Handbook for Organizing Local Stakeholder Consultation and Participation Process for Premium T-VER Project

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Thailand Greenhouse Gas Management Organization (Public Organization)

Contents

Chapter 1 Introduction

Project applying for registration under the premium Thailand Voluntary Emission Reduction (T-VER) program must promote the sustainable development within local communities the project is located. Stakeholders' participation is therefore an important element that project developers must pay attention to. This means that before project start date, the project developer must organize a local stakeholder consultations to disseminate easy-to-understand project information, prepare process and meeting, or establish a communication channel with all local stakeholders to hear their opinions and recommendations both before and during project implementation. The project developer must summarize and present the result of local stakeholder consultations, clarifications of the project developer on comments received, and approach for improving the project implementation plan in the project design document (PDD). The Validation and Verification Body (VVB) must validate the local stakeholder consultation process including responses to comments, improvement on project implementation, and public comments. Additionally, after the project implementation starts, the project developer must arrange a participation process or a communication channel for local stakeholders to provide feedbacks for the improvement of project implementation.

Thailand Greenhouse Gas Management Organization (Public Organization) therefore has prepared a "Handbook for Organizing Local Stakeholders Consultation and Participation Process for Premium T-VER Project" for the project developers to further utilize for creating better understanding and working collaboratively with local community and stakeholders in order for the project to ultimately contribute to the sustainable development goal in Thailand.

1.1 Conceptual framework

This handbook is made under the concept that "participation" means more than "organizing a meeting". Rather, the participation process focuses on a continuous process and can use a variety of techniques. It does not focus on the conclusion of the majority of participants whether they "agree" or "disagree" with the project, but it pays attention to the exchange of opinions among all relevant stakeholders, including discussion on concerns, issues, doubts, and problems from stakeholders for solution findings and project impact.

In the design of participation process, it is necessary for the project developer to consider 4 successive steps of participation process namely:

(1)   **Providing information to stakeholders** is a process of allowing stakeholders receive project information not only on the day of stakeholder consultation, but it means providing information and other project details before the meeting with an aim for mutual opinions expression in the next stage.

(2)   **Hearing stakeholders' opinions** is a process of opening channels or opportunities for stakeholders to express their opinions on the project.

(3)   **Participating in problem solving** is a process of taking into account the opinions of stakeholders and improving the project for impact reduction or consequences.

(4)   **Determining mutual agreements** is a process of finding a mutual agreement between the project developer and the stakeholders including creating a channel for stakeholders to access future projects to reduce the chance of conflicts and lead to coexistence between the project and the community.
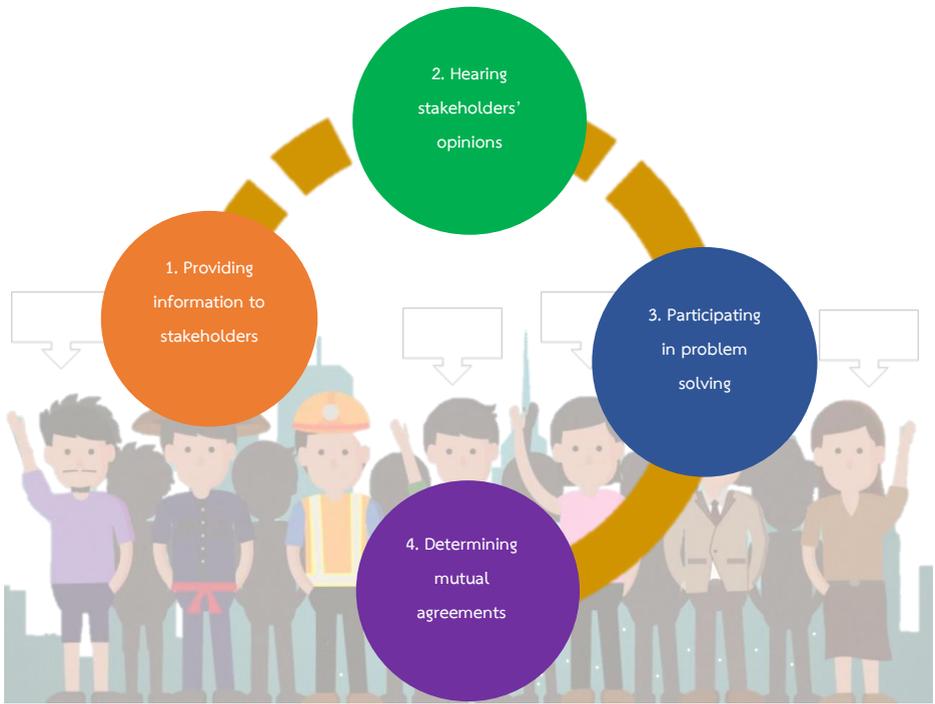
Figure 1 Participation Process Framework

