

Contract proposal for the development of a stakeholder engagement process.

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1. Introduction

The Client is seeking to gain sustainability certification for their operation. Most if not all sustainability standards require stakeholder that recognizes the views and opinions of other economic, social or environmental stakeholders.

This proposal is to develop a simple and commonsense approach to the stakeholder engagement process that meets the requirements of the standards and can be easily integrated into the operations current documented system.

2 The issues

Stakeholder consultation is an important part of the process for most sustainability standard. In some cases the requirement is for the auditor to check the consultation process has been carried and contact the stakeholders themselves to confirm the findings from the consultation.

The requirements of the standards are that wide and inclusive group of stakeholders including with directly affected neighbor’s and that there should be a record of consultation:

Typically standards indicate the following as acceptable methods.

- a) direct e-mail contacts in the language of the recipients;
- b) personal contacts by phone or letter;
- c) notice published in the national and/or local press in the country in which the evaluation is due to take place;
- d) local radio announcements;
- e) signage posted around the forest management unit in the language of the local people;
- f) announcement in village shop/ church hall or local customary notice board for issues of public interest;
- g) announcement by the applicant using existing, ongoing mechanisms for consultation between managers and local stakeholders;

h) face to face meetings with stakeholders.

Typically standards indicate that the following are acceptable records for stakeholder consultation:

- a) Names and contact details of individuals and organisations consulted
- b) Notes on all information received orally; e.g. minutes of meetings,
- c) Copies of all correspondence and/or written comments received;

IMPORTANT NOTE

The principles of consultation require that you also show how stakeholder feedback was taken into consideration and if possible acted upon. If there was no action taken it needs to be clear why. In both cases there is a requirement to let the stakeholder know what you did about their advice.

Most of the standard make particular mention of Indigenous engagement

3. Proposal

Pinnacle Quality will work with the Client to Identify the Required elements of the stakeholder consultation process for their particular business. From there Pinnacle Quality will assist the client to develop a documented approach that can be incorporated into the business and that meets the sustainability standards requirements for stakeholder engagement.

The aim is to produce a simple approach that will integrate into the existing documented system for the operation.

4. Indicative Investment

A simple plan can take as little as 4 days (@ 1500 plus GST and expenses per day) to complete including a site visit.