



ANNEX A - STAKEHOLDER CONSULTATION GUIDELINES

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1.0 Engagement, Consultation & Feedback Procedure

1. All projects shall conduct Stakeholder Consultation and establish an ongoing Engagement process in line with the Stakeholder Guidelines. This shall be carried out in line with the Gold Standard Stakeholder Procedure and Guideline. A group of projects (applying for Gold Standard Project Design Certification as one) are required to conduct an additional consultation at programme level, which can be physical or electronic. See *Stakeholder Consultation Requirements and Guidance* section for further information.
2. The Stakeholder Consultation for each project shall include at least one public in-person meeting and one feedback consultation which shall be open to anyone wishing to attend and which shall be conducted in accordance with the Stakeholder Procedure and Guidelines.
3. All projects applying The Gold Standard Project Design Certification shall have a formal input, feedback and grievance mechanism in place in accordance with Stakeholder Procedure and Guidelines. This mechanism shall be described during the Stakeholder Consultation.
4. The Project Developer shall identify and inform all relevant (affected¹ and interested²) stakeholders, including relevant local and national authorities, the Gold Standard Secretariat and all Gold Standard NGO Supporters active in the host country of the project.
5. The Project Developer shall share the information on projects, its objective, scale and duration, contributions to sustainable development goals (SDGs), interaction of energy, land-use and water and safeguard screening reports using the stakeholder consultation template to ensure that stakeholders are actively involved in the project from the beginning thus enabling stakeholders to influence the project design and implementation.

¹ Any stakeholder affected physically, socially or economically by the implementation of the project. Note that affected stakeholders may in some cases be a distance beyond the project Boundary.

² Any stakeholder who is interested in the project or its outcomes. They do not need to be local or affected.

6. In addition to seeking the views of relevant (interested and affected) stakeholder inputs certain Safeguarding Principles and SDGs Contributions may require the opinion and recommendations of Expert Stakeholders. These may be sought any time during the project design and consultation but it is recommended that they are sought during the 1st round of consultation. It is a requirement that the project demonstrate how the opinions and recommendations of Expert Stakeholders are incorporated into the project design.

7. The Expert Stakeholders are not necessarily required to attend face to face consultation meetings but must be provided with sufficient information to form opinions and recommendations concerning the project. This shall be provided in the form of written feedback that must be provided for Validation along with evidence as to how the feedback has been addressed and incorporated into the project design.

8. Requirements for Expert Stakeholder input shall be agreed with Gold Standard as early as possible during the project design and consultation. Failure to identify and agree the need for Expert Stakeholder input may delay project design certification review as it may be raised as a Corrective Action Request.

9. The Stakeholder Consultation shall be conducted prior to the start date of the project. If the Consultation is conducted after the start date, the Project Developer shall provide further explanation of how comments received during the consultation are taken into account and implement a Grievance Mechanism in line with Gold Standard requirements.

2.0 Stakeholder Consultation Requirements and Guidance

1. Stakeholder consultation provides an opportunity for project developer to engage with stakeholders and to share and promote understanding about the project. This may include exchanging views on risks (and mitigation), impacts and opportunities. It provides a valuable opportunity to exchange information to improve the project design and outcomes and help project developer to identify and control external risks.
2. In case of group of projects, the first round of stakeholder consultation shall include a physical or electronic meeting with a wider group of stakeholders including relevant Government departments/ministries, technology suppliers, NGOs/think tanks etc. to seek feedback on design of the programme. This consultation shall take place before finalizing design of the programme.
3. The next round of consultation is conducted at the level of individual project, which is the local stakeholder consultation for stakeholders that are likely to be directly affected by the proposed urban project. In case of single project, the other stakeholders as mentioned above may be invited together with local stakeholder for physical meeting. This meeting is to be conducted physically. Where necessary other means shall also be used to reach out to stakeholders who may not be physically present. For the group of projects this consultation could be carried out along with the consultation defined in paragraph above but must be conducted physically to collect feedback from stakeholders directly affected. The physical consultation could be done for single or group of projects.
4. The project developer shall also conduct a Stakeholder Feedback Round. This covers all issues raised in the previous round of consultation meeting(s) and how due account was taken of all stakeholder's comments/suggestions. It may also include a physical meeting although this is not mandatory.

