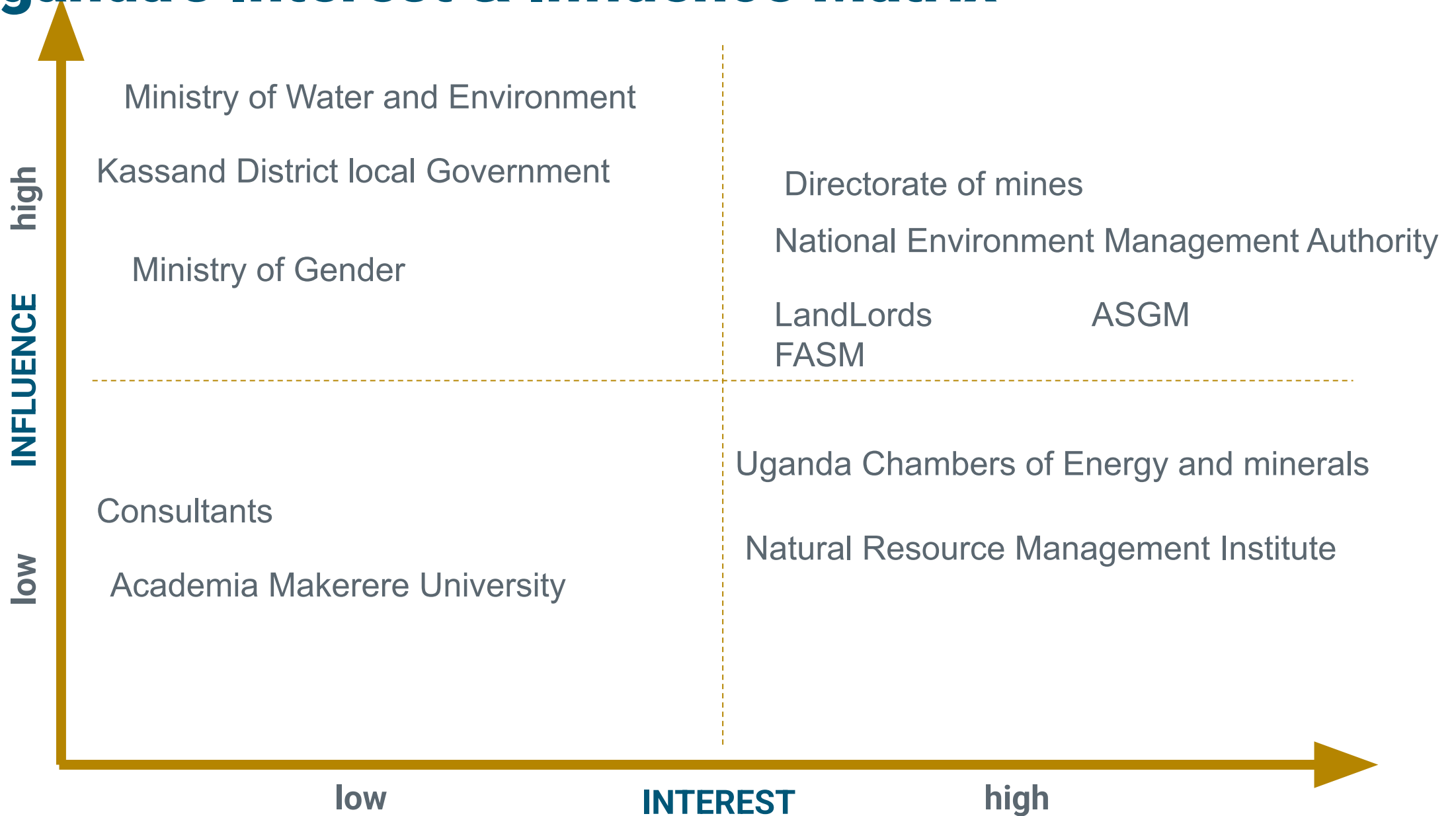
Sierra Leone's Interest & Influence Matrix



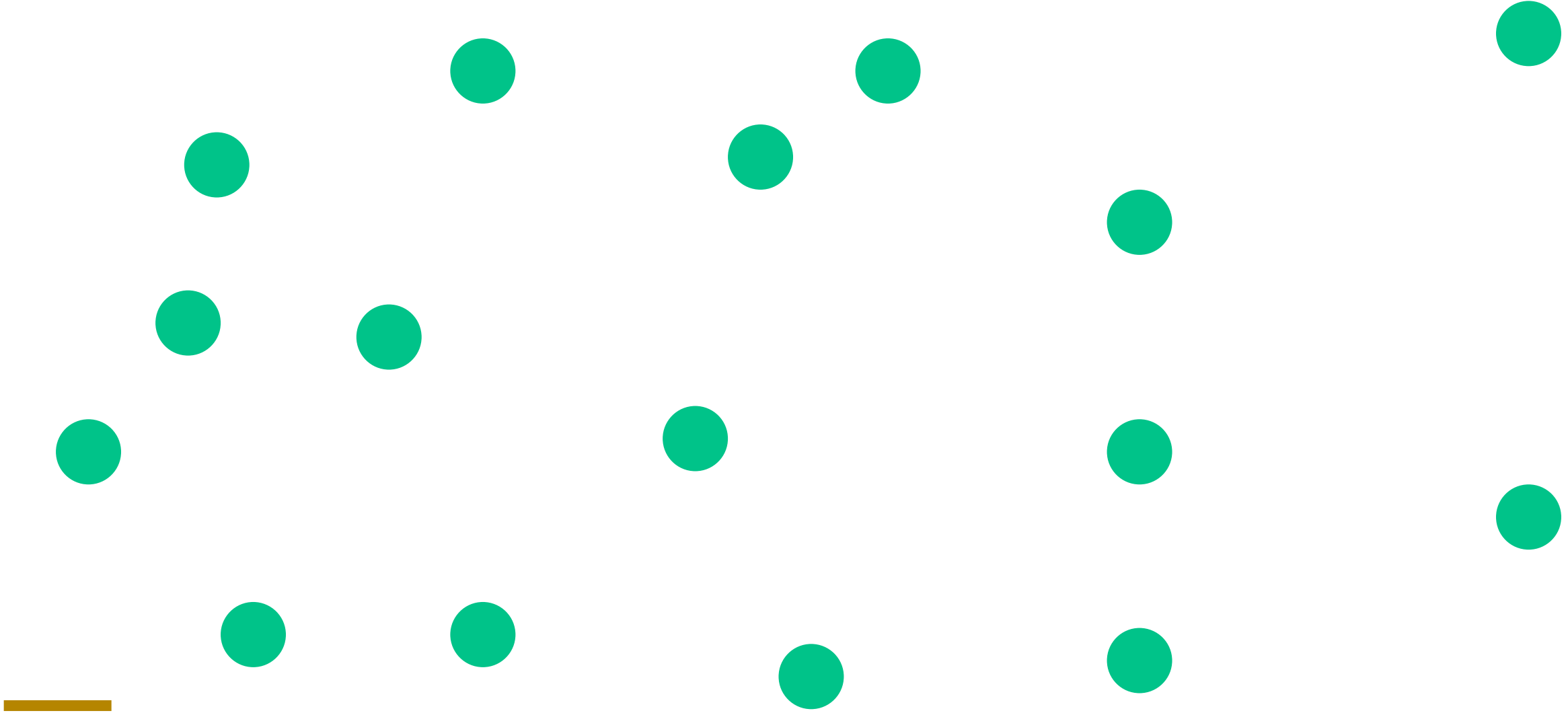
Madagascar's Interest & Influence Matrix



