

The Environmental and Social Norms of the Islamic Development Bank

Environmental and Social Norm 10 (ESN10): Stakeholder Engagement and Disclosure of Information



Acronyms and Abbreviations

AESR	Annual Environmental and Social Report
ACHPR	African Commission on Human and Peoples Rights
AMR	Anti-microbial Resistance
BC	Black Carbon
BMP	Biodiversity Management Plan
CBD	Convention on Biological Diversity
CBO	Community Based Organization
CDD	Community-Driven Development
CHMP	Cultural Heritage Management Plan
CO ₂	Carbon Dioxide
CITES	Convention on the International Trade in Endangered Species
CSO	Civil Society Organization
DLI	Disbursement Linked Indicator
DUC	Dam Under Construction
EHSGs	World Bank Group Environmental, Health and Safety Guidelines
ESDD	Environmental and Social Due Diligence
ESIA	Environmental and Social Impact Assessment
EITI	Extractive Industries Transparency Initiative
EPRP	Emergency Preparedness and Response Plan
ES	Environmental and Social
ESA	Environmental and Social Assessment
ESP	Environmental and Social Plan
ESMP	Environmental and Social Management Plan
ESMS	Environmental and Social Management System
ESNs	Environmental and Social Norms
FAO	Food and Agriculture Organization (of the UN)
FI	Financial Intermediary
FPIC	Free, Prior and Informed Consent
GBV	Gender-Based Violence
GCF	Green Climate Fund
GHG	Greenhouse Gas
GM	Grievance Mechanism
GMO	Genetically Modified Organism
GIIP	Good International Industry Practice
HIA	Health Impact Assessment
HSMP	Health and Safety Management Plan
HVRMs	Highly Vulnerable Rural Minorities
IDEV	Independent Development Evaluation Department
IFC	International Finance Corporation
IFI	International Financial Institution
ILO	International Labour Organization
IPP	Indigenous Peoples Plan
IPM	Integrated Pest Management
IRM	Independent Recourse Mechanism
ISS	Integrated Safeguards System
IUCN	International Union for the Conservation of Nature
IVM	Integrated Vector Management
LIMP	Labour Influx Management Plan
LMPs	Labour Management Procedures
MFI	Multilateral Financial Institution
NGO	Nongovernmental Organization
NSO	Non-Sovereign Operation
O&M	Operation and Maintenance
OHS	Occupational Health and Safety
OP	Operational Policy

OS	Environmental and Social Operational Safeguard
POPs	Persistent Organic Pollutants
PMP	Pest Management Plan
PPP	Public-Private Partnership
RAP	Resettlement Action Plan
RBF	Results-Based Financing
RCIP	Riparian Communities Involvement Plan
RHA	Risk Hazard Assessment
RMC	Regional Member Country
SDGs	Sustainable Development Goals
SEAH	Sexual Exploitation and Harassment
SEP	Stakeholder Engagement Plan
SESA	Strategic Environmental and Social Assessment
SO	Sovereign Operation
SPV	Special Purpose Vehicle
TA	Technical Assistance
UNDRIP	United Nations Declaration on the Rights of Indigenous Peoples

Introduction

1. The Bank acknowledges, in its quest to meet its primary objective of assisting African countries to attain economic development and social progress, that the right to effective participation in decision- making is essential for the development of inclusive and just societies.
2. This ESN therefore recognizes the importance of open and transparent engagement between the Client and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.
3. Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project's environmental and social risks and impacts.
4. This ESN must be read in conjunction with ESN1. Requirements regarding engagement with workers are found in ESN2. Special provisions on emergency preparedness and response are covered in ESN2 and ESN4. In the case of projects involving involuntary resettlement, vulnerable groups, highly vulnerable rural minorities or cultural heritage, the Client will also apply the special disclosure and consultation requirements set out in ESNs 5, 7 and 8.

Objectives

5. The objectives of ESN10 are as follows:
 - To establish a systematic approach to stakeholder engagement that will help Clients identify stakeholders and build and maintain a constructive relationship and channels of communication with them, in particular project-affected parties.
 - To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
 - To promote and provide means for safe, effective and inclusive engagement with project-

affected parties, inclusive of women's perspectives in an equitable manner, and vulnerable groups, in a manner free of reprisal, throughout the project life cycle on issues that could potentially affect them.

- To enhance project benefits and mitigate harm to local communities.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to provide input, raise issues, questions, proposals, concerns and grievances, and allow Clients to respond to and manage such grievances.
- To ensure that the needs and concerns of vulnerable people are recognized and accounted for in the disclosure of information and stakeholder engagement processes.
- To promote development benefits and opportunities for project affected communities, considering the needs of women, including vulnerable groups in a manner that is accessible, equitable, culturally appropriate and inclusive.