The essential basic steps of the stakeholder consultation process are outlined below. More detail on each step is provided in the subsequent sections.

5. There are five key steps to the Stakeholder Consultation process as follows:
 - i. Prepare
 - ii. Hold Consultation
 - iii. Document

- iv. Incorporate Feedback
- v. Provide feedback

These steps are outlined in this document.

2.1 Step 1 - Prepare

1. It is important to review the Gold Standard Requirements and Project Certification Cycle and prepare a clear workplan. As part of this it is useful to prepare a formal "Stakeholder Consultation plan" that considers;

- What is the purpose of consultation?
- What is the process (in line with this document)?
- Who are your stakeholders (both directly and indirectly affected)?
- How will you engage them? What is the most appropriate format?

2. The scope of consultation is the project design and the corresponding economic, social and environmental impacts (both positive contributions and potential risk). In order to present this and to seek stakeholder's opinions you shall help them to understand what your project idea is, what are potential economic, social and environmental impacts your project may have and how will it affect them. This is carried out via the preparation of a key project information note. This should inform the stakeholders about the project and should be delivered in the most appropriate language(s)/format to the stakeholders identified.

2.1.1 Preparation - Detailed Guidance

1. Key Project Information

(a) To allow stakeholders to better understand what the project is about you have to provide them with the 'Key Project Information' of your project. This is a short summary, which is understandable for a lay-man and should ideally be no more than four pages long. During the meeting the 'Key Project Information' shall be presented in a format and appropriate local language(s) that is readily understandable and tailored to the target stakeholder group to allow them to understand the project. In case of first round consultation for group of projects, you should provide stakeholders with "Programme Information", which shall include a summary of the programme design.

(b) Points to consider in determining what form this information should take and how it gets presented include: level of technical detail, local language and dialects, cultural sensitivity, roles of women and men, ethnic composition of

communities, literacy levels, community leadership structures, and local methods of disseminating information within stakeholder groups.

(c) Key Project Information shall include:

- Details of the project and its design
- Its proposed timetable (so far as is known)

2. Stakeholder identification

(a) The critical step in the process of stakeholder consultation is stakeholder identification; determining who your project stakeholders are, and their key groupings and sub-groupings. The table below outlines the non-exhaustive list of required categories of invitees. In all cases, atleast the stakeholders mentioned in the table below shall be included and invited.

(b) You are obliged to notify the relevant government officials/department or the national focal point about your project. This should happen at the same time as inviting your stakeholders for the stakeholder consultation. Note that you are not required to disclose confidential commercial information.

(c) You are also obliged to notify all stakeholders who hold land tenure for any area directly affected by the implementation of the project (i.e. within the project boundary). Records must be kept of unanswered notifications.

(d) Where it is not appropriate to engage with indigenous people's as affected stakeholders then the project shall make provision to engage with their legitimate representatives (this may include community leaders, regional or national political groups and NGOs). When dealing with such cases the project owner shall demonstrate that they have sufficient and appropriate experience as required.

Category Code	Category	Contact Details
A	i. Local people directly or indirectly affected by the project and their representatives. For activities involving large construction (renewable energy for example) or land-use change then all stakeholders with land-tenure rights within or adjacent to the project must be contacted for e.g. dwellers of informal settlements/slum dwellers. ii. Other affected stakeholders not local to the	

	<p>project. For example those in line of sight of large construction.</p> <p>iii. Larger businesses/businesses operating in the area that could be affected or who may also be supporting local initiatives.</p>	
B	<p>i. Local policy makers and representatives of local authorities</p> <p>ii. Any regional authorities such as parks authorities.</p>	
C	National government officials or National Focal Point	
D	Local non-governmental organisations working on topics relevant to your project	
E	The local Gold Standard expert who is located closest to your project location	
F	Relevant international Non-Governmental Organisations (NGOs) supporting The Gold Standard, with a representation in your region and All GS Supporter NGOs located in the host country of the project.	

