SOCIAL RISKS MITIGATION AND STAKEHOLDER ENGAGEMENT PLAN

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BACKGROUND

• In the practice usually the company facing many problems, which potentially become a threat for their business activities.
• In the 1980’s, the concept about risk management began develop to minimize the risk of the company loss and threats.
THE SOCIAL RISKS FRAMEWORK
SOCIAL RISKS AND STAKEHOLDER

• The Independent Project Analysis (IPA) on their risk management and company’s sustainability studies stated that there are four important things to minimize the risk impact, which are:
  1. stakeholder assessment,
  2. social & environmental baseline studies,
  3. community engagement, &
  4. grievance (communication) mechanism.

• One of the most significant thing to make business more sustainable is stakeholder assessment.
THE SOCIAL RISKS FRAMEWORK

Tamara, et al. (2006) have delivered four phases of stakeholder identification.
UNDERSTANDING ISSUES

1. Livelihood: Using Sustainable Livelihood Framework
2. Development: Issues and its dimensions
3. Corporation: TBL: People-Profit-Planet
4. Policy, Process & Institutions
5. Security: Issues and its dimensions
TYPICAL MACRO CONTEXT IN THE POST-CONFLICT ARENA

- Post-conflict Insecurity
- Lack of trust
- Disorder
- Who really governs/who is in charge?
INTEGRATION SOCIAL RISKS MITIGATION WITH STAKEHOLDER ENGAGEMENT

The social risk issues (inter-connected)
- Socio-economy
- Security
- Public policy, Good government, regulation
- Justice and equality
- Socio-culture
- Community health and environment

Narrow stakeholder management arena

Enhance communication and cooperation among key stakeholders

Collaborative community development plan and its implementation

Strengthening the presence of the state

STAKEHOLDER ENGAGEMENT
Through strategic livelihood program and multistakeholder initiatives
CONCLUSION AND RECOMMENDATION
CONCLUSIONS

• Having knowledge about the social risks and to include roles and risks level of the stakeholders, the next step is the process of stakeholders’ involvement to the company’s activities.

• The essence of this stage is how to create the trust (social asset) between both parties, which are the company and its stakeholders ➔ Focus on VALUES.
The IAP2 Core Values define the expectations and aspirations of the public participation process.

Processes based on the Core Values have been shown to be the most successful and respected.
RECOMMENDATIONS

• The results of this instrument became the basis for the company to make social risks mitigation strategy & action plan (SRMAP), thay could cover the 3 main pillars:

1. Development → community livelihood
2. Democracy → executives and legislatives
3. Security → police, military and others
OUTLINE OF THE SEP

• Communication plan for specific stakeholder category
• Grievance mechanism policy and procedures
• Monitoring and evaluation plan
• Stakeholder profile and its engagement strategy

<table>
<thead>
<tr>
<th>Stakeholder Category</th>
<th>Priority</th>
<th>Level of Engagement</th>
<th>Win-Win Strategy Engagement</th>
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<tbody>
<tr>
<td>Imam Meukim</td>
<td>H</td>
<td>Consultation</td>
<td>Multi-stakeholder sub-Regency development Forum; and Grievance task force at sub-district level</td>
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<tr>
<td>Camat</td>
<td>H</td>
<td>Development</td>
<td></td>
</tr>
<tr>
<td>Media</td>
<td>L</td>
<td>Participation</td>
<td>Multi stakeholder initiatives at Regency</td>
</tr>
<tr>
<td>NGO</td>
<td>M</td>
<td>Partnership</td>
<td>Research-actions,, peace-building campaign, etc.</td>
</tr>
<tr>
<td>Akademisi</td>
<td>L</td>
<td>Consultation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>M</td>
<td>Participation</td>
<td></td>
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</table>
### iap2 Public Participation Spectrum

**Developed by the International Association for Public Participation**

<table>
<thead>
<tr>
<th>PUBLIC PARTICIPATION GOAL</th>
<th>INFORM</th>
<th>CONSULT</th>
<th>INVOLVE</th>
<th>COLLABORATE</th>
<th>EMPOWER</th>
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<tr>
<td>PROMISE TO THE PUBLIC</td>
<td>To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.</td>
<td>To obtain public feedback on analysis, alternatives and/or decision.</td>
<td>To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.</td>
<td>To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.</td>
<td>To place final decision-making in the hands of the public.</td>
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<tr>
<td>EXAMPLE TOOLS</td>
<td>We will keep you informed.</td>
<td>We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.</td>
<td>We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.</td>
<td>We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.</td>
<td>We will implement what you decide.</td>
</tr>
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</table>

- Fact sheets
- Websites
- Open houses
- Public comment
- Focus groups
- Surveys
- Public meetings
- Workshops
- Deliberate polling
- Citizen Advisory committees
- Consensus-building
- Participatory decision-making
- Citizen juries
- Ballots
- Delegated decisions
INTEGRATION SEP WITH SOCIAL RISKS MITIGATION

Based on further analysis from win-win strategies on each issue, numbers of cross-cutting programs must be developed by the project to be implemented by stakeholders as an effort to minimalize the potential social risks faced by the company in the future.

Sample of integrated matrix plan:

<table>
<thead>
<tr>
<th>Strategic program</th>
<th>Key stakeholders</th>
<th>Local institutions/local associations</th>
<th>Key and sub-messages</th>
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COLLABORATIVE IMPLEMENTATION

EKSTERNAL: Involvement of the stakeholder

INTERNAL:
- Individual capacity
- Organizational capacity

Collaborative and integrated implementation

Monitoring & Evaluation:
- Media for shared learning
- Performance control
IAP2 INT’L TRAININGS

iap2 certificate in public participation

The IAP2 Certificate in Public Participation Program is a three module (5 day) program intended to provide a broad-based learning experience covering all of the foundations of public participation. Developed in consultation with practitioners from around the world, the training provides useful tools for designing and implementing effective public participation programs.

emotion, outrage and public participation

A two-day program built on Dr. Peter Sandman’s risk communication and IAP2’s core concepts for meaningful and effective public participation. Learn six practical strategies for managing outrage, new behaviors that you can apply immediately, a new way of thinking and analyzing outrage, and ways to plan and implement public participation (P2) projects when people are outraged.

IAP2 course offerings can be found at www.iap2.org/calendar.cfm.
THANK YOU – TERIMA KASIH