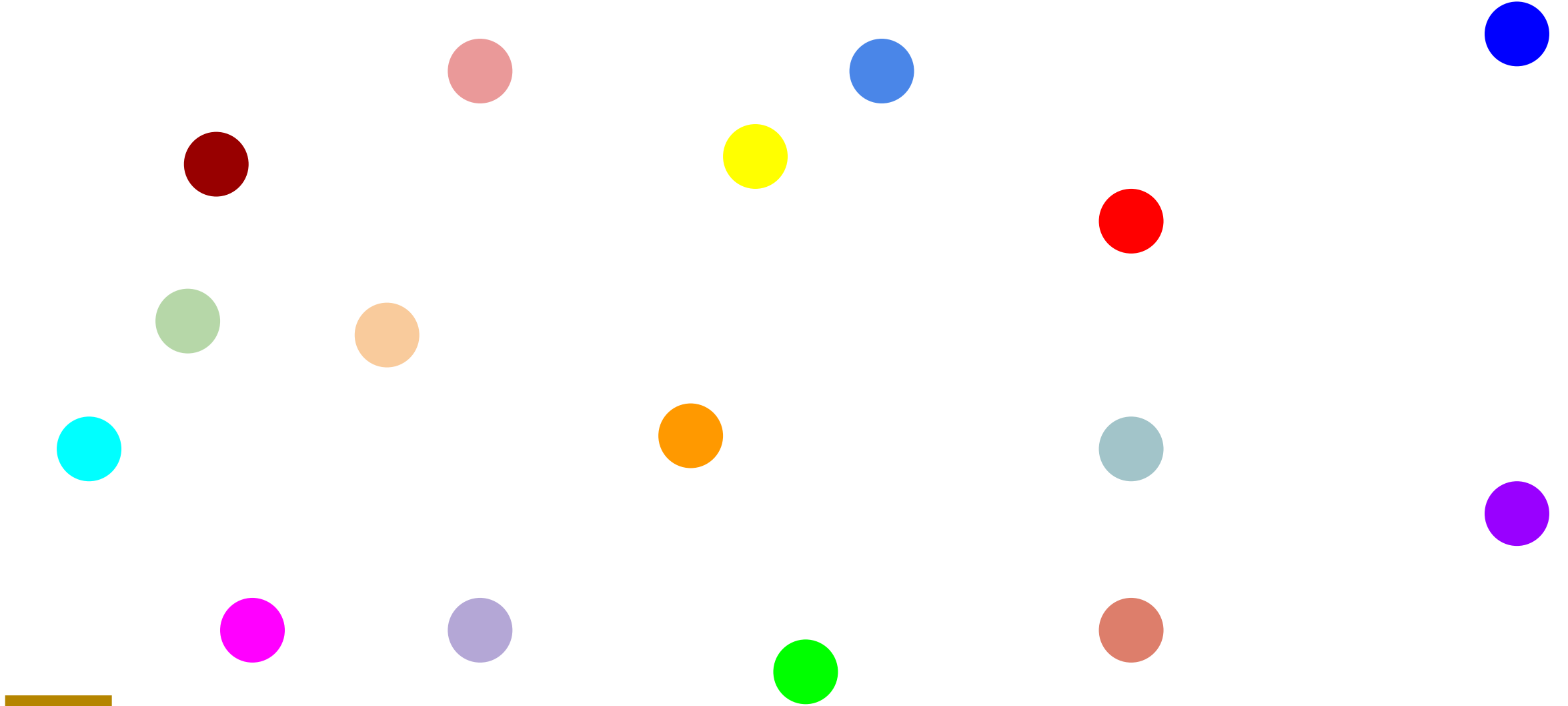
Uganda's Interest & Influence Matrix



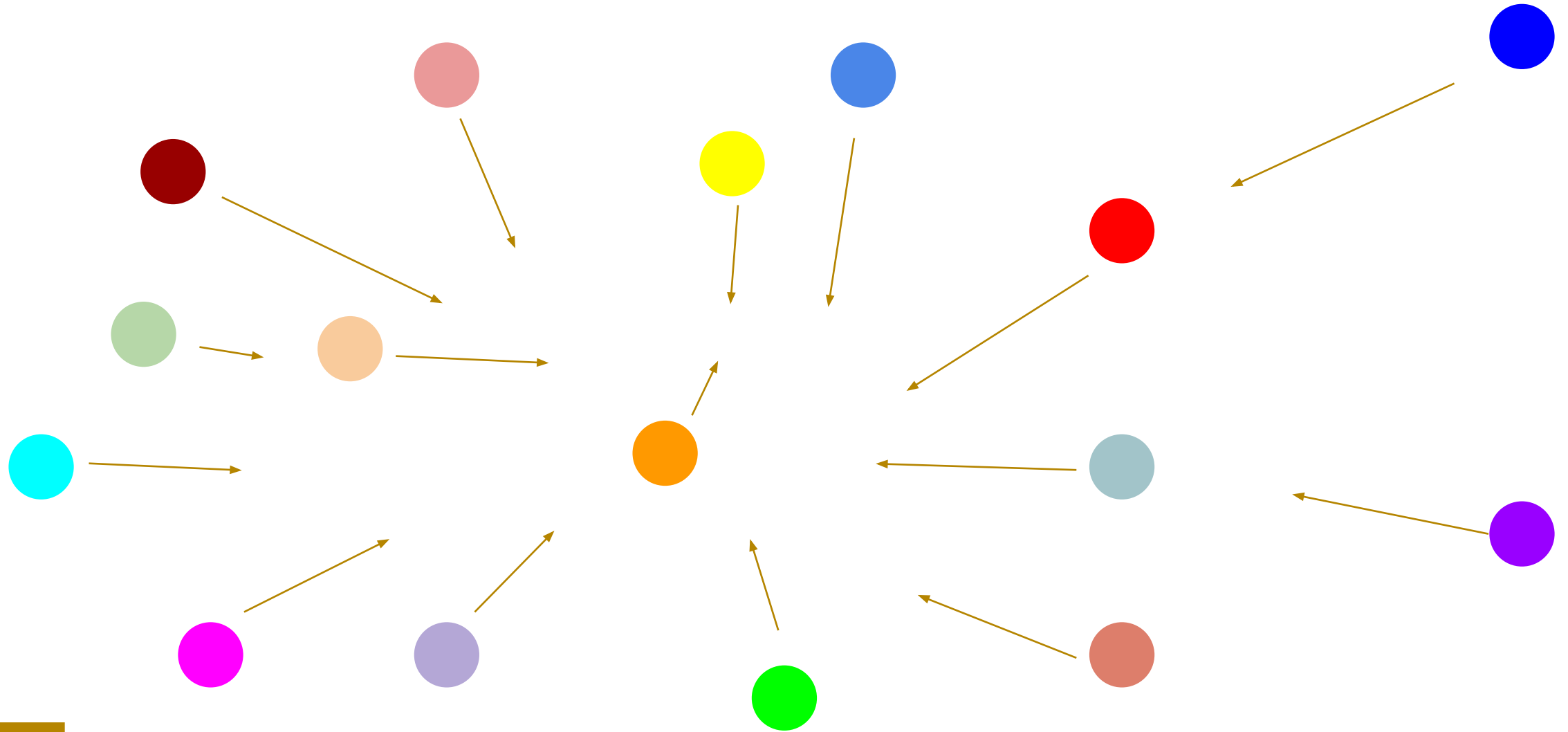
Before mapping and analyzing the stakeholders...



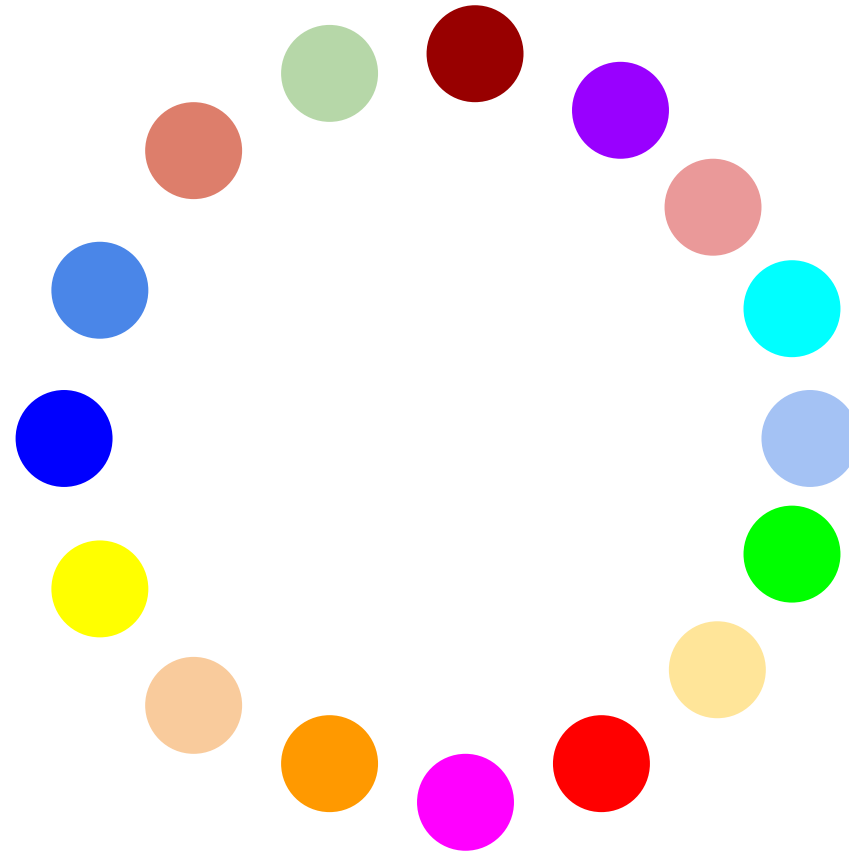
After the mapping and analysis of stakeholders...