A - Legitimate stakeholder representatives could be, but are not limited to: elected representatives of regional, local, traditional representatives, such as leaders (chairmen, directors) of local cooperatives, other community-based organisations, local businesses/business groups, local NGOs, and local women's groups, politicians and local government officials, school teachers, religious leaders.

3. Invitation

(a) You are required to proactively invite stakeholders from different categories for comments. The project developer shall not deny a stakeholder access to the consultation. You may choose the method of invitation based upon what you think will work best. Send invitations via email, mail or by hand if necessary, including available (non-commercially sensitive) project documentation such as the 'Key Project Information'. Think also of using, for example, notices in newspapers or on the radio or television advertisements, displays on information centers etc. In the invitation, the objective of the consultation needs to be mentioned together with the feedback process for those not able to attend the

physical meeting e.g. feedback via email, post or by other means. Also archive your invitation text or newspaper advertisements whenever possible.

(b) You are required to track all the invitations you send out by filling out the table in the stakeholder consultation documentation. If stakeholders do not respond to the invitation for comments via email or letter, pick up the phone and give them a call. This is particularly important as you will need to justify how various groups were consulted upon.

CATEGORY CODE	ORGANISATION (IF RELEVANT)	NAME OF INVITEE	MODE OF INVITATION	DATE OF INVITATION	CONFIRMATION

2.2 Step 2 - Hold Consultation Meeting

1. It is important to organise the stakeholder consultation meeting(s) when you are still genuinely open to comments that may require changes in project design. Depending on the nature of your project and the affected stakeholders you may need to arrange a number of meetings in different locations to ensure that all may participate.
2. The first round of consultation in case of group of projects shall be organised at a convenient date and time for identified stakeholders. Also, invite officials from relevant Government departments / ministries, non-governmental organisation / think tanks representatives, technology suppliers and the Gold Standard secretariat, to provide useful and additional inputs on the design of the group of projects. If one meeting is not feasible for all stakeholder groups, an project developer can organize multiple smaller meetings for specific groups.
3. Plan the physical meeting at a convenient venue, date and time so that people who are affected by your project or are interested may attend. Think of planning the meeting in such a way that it does not conflict with their work arrangements or require them to travel far. Think especially about how to enable women and marginalised groups to attend. You do not necessarily need to organise just one meeting, you may also organise smaller meetings for specific groups if you feel that these will be more successful.

4. When inviting attendees think of the best way to reach people and invite them in advance. Also take into account that you will invite local officials and non- governmental organization representatives, including Gold Standard NGO Supporters and allow sufficient time for them to make arrangements.
5. It is vital to make sure that everyone will be able to understand what is said during the meeting; arrange for interpretation if more than one language is used. Keep the agenda of the meeting clear, focusing on the explanation of your project and the potential economic, social and environmental impacts. This may be accomplished by discussing the default impacts from the SDG Framework for your specific project type and asking simplified questions for the Safeguarding Principles. This should be done as a blind exercise, which is explained below.
6. Note that you may adapt or simplify the sustainable development assessment and Safeguarding Principles/Nexus to a level that meets the stakeholders' understanding – the key objective is to identify the issues that stakeholders have with a project from their perspective.

2.2.1 Consultation Meeting - Detailed Guidance

1. After notifying all stakeholders through a stakeholder consultation invitation, sent together with the 'Key Project Information', you will prepare the agenda, self assessment of 'Sustainable Development 'contributions, the participant list and the evaluation forms for your physical stakeholder consultation meeting.
2. As facilitator try to engage all people present, avoid allowing a single person or group of people to set the atmosphere, preventing others from being able to speak up. Especially encourage women to voice their opinions and if this is not possible given local customs, consider conducting several separate meetings e.g. a separate consultation for women only.
3. Agenda of the meeting: The Gold Standard recommends the following agenda points and approach for the physical meeting. You may deviate from the agenda but all points here should be covered. Please refer below to the discussion of the principles behind each agenda point.

(a) Opening of the meeting

Introduce yourself and introduce (groups of) people in the audience. Explain the goal of the meeting and encourage feedback and suggestions for improving the project from all of the people gathered.

(b) Explanation of the Project

This is to check stakeholders' understanding of the 'Key Project Information' and explain them in more detail what the aim of the project is. This includes its exact location, information about the initiators/implementers and their motivation, who else is involved, and the project phases and timelines. You may use your 'Key Project Information' as a basis for this. Make sure there is a focus on the practical implications the project has for stakeholders.