Scope of Application

6. ESN10 applies to all IsDB supported projects. The Client will engage with stakeholders as an integral part of the project's environmental and social assessment and project design and implementation, as outlined in ESN1

7. For the purpose of this ESN, "stakeholder" refers to individuals or groups who:

- Are affected or are at risk of being affected by the operation, directly or indirectly, (project-affected parties); and/or
- May have an interest in the operation (other interested parties).

Requirements

A. General Requirements

8. Clients will engage with stakeholders throughout the project life cycle, commencing such

engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.

9. Clients will facilitate meaningful consultations with all stakeholders by providing stakeholders with timely, relevant, understandable and accessible information, and consulting with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, intimidation and reprisal.

10. The process of stakeholder engagement will involve the following, as set out in further detail in this ESN: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; (vi) providing feedback to stakeholders; and (vii) a sufficient budget for implementation of all stakeholder engagement activities planned throughout the project lifecycle.

11. The Client will maintain, and disclose publicly, as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.

B. Engagement during Project Preparation

Stakeholder Identification and Analysis

12. The Client will identify the different stakeholders, both project-affected parties and other interested parties¹. As set out in paragraph 7, individuals or groups that are affected or likely to be affected by the project will be identified as ‘project-affected parties’ and other individuals or groups that may have an interest in the project will be identified as other interested parties.

13. The Client will identify those project-affected parties (individuals or groups) who, because of their circumstances, may be vulnerable². Based on this identification, the Client will further identify individuals or groups who may have different concerns and priorities about project impacts, mitigation mechanisms and benefits, and who may require different, or separate, forms of engagement. An adequate level of detail will be included in the stakeholder identification and analysis so as to determine the level of communication that is appropriate for the project.

¹ The stakeholders of a project will vary depending on its details and context. Stakeholders may include local communities, national and local authorities, neighboring projects, and nongovernmental organizations.

² As described in ESNs 1 and 7, ‘vulnerable’ refers to those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project’s benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so.

14. Depending on the potential significance of environmental and social risks and impacts, the Client may be required to retain independent third-party specialists to assist in the stakeholder identification and analysis to support a comprehensive analysis and the design of an inclusive engagement process.

Stakeholder Engagement Plan

15. In consultation with the Bank, the Client will develop and implement a Stakeholder Engagement Plan (SEP)³ proportionate to the nature and scale of the project and its potential risks and impacts⁴. A draft of the SEP will be disclosed as early as possible, and before project appraisal, and the Client will seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Client will disclose the updated SEP.

16. The SEP will describe the timing and methods of engagement with stakeholders throughout the life cycle of the project as agreed between the Bank and the Client, distinguishing between project-affected parties and other interested parties. The SEP will also describe the nature and timing of information to be communicated to project-affected parties and other interested parties, as well as the type of information to be sought from them.

17. The SEP will be designed to consider the main characteristics and interests of the stakeholders, and the different levels of engagement and consultation that will be appropriate for different stakeholders. The SEP will set out how communication with stakeholders will be handled throughout project preparation and implementation.

18. The SEP will describe the measures that will be used to remove obstacles to participation, and how the views of differently affected groups will be captured. Where applicable, the SEP will include differentiated measures to allow the effective participation of those identified as vulnerable. Dedicated approaches and an increased level of resources and independent third-party specialists (e.g. stakeholder engagement, cultural, gender, indigenous peoples specialists, or organizations representing persons with disabilities, women's organizations, etc.) may be needed for communication with such differently affected groups so that they can obtain the information they need regarding the issues that will potentially affect them. Stakeholder Engagement Plans will include concrete measures to implement the Client's commitments to prevent reprisals against project stakeholders.

19. When the stakeholder engagement with local individuals and communities depends

³ Depending on the nature and the scale of the risks and impacts of the project, the elements of a SEP may be included as part of the ESMP and preparation of a stand-alone SEP may not be necessary. Thus, for lower risk projects, the SEP may consist of a few paragraphs whilst for a large complex infrastructure project a separate and comprehensive SEP will be more appropriate.

⁴ Where possible, stakeholder engagement will utilize engagement structures within the national system eg. community meetings, supplemented as needed with project-specific arrangements.

substantially on community representatives⁵, the Client will make reasonable efforts to verify that such persons do, in fact, represent the views of such individuals and communities, and that they are facilitating the communication process in an appropriate manner⁶.

20. In certain circumstances⁷, depending on the level of information available about the project, the SEP will outline the general principles and a collaborative strategy to identify stakeholders and plan for an engagement process in accordance with this ESN that will be further developed and implemented in accordance with this ESN once the location(s) is (are) known.