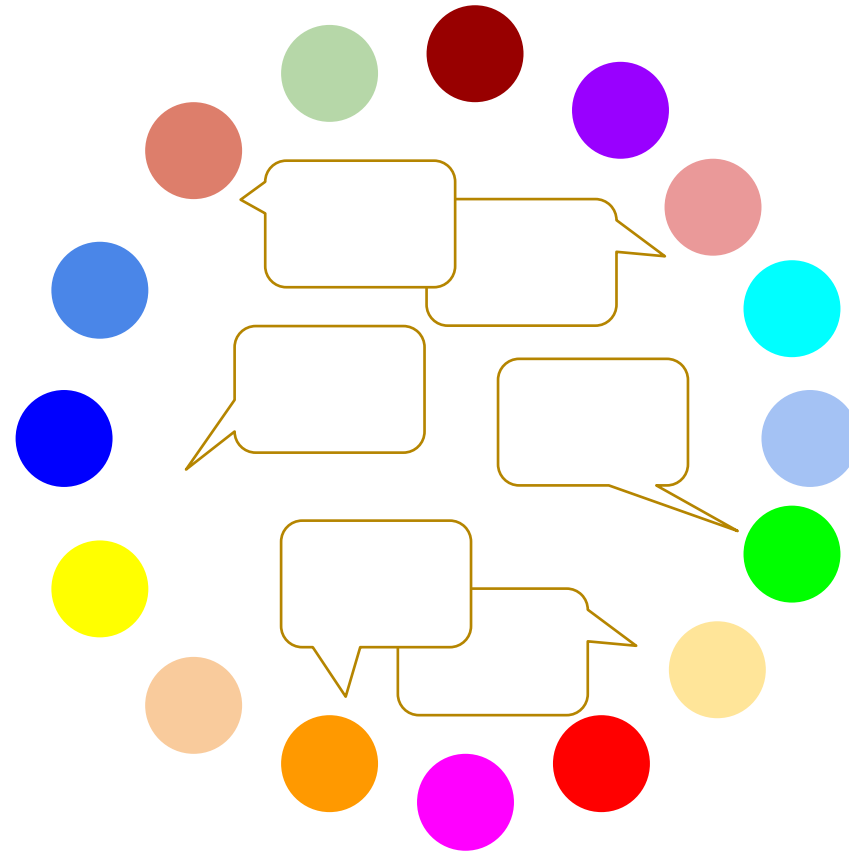
Stakeholder engagement





Stakeholder engagement



Stakeholder engagement



A continuous process with many steps...

- 
- Initial bilateral contact
 - Initial meetings with the group
 - Build trust and shared understandings
 - Identify common interests
 - Draft initial agreements
 - Craft common goals and plan
 - Continuous and long-term process of participation and action
- 





planetGOLD Stakeholder engagement strategy

Stakeholder	Position	Interest	Strategic approach	Engagement strategies	Who can help us
Government agency	Mover	Policy implementation Citizen participation	Build up	Include in the governance system Budget support/funding Provide technical assistance Dialogue and conflict facilitation	Research centres International experts Other govt agencies
Producer associations	Mover	Income generation Policy influencing	Build up	Provide technical assistance Access to funds/information Networking Dialogue and conflict facilitation	Local NGO Financial agencies Cooperatives Community leaders
Local NGO	Blocker	Project support Policy influencing	Break down	Oversight and complaint Debate forums and sensitisation Social audit by communities Alternative projects/proposals Dialogue and mediation	Donors INGOS Municipal authorities Community leaders
Local retailer	Floater	Income generation Social status	Bring in	Provide technical assistance Access to funding Access to alternative suppliers (cheaper/better) Dialogue and monitoring	Local NGOs Credit cooperatives Suppliers

So, what is the relation
between stakeholder
engagement and
landscape governance?

ideas?



A close-up, high-angle shot of a person's hands sifting sand through a large, dark, woven basket. The basket is held over a body of water, and the sand is falling into it. The person's hands are visible, one holding the edge of the basket and the other sifting the sand. The water is rippling, and the overall scene is bathed in a warm, golden light. The text is overlaid on the left side of the image.

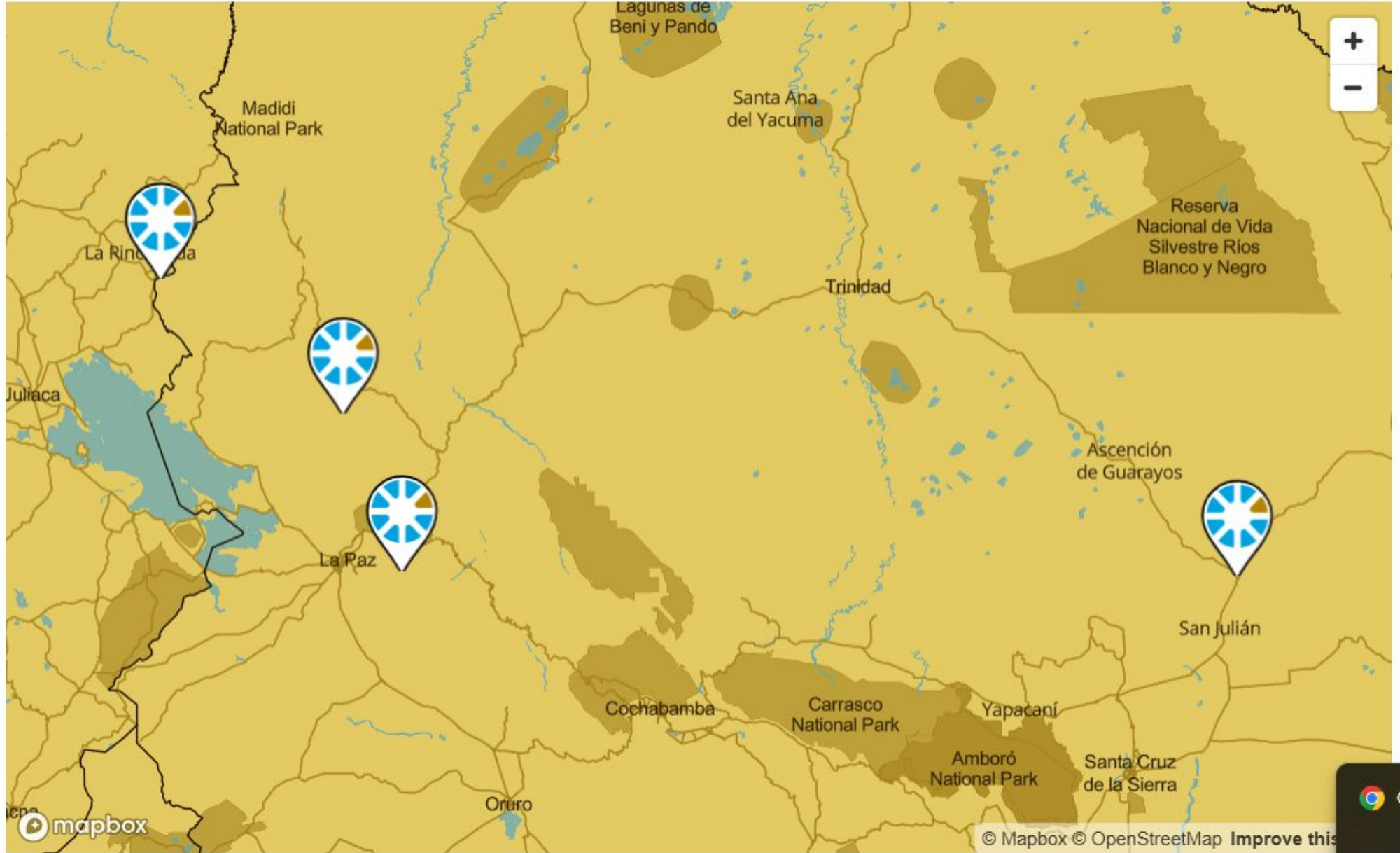
A little bit of context

What we've learned from your previous experiences and specific landscape contexts...

Resumen de gobernanza en el proyecto de Bolivia

- Principales desafíos
 - Deforestación / degradación de tierras
 - Escasez / contaminación del agua
 - Impactos ambientales de la MAPE
 - Erosión del suelo / baja fertilidad del suelo
 - **Falta de coordinación entre las partes interesadas / debilidad en la gobernanza**
 - **Comprender el beneficio de un enfoque de paisaje integrado**
 - **Falta de conciencia sobre el cuidado del medio ambiente**
- Estructuras de gobernanza existentes: Gobiernos municipales, plataformas interinstitucionales departamentales, asociación de ganaderos, entidades públicas de saneamiento de agua, servicios descentralizados del estado plurinacional, sindicato

planetGOLD project sites in Bolivia



Resumen de gobernanza en el proyecto de Ecuador

- Los equipos ven la GIP más como un enfoque de gobernanza en los territorios.
- Dado que trabajan con comunidades que son muy sensibles en sus propios territorios, necesitan llegar con un enfoque de GIP y considerar a los diferentes actores que forman parte de este paisaje.
- Ya han realizado ejercicios de gobernanza, no basados en el paisaje, sino relacionados con el sector minero.
- Desafíos en la gobernanza:
 - Bajo desempeño en la toma de decisiones inclusiva, la cultura de colaboración y el pensamiento de paisaje sostenible
 - Desconfianza entre los actores, egoísmo
- Estructuras de gobernanza existentes
 - Hay asociaciones y cámaras mineras que agrupan a pequeños y artesanales mineros.
 - Es necesario fortalecer la gobernanza minera, ya que aún es incipiente.

planet**GOLD** project sites in Ecuador



A close-up, high-angle photograph showing a person's hands sifting sand through a large, dark, woven basket. The basket is held over a body of water, and the sand is falling into it. The person's hands are visible, one holding the edge of the basket and the other sifting the sand. The water is rippled, and the overall scene is bathed in a warm, golden light. The text "Landscape governance" is overlaid in white, bold, sans-serif font across the middle of the image.