Arrange some time for people to ask any questions to further clarify or understand the project idea. Check if stakeholders have had any experiences with similar project types and check whether prejudices exist. Correct them if necessary. If no questions come, consider asking the audience questions in order to check understanding.

(c) Sustainable Development Exercise

Explain the project and its sustainable development impacts. Make sure you explain impacts and your expectations of the exercise in a way that may be understood by the stakeholders who are present. This may require simplification, using examples taken from a local context and the use of non-technical language. Ask which impacts they think are relevant to the project. [Subject to option - Note this is a blind exercise, the stakeholders are not aware of the results of your self-assessment yet]. List the potential positive impacts of your project type and ask the audience to provide their feedback in the format presented below. You may also include other potential impacts, which you think are relevant or ask the stakeholders, if they think there are other impacts of the proposed project. In addition, you shall seek audience opinion on Safeguarding Principles using the simplified questions [to be developed].

Discuss the risk of the project first. Enquire into how these risks may be mitigated. Ask people about their concerns and how these concerns could be adequately addressed. Ask if there are suggestions to improve the mitigation measure(s). Try to reach a consensus among the people regarding the final proposed measure(s) and whether the risk may be neutralise or whether there are still risks.

Follow with the positive impacts, ask people whether they think the project is doing too little/enough/too much for every impact and ask them to give their reasoning. Consider prompting people by asking them first to think in terms of their priorities and day to day reality and then of the priorities of future generations. Try to reach consensus on the assessment of the impacts during

the discussion before continuing to the next agenda item – however, remember the exercise is challenging, so take care not to confuse and ask too much of your stakeholders. Simplify as much as possible and necessary.

Gather as many comments as possible to improve and balance the project’s impacts. Concerns and comments raised by participants should be carefully noted down with full reasoning. These will be presented as part of the ‘Sustainable Development assessment’ later in your stakeholder documentation.

For group of projects you should try to collect similar information from stakeholders during first round of consultation and use it during consultations with local stakeholders. Also discuss the implementation plan of the group of projects and their geographic spread. Provide details about the technologies covered.

(d) Discussion on ‘Input & Grievance Mechanism’

You are required to seek input from stakeholders on the best methods for continuous input and the expression of grievances. At the physical meeting, the methods should be explained and discussed to ensure that stakeholders agree that the selected methods are the most appropriate. The details shall be recorded in the following format -

Grievance mechanism methods	Method Chosen(include all known details e.g. location of book, phone, number, identity of mediator)	Justification
Continuous Input and Grievance Expression Process Book	Mandatory	
Telephone access		
Internet/email access		
Nominated Independent Mediator (optional)		
Other		

(e) Discussion on monitoring sustainable development

Raise the subject of monitoring the sustainable development impacts. Do people have ideas on how this could be done in a cost effective way? Are there ways in which stakeholders may participate in the monitoring? Again, consider

the abilities and capacity of your stakeholders and do not ask too much from them.

(f) Closure of the meeting

Ask people to fill out the evaluation form (see example in the table below). Explain what the follow-up will be and how people may obtain the minutes of the meeting. Give an indication of when and how you want to organize the Stakeholder Feedback Round. Close the meeting and collect Stakeholder Meeting Evaluation Forms as follows:

Name:	Written response:
Gender - Male/Female:	
What is your impression of the meetings:	
What do you like about the project?:	
What do you not like about the project?:	
Signature:	

2.3 Step 3 - Documentation

1. Take minutes at the meeting and, if you may, take pictures or if appropriate record a video; these will be useful for your stakeholder consultation documentation. It is also important to let attendees know how their comments are recorded and how they may find out how they were taken on board (see Step iv).

2.3.1 Document - Detailed Guidance

1. Appoint someone in advance to record the minutes of the meeting. Consider appointing someone to take photographs as well, or even better record a digital video. Include all the comments/suggestions raised by the stakeholders in the consultation documentation as soon after the meeting as possible; delays make it more difficult to recall exact comments and their context. Keep the meeting minutes short and focus on comments received during the meeting. List all comments received as positive, neutral or negative.