Information Disclosure

21. The Client will disclose project information to allow stakeholders to understand the risks and impacts of the project and potential opportunities. The Client will provide stakeholders with access⁸ to the following information, in a non-technical form, as early as possible, before the Bank proceeds to project appraisal, and in a timeframe that enables meaningful consultations with stakeholders on project design:

- The purpose, nature and scale of the project and its area of influence.
- The duration of proposed project activities.
- Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts that might disproportionately affect vulnerable groups and describing the differentiated measures taken to avoid and minimize these.
- Potential opportunities and development benefits from the project for local communities.
- The proposed stakeholder engagement process highlighting the ways in which stakeholders can participate.
- The locations where the disclosed information is available for review.
- The time and venue(s) of any proposed public consultation meetings, and the process by which meetings will be notified, conducted, summarized, and reported.
- The process and means by which grievances can be raised and will be addressed, including information about the project grievance mechanism and the Bank's Independent Recourse Mechanism.

22. Information will be disclosed on an ongoing basis as appropriate throughout the project lifecycle. The information will be disclosed in relevant local languages⁹ and in a manner that is

⁵ For example, village heads, councils of elders, clan heads, tribal chiefs, community and religious leaders, local government representatives, civil society representatives, politicians or teachers.

⁶ For example, by conveying, in an accurate and timely manner, information provided by the Client to the communities and the comments and the concerns of such communities to the Client.

⁷ For example, where the exact location of the project or project components is not known until more detailed project design and planning takes place.

⁸ Access needs to be in a manner that facilitates meaningful consultation. Ways to achieve this include placing copies of documents in places where the public has access, leaving the information with chiefs or elders, disclosing information through the media or national gazette.

⁹ The Client should identify the languages people speak and understand and select appropriate choices. The aim is not to facilitate equality of languages in an area but to maximize outreach to people in an efficient manner.

accessible and culturally appropriate, considering any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs (such as, disability, literacy, gender, mobility, differences in language or accessibility).

Meaningful Consultation

23. The Client will undertake a process of meaningful consultation in a manner that provides stakeholders with opportunities to express their views on project risks, impacts, and mitigation measures, and allows the Client to consider and respond to them¹⁰. Meaningful consultation will be carried out on an ongoing basis as the nature of issues, impacts and opportunities evolves.

24. Meaningful consultation is a two-way process, that:

- Begins early in the project planning process to gather initial views on the project proposal and inform project design.
- Encourages stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts.
- Continues on an ongoing basis, as risks and impacts arise.
- Is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders.
- Considers and responds to feedback.
- Supports active and inclusive engagement with project-affected parties.
- Is free of external manipulation, interference, coercion, discrimination, intimidation and reprisal¹¹; and
- Is adequately documented and disclosed by the Client.

C. Engagement during Project Implementation and External Reporting

25. The Client will continue to engage with and provide information to project-affected parties and other interested parties throughout the life cycle of the project, in a manner appropriate to the

¹⁰ In situations where vulnerable groups are present, refer also to the stakeholder engagement requirement in ESN7; particularly, for FPIC.

¹¹ The Bank recognizes that fear of reprisal is a barrier to access to stakeholders' participation and would require the Client to ensure that reprisal will not occur.

nature of their interests and the environmental and social risks and impacts of the project¹².

26. The Client will continue to conduct stakeholder engagement in accordance with the SEP and will build upon the channels of communication and engagement already established with stakeholders. In particular, the Client will seek feedback from stakeholders on the environmental and social performance of the project, and the implementation of the ESMP.

27. If there are significant changes to the operation or project that result in additional risks and impacts, particularly where these will impact project-affected parties, the Client will provide information on such risks and impacts and consult with project-affected parties as to how these risks and impacts will be addressed through the mitigation hierarchy. The Client will disclose an updated ESMP, setting out any additional mitigation measures.

D. Grievance Mechanism

28. The Client will respond to concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner. For this purpose, the Client will propose and implement a grievance mechanism¹³ to receive and facilitate resolution of such concerns and grievances.

29. The grievance mechanism will be proportionate to the potential risks and impacts of the operation or project and will be accessible and inclusive. Where feasible and suitable, the grievance mechanism will utilize existing formal or informal grievance and conflict resolution mechanisms, supplemented as needed with project-specific arrangements. Further details on grievance mechanisms are set out in Annex 1.

30. The grievance mechanism is expected to address concerns promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all project-affected parties, at no cost and without retribution. The mechanism, process or procedure will not prevent access to judicial or administrative remedies. The Client will inform the project-affected parties about the grievance process in the course of its community engagement activities, and will make publicly available a record documenting the responses to all grievances received.