The 4-step participation process framework[1] is an important framework for the development of this manual, in which the TGO wants it to be an "operations manual" rather than being a "principle manual", developed based on the foundation of the actual situation of the community surrounding the project and the characteristics of each Premium T-VER project.

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[1] International Association for Public Participation (cited in James L. Creighton. The Public Participation Handbook: Making Better Decisions Through Citizen Involvement. Dr. Wanchai Watthanasapt, Ed. 2008.)

1.2 Characteristics of premium T-VER projects

The project developer must submit the request for the project registration under the premium T-VER program and organize a participation process as well as a stakeholder consultation meeting.

In general, a consultation process organized among stakeholders can be divided into 2 categories namely 1) a group of projects that must organize a participatory process to hear stakeholders' opinions as required by laws such as projects required Environmental Impact Assessment (EIA) reporting, and 2) a group of projects that are not required to organize a participatory process to hear stakeholders' opinions required by laws.

This handbook is intended to be a guideline for project groups that are not required to conduct a participatory process to hear stakeholder consultations as required by law in order to have a clear operational guideline for project developers. In this manual, the aforementioned project groups are divided into 2 sub-groups according to the level of project impact occurred from the project implementation as follows:

1. Projects with possible negative impact is a project that has been implementing community-related activities. This may have both positive and negative impacts on communities in various dimensions such as the environment, occupations, health, relationships of people in the community. For a project like this, there are several issues that the project implementer must be aware of, especially the issue of community field visit. This community field visit involves finding out who the real stakeholders are, what the initial attitudes of the stakeholders towards the project are, issues and concerns of stakeholders towards the project. This is because each project[2] is in the midst of a different community context. Some projects may require more than one meeting to reach an agreement together. Project Types are as follows:

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[2] Categorized by 14 project types under the T-VER implementation framework

1.1 Project in the category of renewable energy or alternative energy to fossil fuels

1.2 Project in the category of public transportation system use

1.3 Project in the category of electric vehicles use

1.4 Project in the category of solid waste management

1.5 Project in the category of community wastewater management

1.6 Project in the category of methane recovery

1.7 Project in the category of industrial wastewater management

1.8 Project in the category of greenhouse gas reduction and removal from forestry and agriculture sector

2. Projects with <u>no community-related activities</u> is a project that has not been implementing community-related activities. The project developer can assure that his/her project will not provide negative impact towards community and its environment. Most of the projects in this group will implement activities in their own factories or buildings without additional construction in a new extended area. However, Thailand Greenhouse Gas Management Organization (Public Organization) has stipulated that the project developer must hear the opinions of project's stakeholders in order for them to acknowledge and realize that they are part of the upcoming project, although it do not have a significant impact. The projects[3] in this group are:

2.1 Project in the category of increasing efficiency in electricity and heat production

2.2 Project in the category of engine efficiency improvement

2.3 Project in the category of energy efficiency improvement in building and factory, and in household

2.4 Project in the category of natural refrigerant modification

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[3] Categorized by project types under standard T-VER, there are a total of 14 categories."