2. Ask people to fill-in the participant list (see example in table below), on which they register their name and contact details, job or position and sign to indicate they were present.

Date & Time:

Location:

Name and Position of Participant

(e.g. community roles etc.)

Male/Female

Contact Details

Organisation

(if relevant)

Signature

2.4 Step 4 - Incorporate Feedback

1. Assess the comments made by stakeholders. Any comments/suggestions that are serious, reasonable and proportional shall be taken into account and the appropriate changes will need to be made to your project design to address these accordingly. Your judgment is key to this stage and will ultimately determine the final project design. However, you shall be able to explain why you did, or did not, consider any comments or suggestions. Compare your own sustainable development assessment and Safeguards/Nexus with the resulting outcome of the blind exercise with your stakeholders.
2. Analyse the differences and consolidate your final assessment. If one or more aspects are still considered negative, you are requested to revisit your impact assessment with an independent party.

2.4.1 Feedback - Detailed Guidance

1. Feedback evaluation

The evaluation forms filled in by the stakeholders will allow you to gain an overall perspective of stakeholder opinion on your project. The following steps will guide you on how to follow up after the meeting.

- (a) Analyse your evaluation forms and state your analysis and conclusion in your stakeholder consultation documentation. If you received any negative comments through the evaluation forms, you will need to revisit your sustainability assessment or escalate the discussion to next level.
- (b) Evaluate and list all the comments from the stakeholders. Include the list of the comments in your documentation. If some stakeholder concerns seem

unwarranted, make a case as to why this is so. While negative stakeholder comments are not necessarily a reason to stop an project's progress, The Gold Standard does expect that all stakeholder concerns are addressed and accounted for or justified, if not done. This should be discussed in the stakeholder consultation documentation.

(c) Discuss all comments received and assess how serious, reasonable and or proportional they are. Decide which ones have to be taken into account for the development of the project and which ones may be discarded with an appropriate and convincing justification. Define any alterations that will be made to the project design.

(d) Finalise your sustainable development assessment based on your consultation document.

(e) Finalise your stakeholder consultation documentation.

(f) The stakeholder consultation documentation shall also document any comments, criticisms or improvements that were made to the input and grievance expression methods discussed at the physical meeting.

2. Integrate outcome of stakeholder consultation to project design

(a) After consideration of comments from stakeholders raised during the first consultation meeting you may decide whether to change or amend the design of your project. Changes to the project design generally increase local ownership of the project and enhance sustainable development.

(b) Stakeholder comments have to be considered in terms of how reasonable they are; therefore not all comments have to result in a change to the project design. You may report changes in the project design resulting from the stakeholder consultation meeting in the respective section of your project documentation.

2.5 Step 5 – Stakeholder feedback round

1. You are required to give feedback to the stakeholders on how their comments have been taken into account. To do this you are required to organise a second round of consultation called a Stakeholder Feedback Round.

2. During the Stakeholder Feedback Round all stakeholder comments are captured alongside clarification of how they were responded

to/incorporated. The Feedback Round remains open for a minimum of two months to allow time for stakeholders to review and comment.

2.5.1 Feedback - Detailed Guidance

1. The Stakeholder Feedback Round may also include a physical meeting although this is not mandatory. The Feedback Round covers all issues raised in the physical meeting and how due account was taken of all stakeholders' comments. All stakeholders invited to participate in the first consultation have to be included in the Stakeholder Feedback Round.
2. You should make the stakeholder consultation documentation and any revised project documentation available for the stakeholders, who should be encouraged to comment on them. You may publish all information on a website and on The Gold Standard Registry, but this might not be sufficient to obtain the stakeholders' feedback. As well as publication on a website you should consider making several hard copies of the documentation available at, for example, the local post office or municipality.
3. The documentation needs to be open for comments for a period of at least two months before the Validation of your project is finalised. You may perform the Stakeholder Feedback Round in parallel to the Validation process but the contracted auditor shall be able to take feedback received into account to complete the Validation. You report on the Stakeholder Feedback Round in your project documentation. You have to report how it was organised, what the outcomes were and how you followed up on the feedback.