31. Handling of grievances will be done in a culturally appropriate, accessible and understandable manner and be discreet, objective, sensitive and responsive to the needs and

¹² Additional information may need to be disclosed at key stages in the project cycle, for example prior to start-up of operations, and on any specific issues that the disclosure and consultation process or grievance mechanism have identified as of concern to stakeholders.

¹³ The grievance mechanism to be provided under this ESN will include aspects required under other ESNs (see ESNs 5 and 7).

concerns of the project- affected parties. The mechanism will also allow for anonymous complaints to be raised and addressed.

E. Organizational Capacity and Commitment

32. The Client will define clear roles, responsibilities and authority as well as designate specific personnel (with competency and experience in stakeholder engagement) to be responsible for the implementation and monitoring of stakeholder engagement activities and compliance with this ESN.

ESN 10 ANNEX 1: GRIEVANCE MECHANISMS

33. The Client will respond to and manage concerns and grievances of project-affected persons concerning a project's E&S performance in a timely manner. For this purpose, the Client will establish at the earliest opportunity and implement a grievance mechanism to receive and facilitate resolution of concerns and grievances. Where a grievance mechanism is prescribed under other ESNs, the mechanism provided under this ESN10 may be utilized. However, for grievances involving project workers, the Client will establish a separate grievance mechanism under ESN2. This worker's grievance mechanism will not impede project worker's access to the grievance mechanism under ESN10.

34. The scope, scale and type of grievance mechanism required will be proportionate to the nature and scale of the potential risks and impacts of the project. The grievance mechanism will need to be mindful of people who, in the project context, may be vulnerable.

35. The grievance mechanism will respond to concerns and grievances promptly, effectively, and in a manner that is transparent, discreet, objective, and culturally appropriate, and will be readily accessible to all project-affected persons.

36. The grievance mechanism will:

- be tailored to the project context and findings of the E&S assessment process
- be proportionate to the nature and scale of potential E&S risks and impacts of a project
- be accessible, inclusive and gender responsive
- be accessible at no cost to the complainant
- allow for anonymous complaints to be raised and addressed
- utilize existing formal or informal grievance mechanisms, including the use of customary, community, and traditional dispute resolution and settlement methods, to the extent preferred and acceptable to project-affected persons and where feasible and suitable for a project

- enable full and fair access by additional means for disadvantaged or vulnerable persons; and
- not preclude access to national or local judicial or administrative remedies, or mediation.

37. The Client will inform stakeholders about the grievance process during its engagement activities.

38. The grievance mechanism will be implemented without external manipulation, discrimination, coercion, intimidation, and threat of reprisal. The Client will review and address allegations of reprisal, abuse, intimidation, or discrimination, and take appropriate measures.

39. The Client will regularly monitor implementation of the grievance mechanism and correct any insufficiencies and/or update it when needed. An updated grievance mechanism will be timely communicated to the stakeholders. The Client will maintain an up-to-date record of grievances and resolution timetables, which will also be included in monitoring reports. The Client will redact any confidential information before making records of grievances and resolution timetables available.

40. The grievance mechanism should include an appeals process (which may include accessing the national judiciary) to which unsatisfied grievances may be referred when resolution of grievance has not been achieved. In addition, Clients may provide mediation as an option where users are not satisfied with the proposed grievance resolution.

ESN 10 ANNEX 2: ADDRESSING REPRISAL RISKS

41. In the event that reprisal risks are identified in the project context, the Client will implement specific measures to prevent reprisals, such as using best practices in safe consultations, independent monitoring of project implementation, training, proactive community outreach, enhancing project-affected communities' awareness of, ability to access independent grievance mechanisms, or other modifications to project design to mitigate the risks of reprisals.

42. Safe Consultations include:

- Using specialists when interacting with vulnerable populations to prevent incidental harm.
- Emphasizing that stakeholders will not face reprisals for opposing the project or engaging with grievance mechanisms, which makes the consultation process safer for stakeholders.
- Establishing mechanisms for submitting anonymous feedback and conducting stakeholder consultation events in neutral spaces to further reduce reprisal risk.

43. Addressing Reprisals after they occur:

- Client will ensure the confidentiality of at-risk stakeholders participating in consultations or other engagements and the security of related data and communication channels.
- Client will address reprisals in connection with a project, including through timely response to and engagement with stakeholders who report incidents.
- Client will act only with the consent of the complainant(s) to avoid exposing the person(s) concerned to additional risks of retaliation if their identity becomes known.
- Clients shall also stay in contact with the complainant(s) when possible and provide them (through secure communication channels if necessary) with information about the actions being taken to address the situation.

44. Client will cooperate with the IsDB by providing information on reprisal risks and how reprisals are managed and resolved.