Landscape governance

Landscape Governance

Landscape governance is the process of **multi-sector, multi-actor, and multi-level interactions and spatial decision-making** at the landscape level.

It encompasses all the **factors and set of rules** (policies and cultural norms) that affect how people use resources in the landscape.

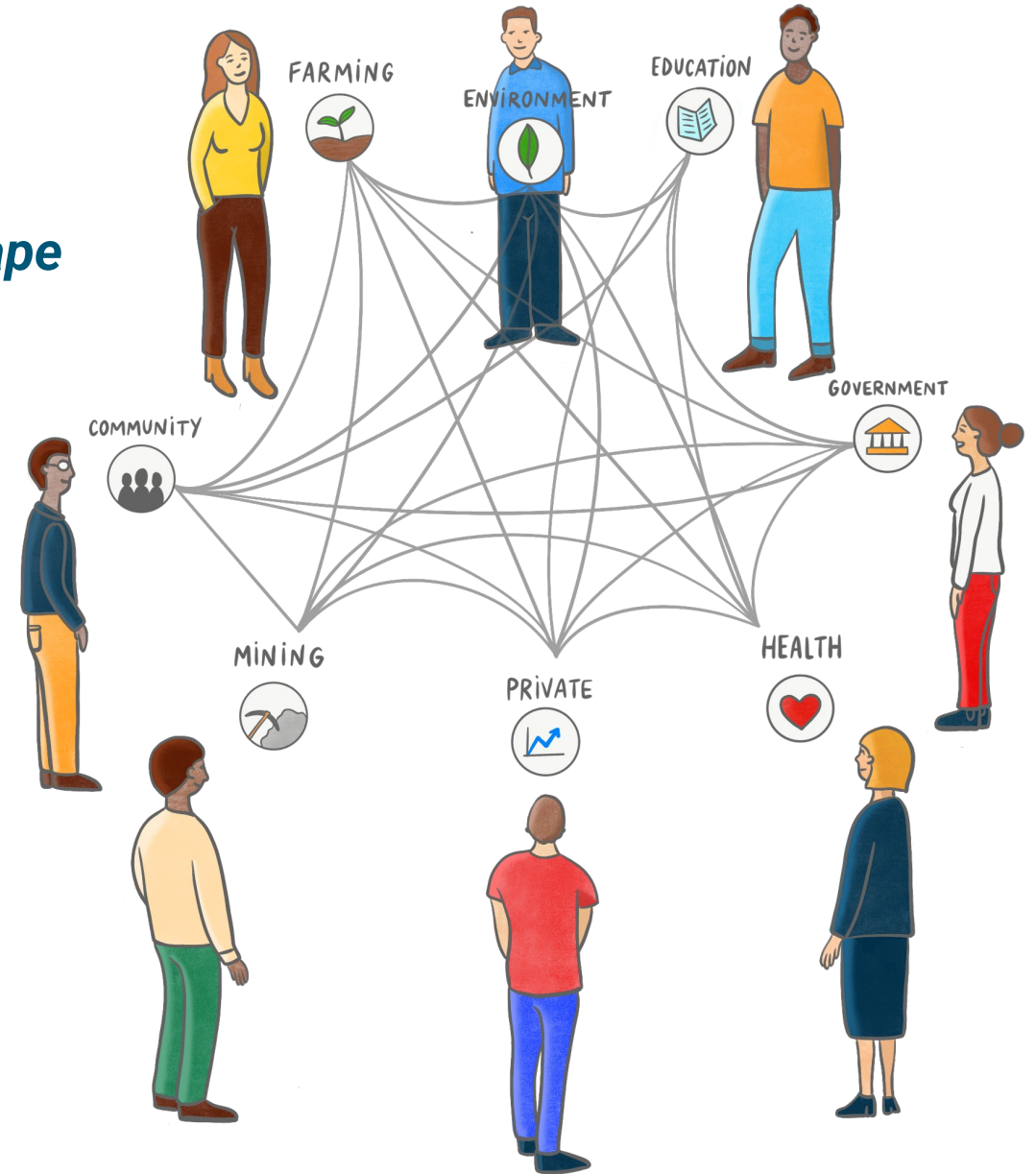
(adaptated from [de Graaf et al., 2017](#) and [PROGREEN, 2024](#))



Why governance?

A precondition for achieving a sustainable landscape

1. Inclusive and Balanced Decision-Making
2. Shared Understanding and Alignment of Objectives
3. Effective Coordination and Collaboration
4. Policy Coherence and Institutional Strengthening
5. Resource Mobilization and Sustainability



What is good governance?

*quick words in the
chat...*



What is good governance?

Landscape Governance Performance Criteria and Indicators

(de Graaf et al., 2017)

Criterion	Indicators
1. Inclusive decision-making in the landscape	1.1 Transparency 1.2 Participation 1.3 Equity 1.4 Accountability
2. Culture of collaboration in the landscape	2.1 Sense of community 2.2 Knowledge sharing and learning 2.3 Conflict resolution 2.4 Resilience and innovation
3. Coordination across landscape sectors, levels and actors	3.1 Integrated landscape planning 3.2 Horizontal coordination across sectors and jurisdictions 3.3 Vertical coordination among levels 3.4 Connectivity to national and international developments 3.5 Coordination of customary and formal governance
4. Sustainable landscape thinking and action	4.1 Perceptions and knowledge of sustainability 4.2 Sustainable practices 4.3 The presence of enabling rules 4.4 Implementation and enforcement 4.5 Promotion of sustainable practices

EXERCISE 1.

Landscape governance assessment



BREAKOUT GROUPS ACTIVITY

Considering the landscape you prioritized in the previous sessions, use the **template** to....

- 1. Reflect on and assess the governance of your landscape** –how is it being carried out across the different criteria and indicators?
- 2. Score each indicator** from 1 to 5:
 - 1 = very *poor* performance
 - 5 = very *high* performance
- 3. After your group has completed the matrix, reflect together:**
 - What is your interpretation of the assessment?
 - Where would you prioritize improvement and why?

Criterion	Indicators
1. Inclusive decision-making in the landscape	1.1 Transparency 1.2 Participation 1.3 Equity 1.4 Accountability
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Criterion 1: Inclusive decision-making in the Landscape

Indicator	Question	Score (1-5)
1.1 Transparency	To what extent is information about rules and decision-making processes effectively shared with stakeholders in the landscape?	
1.2 Participation	To what extent are relevant stakeholders able to participate meaningfully in decision-making that affects the landscape?	
1.3 Equity	To what extent is influence in decision-making fairly and equitably shared among stakeholders in the landscape?	
1.4 Accountability	To what extent do mechanisms function effectively to ensure that public and private actors fulfill their duties and responsibilities to relevant stakeholders in the landscape?	

Criterion 2: Culture of collaboration in the landscape

Indicator	Question	Score (1-5)
2.1 Sense of community	To what extent is there a strong sense of community among stakeholders in the landscape?	
2.2 Knowledge sharing and learning	To what extent do stakeholders share knowledge and learn together effectively?	
2.3 Conflict resolution	To what extent are conflicts among stakeholders addressed constructively in the landscape?	
2.3 Resilience and innovation	To what extent do stakeholders respond effectively and adapt to changes in the landscape?	

Indicator	Question	Score (1-5)
3.1 Integrated landscape planning	To what extent do stakeholders coordinate effectively across the landscape to identify synergies and opportunities for collaborative action?	
3.2 Horizontal coordination across sectors and jurisdictions	To what extent are decision-making processes well coordinated across local governments and government agencies at the landscape level?	
3.3 Vertical coordination among levels	To what extent are decision-making processes well coordinated among local, regional, and national levels of government?	
3.4 Connectivity to national and international developments	To what extent are stakeholders effectively connected to national and international developments that affect the landscape?	
3.5 Coordination of customary and formal governance	To what extent are customary and formal governance systems well coordinated?	

Indicator	Question	Score (1-5)
4.1 Perceptions and knowledge of sustainability	To what extent do stakeholders clearly perceive and understand the concept of sustainable practices?	
4.2 Sustainable practices	To what extent do stakeholders effectively implement sustainable practices in the landscape?	
4.3 Presence of enabling rules	To what extent do policies and procedures effectively promote sustainable practices in the landscape?	
4.4 Implementation and enforcement of rules	To what extent are policies and procedures for ensuring sustainable practices effectively implemented, enforced, and monitored for impact?	
4.5 Promotion of sustainable practices	To what extent are the conditions in place to promote environmentally friendly practices in the landscape?	



