STAKEHOLDER ENGAGEMENT POLICY

SAEDI Consulting (Barbados) Inc

Stakeholder Engagement Policy

Introduction

SAEDI Consulting (Barbados) Inc, as a company operating virtually, is aware that there is a need to ensure that staff and associates are operating in a way that has minimum negative impact on the environment and provides a healthy virtual environment for the engagement of the SAEDI Consulting Team, as well as clients and other stakeholders.

SAEDI Consulting, as it works in the nexus of gender and climate, desires not only to guide our clients in mitigating, and reversing the impacts of gender discrimination and climate change, and function as green institutions, but to also to develop SAEDI Consulting itself as a green company, practicing daily, in whatever small way, the values and principles of the gender, social and climate justice.

SAEDI Consulting appreciates and acknowledges that meaningful engagement and collaboration with stakeholders is essential to the successful execution of its work, and that in its efforts to work in supporting the mitigation and reversal of the impacts of gender discrimination and climate change, it is necessary to have positive and impactful stakeholder engagements. The company also appreciates that consultative and collaborative engagement can create sustainable outcomes that better serve the needs and expectations of our clients, contractors and other stakeholders.

Scope and Purpose

This policy is designed to ensure that all relevant stakeholders, including employees, clients, community groups, among others, are provided with an opportunity for meaningful engagement as necessary in our work.

We believe that an effective Stakeholder engagement policy can create inclusive and sustainable outcomes that better meet the needs and expectations of our clients, beneficiaries and other stakeholders.

Core Values

SAEDI Consulting aims to ensure that all projects, and all stakeholders, are engaged in a manner that is most effective for the project at hand, and while the stakeholders and engagement mechanisms may change, we aim to ensure that how we engage with stakeholders is fundamentally the same. This ensures that our engagements are fair and meaningful, allowing for the equal participation of all stakeholders.

Effective engagement with our team, clients, and other stakeholders, demands that we are recognised for working with integrity. To ensure this, the team employs the following core values in every engagement.

Table 1. Core Values

Trust	Being open and honest with all stakeholders on what we are doing and why
Collaboration	Creating an environment where stakeholders are free to share and work towards a common goal
Equity	Ensuring fair treatment of all, and providing opportunities for equal participation and benefits for all stakeholders
Sustainability	Ensuring that stakeholders are able to realise long-term and sustainable social, environmental and economic outcomes
Empowerment	Creating a process and space where stakeholders can share information, resources and opportunities to increase capacity and foster empowerment

By adhering to these core values, we ensure that our stakeholder engagements are inclusive, transparent, and effective, provides an opportunity for sharing and learning, and that all parties are engaged throughout the process.

Scope and Application of the Policy

This policy is to be used by all SAEDI Consulting employees and associates involved in administering surveys, facilitating focus groups or townhall type meetings and evaluation workshops. The policy is also to be used by project managers to conduct stakeholder mapping, in the development of stakeholder engagement plans and

The process of stakeholder engagement planning entails:

1. Identification of all stakeholders relevant to the project,
2. Categorising of stakeholders,
3. Selection of intervention mechanisms for each category of stakeholders, and
4. Scheduling

Identification of the relevant stakeholders is a crucial step in getting to the desire impact of any project. The process of identifying stakeholders is based on a clear understanding of the objectives and deliverables of the project and is largely the task of the Project Manager.

A straightforward process of stakeholder identification can be:

1. Define the scope and objectives of the project,
2. Brainstorm potential stakeholders with the implementation team,
3. Categorise stakeholders
4. Analyse stakeholders interest and impact,
5. Prioritise stakeholders, and
6. Determine most effective engagement mechanisms.

A common tool used in stakeholder mapping is the ***stakeholder matrix***[1]***,*** which helps to visualise the influence and interest of stakeholders

Table 2. Stakeholder Matrix

Influence/ Interest	Low Interest	High Interest

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[1] Mastt. (2024). What is a Stakeholder Matrix? Everything Construction Project Management. Available at: https://www.theoceancleanup.com/updates/whales-likely-impacted-by-great-pacific-garbage-patch/

High Influence	Keep this group up-to-date and satisfied	Manage this group closely
Low Influence	Monitor this group closely since the feedback can be extremely useful	Keep this group informed, but they may not need a lot of monitoring

Engagement Mechanisms

Stakeholder engagement mechanisms are the tools or methods used to involve stakeholders in planning, information gathering and sharing, decision-making and implementation in relation to the project.

Engagement mechanisms are often used throughout projects in order to ensure that meaningful participation by stakeholders, training and learning, effective feedback, and monitoring and evaluation. These mechanisms fall into the categories of consultation and communication. Consultation mechanisms are most often used for information gathering and the exchange of ideas, while communication mechanisms are largely used for dissemination of information, and may or may not be interactive.

Consultation Mechanisms

1. Surveys
2. Questionnaires
3. Interviews, and
4. Focus groups
5. Evaluation workshops
6. Suggestion boxes/feedback forms

Communication Mechanisms

1. Newsletters
2. Bulletins
3. Websites and other social media platforms
4. Public meetings

No project will necessarily use every mechanism, however, the appropriate mechanism to be used can only be determined if there is clear stakeholder mapping and planning.

Grievance Redress

Every stakeholder engagement process or plan must ensure that there is an effective process of redress. This ensures that grievances are addressed promptly and is seen as fair. The process outlined below is for external stakeholders, while internal stakeholders (staff and associates of SAEDI Consulting, can seek redress through the GRM outlined in the HR policy.

The process outlined below gives a generalised process. It may be necessary to define, particularly, channels of access for each project. Although the primary stakeholder will be project beneficiaries, clients are also potential proxies through which such claims and grievances can be made. There is or will be a different mechanism through which clients can seek redress.

Figure 1. Overview of the Redress Process

General Redress Process

Table 3. Redress Process

Registering a grievance	- Project must develop and publicise access to the GRM. It is vital that there is more than one form of access. These can include, but are not limited to hotlines, online forms, suggestion boxes, email, etc. - Ensure that all methods of access are operational throughout the life of the project - Record the complaint in the Redress Register
Acknowledgement	- Receipt of a grievance must be acknowledged promptly. Immediate electronic response, should be followed by and email or other form of response, indicating receipt and committing to a response - Grievance must be assessed and assign to the competent individual or team for redress
Response	- Complainant informed in writing of the process to be taken for redress - The complaint is thoroughly investigated - Develop a plan of response that gets to the root of the issue and that is fair, transparent and in line with the organisational policies and values - Formally invite the complainant and any other relevant parties for a redress hearing - Seek agreement of a way forward
Addressing the grievance	- Inform, in writing, of the outcomes or decisions taken at the hearing - Implement any actions agreed to at the hearing in a timely manner - Guide the complainant or any relevant parties, to any referral pathways available for redress or additional support - Inform all relevant parties of outcomes of the actions
Review	Review of the effectiveness of the actions taken

	● If the issue was no resolved, look for alternatives to get to a resolution
Close Out	● If the issue was resolved, inform all relevant parties of the conclusions ● Record the issue as closed in the Redress Register

Integration with Other Policies

The implementation of this policy must be done in collaboration with the Communication Policy, Environmental and Social Safeguards, and the Human Resources Policy, including the Grievance Redress Mechanism (GRM). It should be noted however, that in the case of the GRM, it is critical that every project clearly communicates the process, and access to redress within the context of the project.

Policy Development and Process:	
Actions	Dates
Approved:	December 2024
Signed/Initialled with seal:	December 2024
Due for revision	December 2026

Approved and implemented from   **December 2024**

Revisions: This policy is subject to review 24 months after implementation.