Debrief.

- What is your **interpretation** of the assessment?
 - Where would you **prioritize** improvement and **why**?
-

If you want to dive deeper...





Assessing Landscape Governance

A Participatory Approach



MANUAL



Public Disclosure Authorized

Public Disclosure Authorized

Public Disclosure Authorized

Public Disclosure Authorized

THE LANDSCAPE GOVERNANCE ASSESSMENT TOOL

A User's Guide for Assessing Governance of Forested Landscapes



PROGREEN

Administered by
THE WORLD BANK
IBRD · IDA | WORLD BANK GROUP

1

AGENCY COORDINATION

- ✦ Coordination and power imbalances between and within agencies of government

1. How well do agencies affecting the landscape coordinate their work?

2

POLICY AND LEGAL FRAMEWORKS

- ✦ Transparent approaches to creating, reviewing, and revising policies and laws.
- ✦ Workable and comprehensive policies and laws.
- ✦ A commitment to implementation

2. When the government adopts new policies and laws affecting landscape management, is the process transparent?
3. Do policies or laws have gaps or weaknesses inconsistent with good landscape management?
4. Do agencies in the landscape implement the responsibilities assigned to them under policies and laws?

3

MULTI-STAKEHOLDER PARTICIPATION

- ✦ Opportunities and obstacles for stakeholders to engage
- ✦ Motivation and capacity of stakeholders
- ✦ Government responsiveness to consultation inputs

5. Do stakeholders outside government have adequate opportunities to participate in landscape-related decisions?
6. Do important stakeholder groups outside the government seek to effectively participate in landscape management and planning?
7. How often are government decisions related to landscapes modified or influenced by inputs from multiple stakeholders?

4

TENURE SECURITY

- ✦ Clear and well-defined rights
- ✦ Harmonization of rights
- ✦ Workable means of settling tenure conflicts

8. Are all types of tenure rights clear?
9. Where people have customary or traditional rights, are those rights recognized under law?
10. Do practical tenure conflict resolution mechanisms exist?

5

LANDSCAPE PLANNING

- ✦ Using a landscape focus
- ✦ Using effective processes

11. Where agencies produce separate plans affecting the landscape, are the plans coordinated?
12. Does planning in the landscape use high-quality data?
13. Does planning in the landscape consider improvement of livelihoods as a central challenge?
14. Does planning for major investments and activities in the landscape include environmental and social impact analyses (ESIA)?
15. Do plans try to address the drivers of unsustainable resource use?

6

GOVERNMENT ADMINISTRATION

- ✦ Financial, human, and other resources
- ✦ Accountability and transparency
- ✦ Effective management and implementation

16. How adequately funded are government programs managing resources in the landscape?
17. For government programs managing natural resources in the landscape, are regular performance assessments undertaken?
18. Do government programs affecting landscape management include regular monitoring?
19. Do agencies affecting landscape management have the capacity to carry out the functions assigned to them?

7

POLITICAL ECONOMY

- ✦ Cooperation and willingness to work together for the common good
- ✦ Stable policy regimes
- ✦ Consideration of interests of future generations

20. When there are grievances over resource use, are there effective redress mechanisms?
21. Are there frequent changes in the policies related to resource management in the landscape?
22. Do stakeholders include powerful champions for sustainable landscape management?

8

RULE OF LAW

- ✦ Consistent and equitable application of the law
- ✦ Adequate law enforcement capacity
- ✦ Control of corruption

23. In matters tied to resources in the landscape, does adoption, implementation, and enforcement of laws adhere to the principles of accountability, quality of law, good process, and good administration of justice?
24. Does the government have sufficient enforcement capacity to control resource-related crimes?
25. Do stakeholders in the landscape perceive corruption related to natural resource use to be common?

9

SUSTAINABLE PRODUCTION

- ✦ Sustainable commodity supply chains, incorporating values of environmental services
- ✦ Equitable distribution of benefits and costs

26. Does the government promote sustainable supply chains through various incentives?
27. Are producers adopting sustainable practices throughout the supply chain?
28. Are equitable, effective benefit sharing mechanisms in place in the landscape?

10

RESILIENCE OF LANDSCAPES & PEOPLE

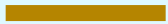
- ✦ Plans that try to anticipate stresses
- ✦ Capacity to respond to foreseeable stresses

29. Does planning consider environmental, economic, political, and social stress that threaten the landscape?
30. In practice, is the government helping people become more resilient to stressors?

Break

3 minutes

**Landscape
governance
through multi-actor
partnerships**



Four core criteria for mature Landscape Initiatives

1. Scale

Operates at the **landscape scale** of a defined ecological, socioeconomic, or administrative area...

2. Multi-stakeholder governance process

Governed by a **multi-stakeholder process** or participatory platform: decision-making...

3. Collective goals and actions

Agreed on a set of long-term **impact goals** and a collective **action plan** for the landscape

4. Collective monitoring

Manages a **collective monitoring** and reporting framework that enables assessment progress

LANDSCAPE PARTNERSHIP

*A long-term intersectoral and multi-actor alliance between different groups of land managers, organizations, and resource users, **reconciling multiple objectives and working together** for the shared future of the landscape.*



Are there multi-stakeholder governance platforms in your landscape?

- Before creating a new multi-stakeholder partnership, it's important to assess existing platforms, networks, or initiatives in the landscape.
- Strengthening or aligning with existing efforts may be a good option



- **Territorial or landscape platforms**

- Watershed management councils or micro-watershed committees
- Territorial planning or soil use committees
- Integrated rural development councils

- **Civil society and community platforms, sectoral coordination spaces**

- Associations and co-ops involved in territorial planning
- Traditional or Indigenous-led councils
- Grassroots community organizations
- Platforms led by women, youth, or other vulnerable groups
- Climate change adaptation or resilient agriculture committees

- **Multi-sectoral bodies led by the state**

- Local or municipal development councils
- Inter-ministerial coordination groups (ex. agriculture–environment–water)
- Participatory budgeting and local planning spaces

- **Emergency response and risk management platforms**

- Committees for prevention and response to natural disasters

- **Knowledge, monitoring, or technical advice platforms**

- Territorial observatories (for land, climate, water, migration, etc.)
- Spaces for dialogue science–politics–practice at the local or regional level

Fire academic league

Santarém,
Amazonas-Tapajós,
Brasil



**Are there multi-stakeholder
governance platforms in your
landscape?**

make a quick list....



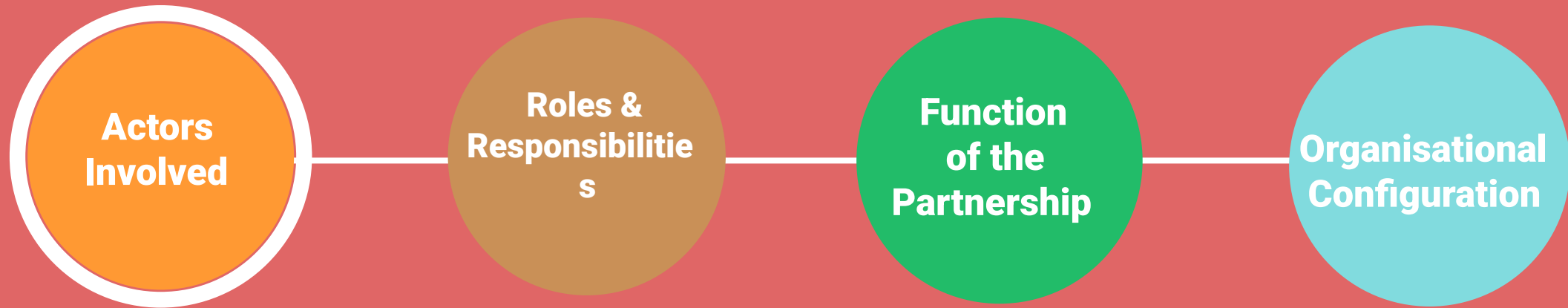
Do these platforms
have **potential to**
address the
aforementioned
complex problems in
your landscape?



DESIGN ELEMENTS...

*for coherent and
functional landscape
partnerships*







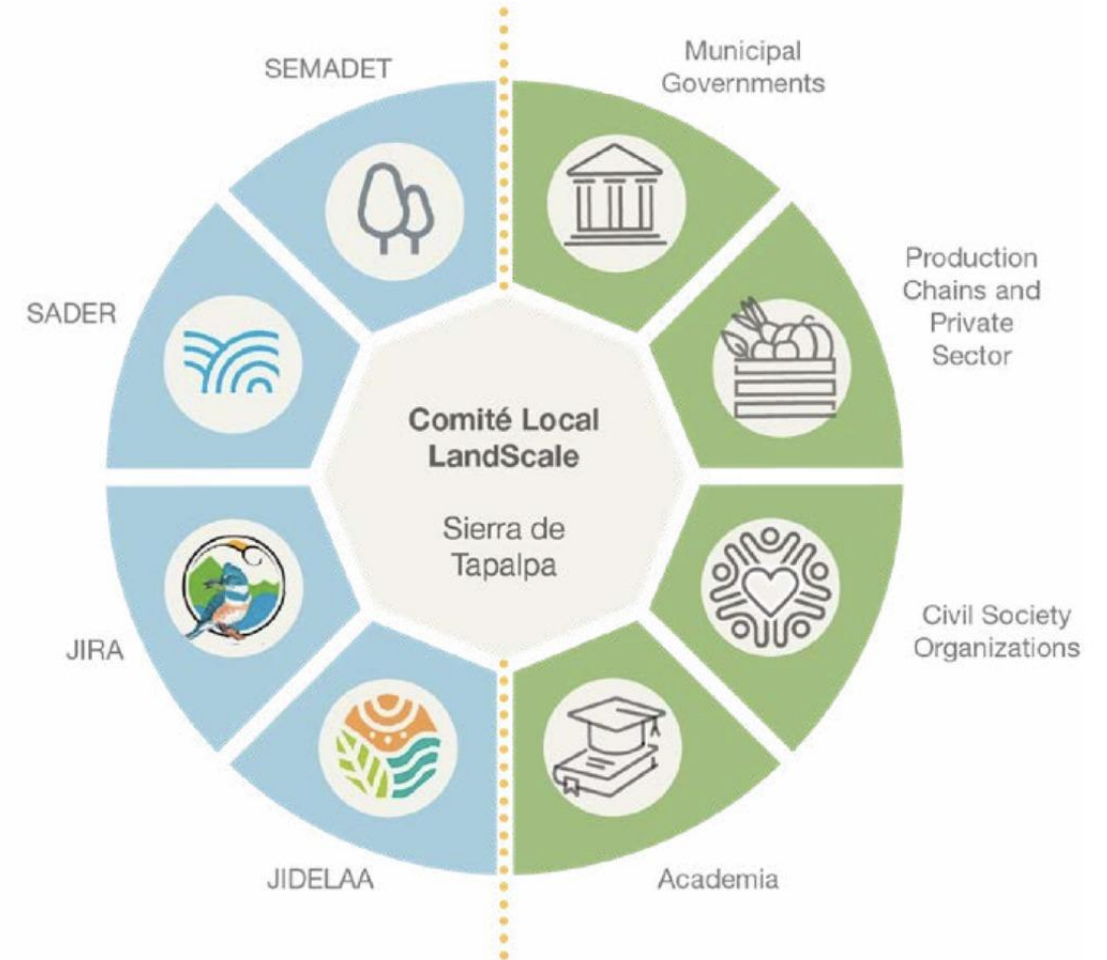
- **Complementarity** between stakeholders
- **Diverse membership** (sectors, groups)
- Engage with actors based on comparative advantages for the partnership

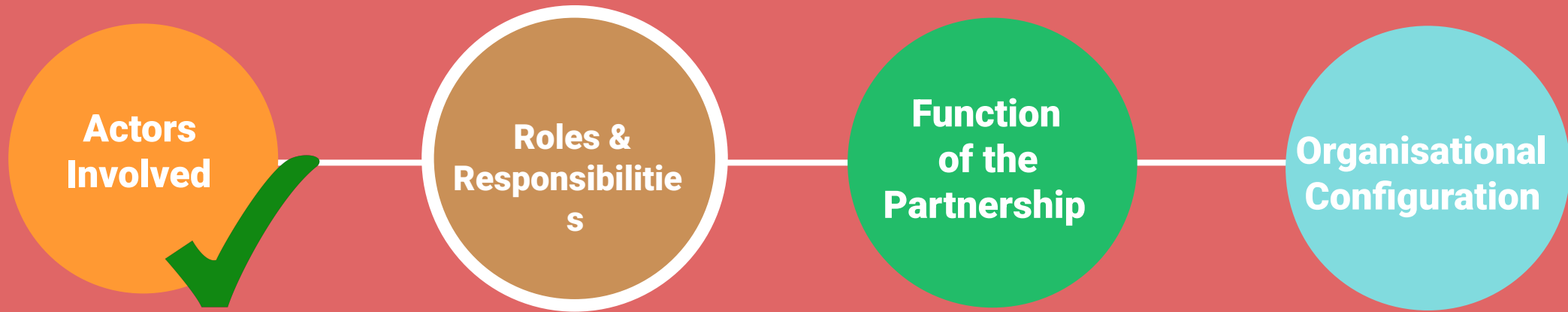


1. Local communities
2. Producer groups
3. Community-based organizations
4. NGOs
5. Research organizations
6. Government
7. Private sector

The importance of a good map
and analysis of stakeholders...

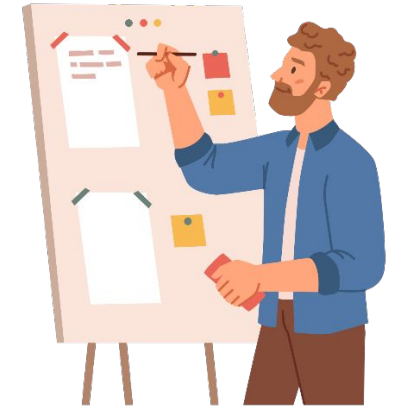
Biocultural Sierra Volcánica (Tapalpa) Landscape





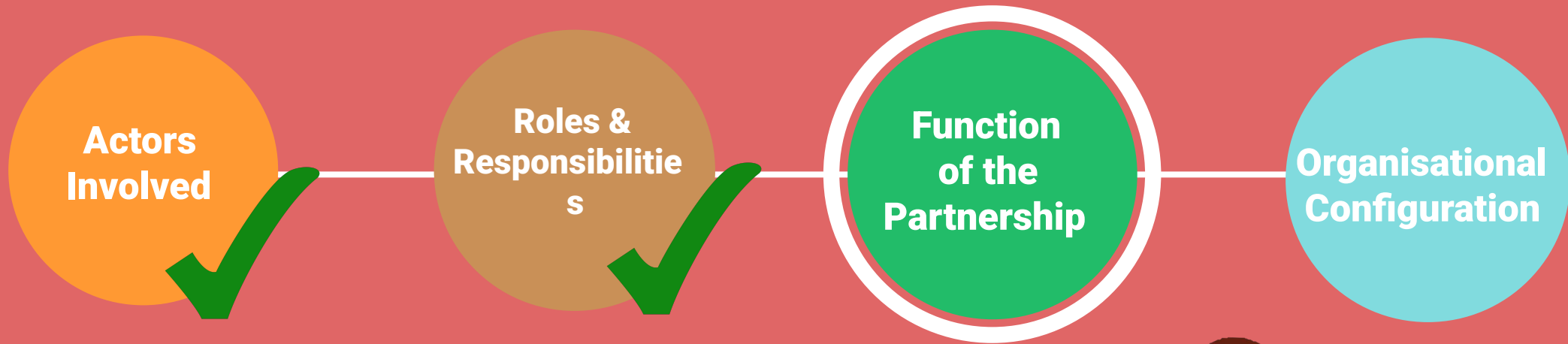
Roles and responsibilities

1. **Coordination-facilitation** with three sub-functions: convenor, mediator, and catalyst.
2. **Technical knowledge support** (technical information)
3. **Trainer** (formation and exchange of ideas)
4. **Financial investor** (mobilization of resources)
5. **Evaluator** (documentation, reflection, adaptation)
6. **Communicator** (impact/advocacy)
7. **Colaborator** (participation, support and various engagements)



***What role do you
see yourself
playing in a
process like this?***







3. Functions of landscape partnerships

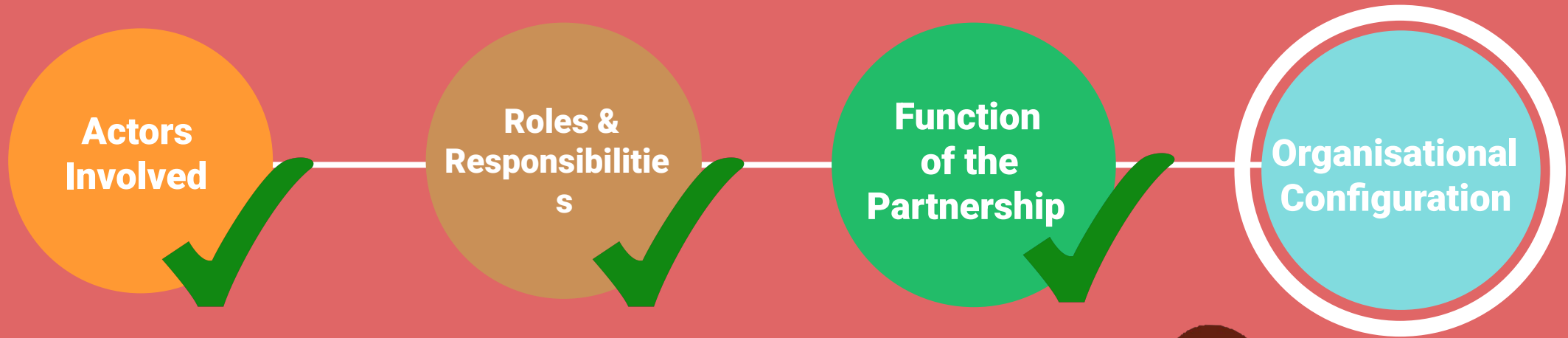
1. **Management** of the partnership and collaboration
2. **Foster objectives** for collaborative action
3. **Learning and communication**
4. **...Others?**

Depending on the specific context

Territorial management council

- **Promote the coordination and synergy** of the areas outlined in the Territorial Charter.
- **Issue technical recommendations on projects** submitted for public consultation or specialized review.
- **Raise awareness, coordinate, and build consensus among local and institutional stakeholders** on common issues or projects.
- **Provide technical support and accompany local stakeholders** in the implementation of their own initiatives.
- **Strengthen the management of priority sites** for conservation and contribute to integrated territorial management.
- **Promote innovative project approaches** to harness the local potential of the territory.
- **Remind and ensure that partners and members comply with the commitments** established in the Biocultural Landscape Agreement.
- **Grant and manage the Biocultural Landscape Certification.**







4. Organizational configuration

1. **Organizational structure**
2. **Governance rules**
3. **Enabling financing of the partnership**

Different governance models offer different strengths and weaknesses, which can affect efficiency, flexibility, and effectiveness of a landscape partnership.



INFORMAL STRUCTURES

Structure

Advantages

Disadvantages

WORKING GROUP

A small number of people who agree to explore a partnership initiative on behalf of a wider group

- Greater freedom to explore ideas / intentions and to build new relationships

- Not being taken seriously enough by external agencies or other key players

FOCUS GROUP

A small number of people who agree to take forward one specific aspect of a partnership's development

- Cheaper - the major resource demand is time rather than cash

- Too easily neglected when those involved are diverted by their other priorities

TASK GROUP

Mandated by a larger group to complete a specific task (e.g., procure resources; manage a registration process)

- Non-bureaucratic

- Not structured enough for the co-ordination and management of resources

SLIGHTLY MORE FORMAL STRUCTURES

Structure

Advantages

Disadvantages

NETWORK

A communications arrangement linking people who are engaged in similar activities

- Developing a greater profile

- Needs greater co-ordination

FORUM

A meeting place for open debate and new ideas

- Providing an 'umbrella' for a wide range of loosely linked activities

- Requires more agreement on policies and operational principles

SOCIETY

A membership organisation with a dedicated focus of activity

- Building commitment from a wider constituency

- More complex decision-making processes

FORMAL STRUCTURES

Structure

Advantages

Disadvantages

ASSOCIATION

A more formal,
registered version of a society

- Increased authority and capacity to exert influence

- Subject to legislative restrictions on action

FOUNDATION

An association that mobilises and disseminates resources

- More focused activities and greater likelihood of sustainability

- Tendency to become over-bureaucratic and impersonal

AGENCY

An independent organisation established to act on behalf of others

- Enhanced ability to mobilise and manage large-scale resources

- Increasingly high administrative (as opposed to project) costs

Organizational configuration

Governance rules | rules of operation

- How do **new members** join the partnership?
- Who is the **legitimate representative** of a group of stakeholders? How are they chosen?
- How is the **coordination and leadership** chosen? What about the other positions?
- How can stakeholders be **held responsible** in relation to their roles?
- How are **decisions** made? (by consensus, voting...)
- What are the rules and frequency for **meetings**?
- How is the **effectiveness** of the work of the partnership **evaluated**?



CONSEJO DE GESTIÓN TERRITORIAL



Presidencia del CGT

Concertación político-institucional*



* De acuerdo con el contexto podrá considerarse incluir otras instituciones estatales o federales.

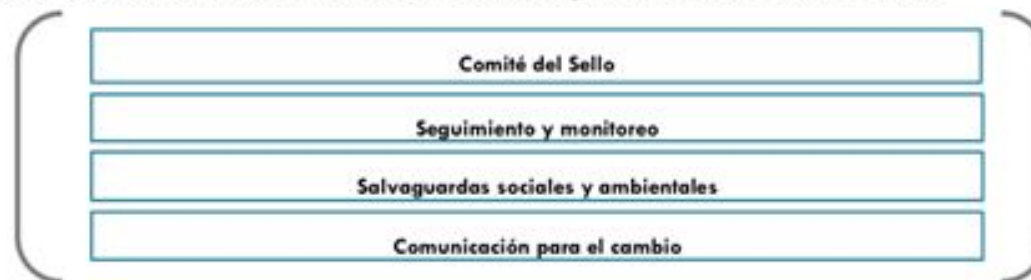


Concertación Social



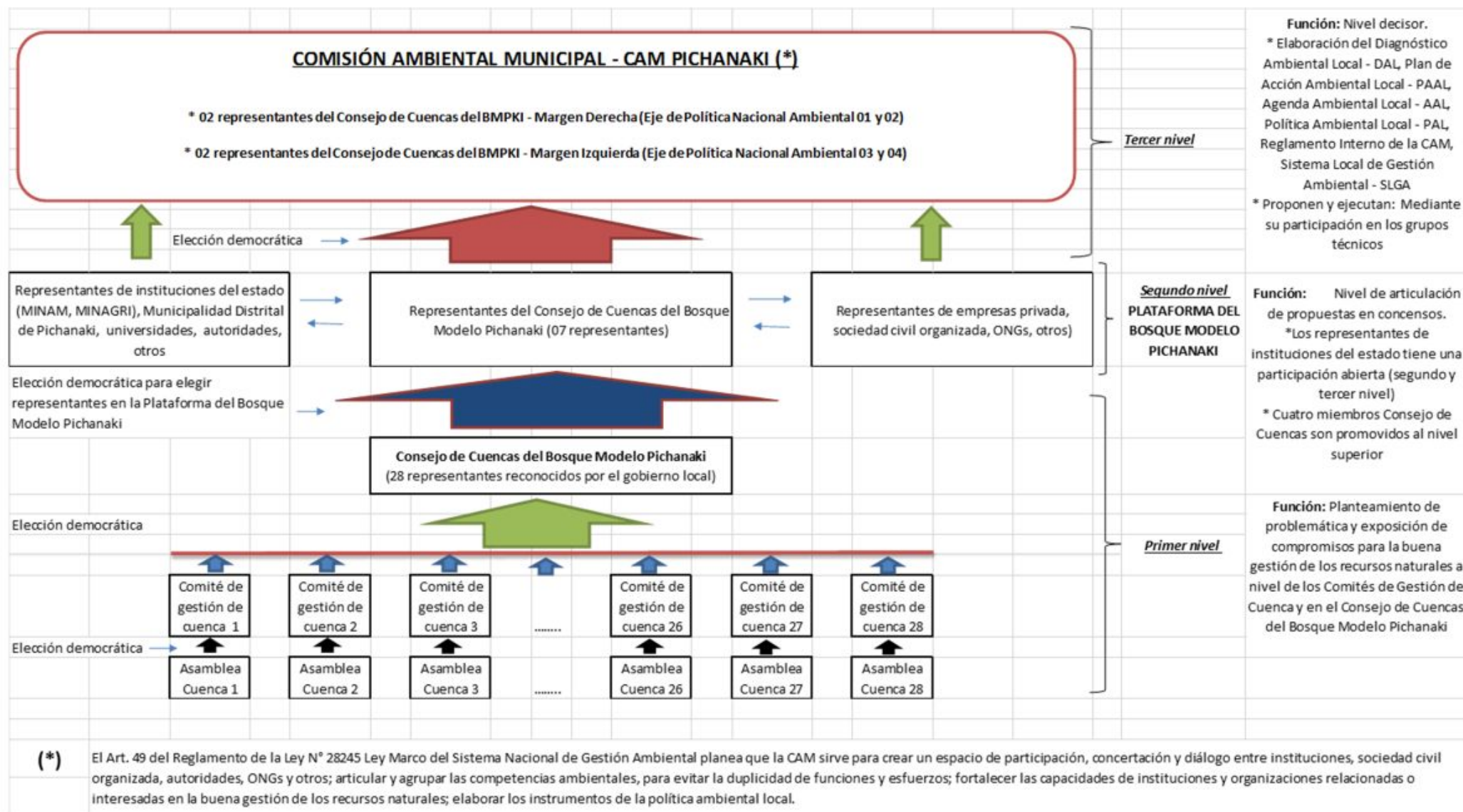
Sociedad civil, habitantes, actores socioprodutivos del territorio

Acompañamiento técnico-operativo por parte de la Dirección del PB

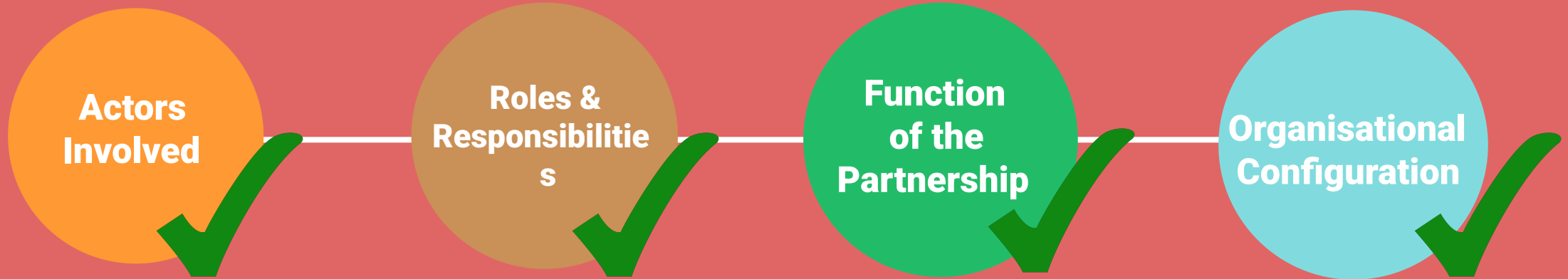


Comisiones transversales del CGT

ESTRUCTURA DE GOBERNANZA DEL BOSQUE MODELO PICHANAKI





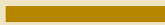


A coherent, complete, and functional partnership



EXERCISE 2.

Analysing existing governance platforms



BREAKOUT GROUPS

How are the multi-stakeholder governance platforms in your landscape characterized?

Is there potential for a landscape partnership?



- In your country teams, analyze some governance platforms that exist in your landscape.
 - **Part 1**
 1. Pick 3 platforms
 2. Identify their focus and objective
 3. Identify the stakeholders participating in the platform
 - **Part 2**
 1. Discuss the potential for these platforms to address systemic ASGM and landscape challenges



Platform	Focus and Objective?	Participating stakeholders	
<p>Example...</p> <p>1. Olancho Livestock Board</p>	<p>Focus: Ranching sector Objective: defending the interests of the Olancho ranchers</p>	<ul style="list-style-type: none"> - Ranching associations - Ministry of agriculture - Local government - Local slaughterhouses - ... 	
<p>2. Watershed committee of Río Uno</p>	<p>...</p>	<p>...</p>	
<p>3....</p> <hr style="width: 50px; margin-left: 0;"/>	<p>...</p>		

Platform	Focus and Objective?	Participating stakeholders	Potential for these platforms to address systemic ASGM and landscape challenges?
<p>Example...</p> <p>1. Olancho Livestock Board</p>	<p>Focus: Ranching sector Objective: defending the interests of the Olancho ranchers</p>	<ul style="list-style-type: none"> - Ranching associations - Ministry of agriculture - Local government - Local slaughterhouses - ... 	<p>Low. Because...</p>
<p>2. Watershed committee of Río Uno</p>	<p>...</p>	<p>...</p>	<p>Medium...</p>
<p>3....</p> <hr style="width: 50px; margin-left: 0;"/>	<p>...</p>		

Debrief.

What is the potential of the platforms you reviewed?



NEXT STEPS...





Landscape approach as an umbrella

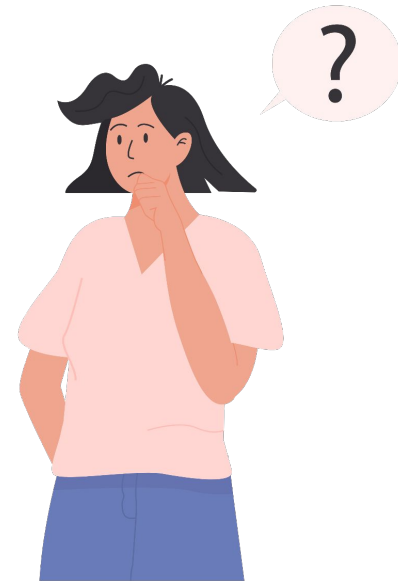


- A landscape approach can (and often should) **serve as an umbrella framework** under which the ASGM sector and chains can be integrated and aligned, as a part of a bigger system.

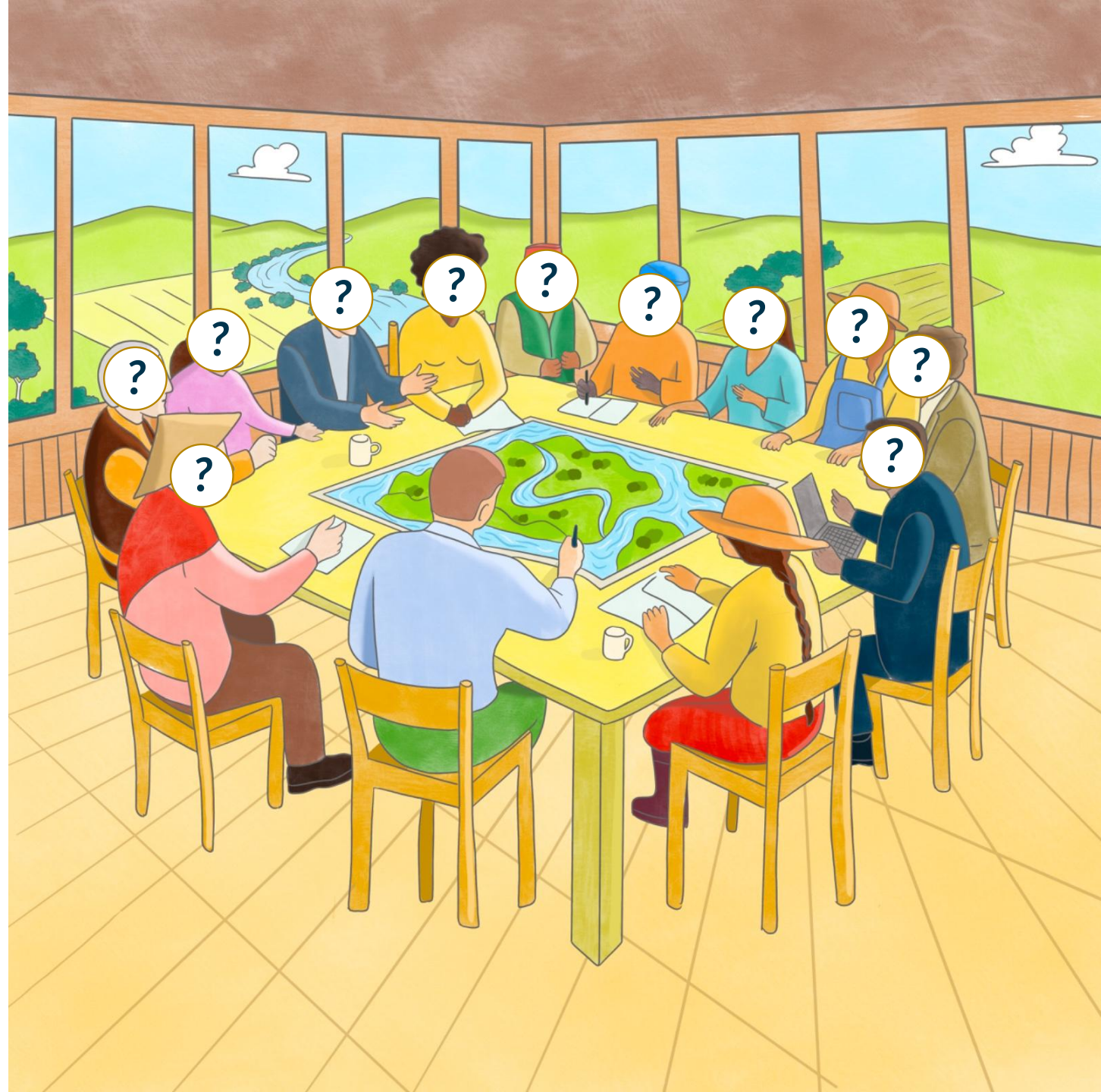


Different scenarios, different potential actions...

1. 'The umbrella exists, and we want to strengthen it and get more involved'
2. 'The umbrella doesn't exist and we are going to lead (or contribute to) its construction'
3. 'The umbrella doesn't exist and we are not going to lead (or contribute to) its construction right now, but we are going to strengthen our coordination with other sectors and stakeholders within our work and current focus'
4. 'Partial umbrellas exist, and maybe there are other platforms we can coordinate with more...'
5. Other options...



What role do you see yourself playing in a multi-stakeholder coordination process? Why?



*In practice, how can
intersectoral
coordination with a
landscape approach
be addressed and
strengthened?*

*What **concrete steps**
would you take?*



The planetGOLD webinar series on **Landscape and Jurisdictional Approaches**

Next Steps

- Recording from today will be available soon
- All Powerpoints and Tools in English will be posted, French version in process
- Next steps for the next phase Tier 2 Phase of the project will be shared soon
- Please send comments and questions to planetGOLD contacts in chat



Thanks and see you soon!

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