2.5 Project in the category of clinker material substitution

2.6 Project in the category of carbon capture, storage and/or utilization of greenhouse gas

However, working with the community, the project developer should keep in mind that there is no any formula for success in term of working with people. This is because people in each area have unique characteristics that are tied to social and cultural contexts. Although we refer to this manual as a workshop manual, that does not mean it is a blueprint for every case (One-size-fits-all). This manual acts as a navigator that requires careful attention and determination of the project developer. Thus, creating a real participatory process, it will lead to effective projects and co-existence with the community in support of each other.

Chapter 2 Process for project with possible negative impact

For project with possible negative impact, there are several issues involved in creating a participatory process that project implementers must consider in particular. Real stakeholders shall be listed and their attitudes towards the project shall be identified. Issues and concerns of stakeholders towards the project. Because each project is in the midst of a different community context. Therefore, it is necessary to study the information on a case-by-case basis and plan the meeting accordingly. organizing a process of participation and listening to opinions of stakeholders about the impact of the project that may have an impact on the community There are steps to implement **as in Figure 1.**

Figure 1: Participation process and stakeholder consultation on the impact project created and affected the communities
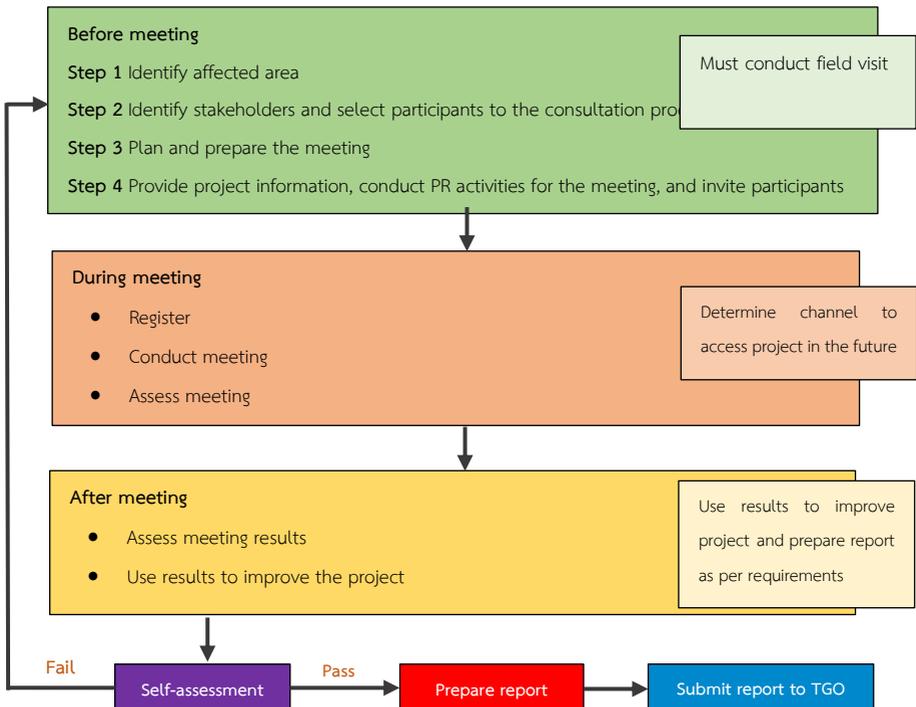
2.1 Steps before organizing a stakeholder consultation meeting

Step 1   Identify the extent of the affected area

Step 2   Identify all stakeholders and select participants in the participation

Step 3   Plan and organize meeting

Step 4 Provide project information, public relations for the meeting, and invitation to the meeting participation

Each step has details and techniques as follows:

Step 1 Identify the extent of the affected area

Identifying the areas that may be affected by the project is a fundamental step that needs to be considered first. By doing the preliminary, project developers can use geographic tools such as using a 1 : 50,000 map or using data from geographic information systems and internet databases such as Google Earth, government databases and local government organizations to know the geography and transport routes in the area to identify the extent of the affected area initially in a distance of at least 2 kilometers from the project fence line. The distance specified is only a preliminary guideline in defining the scope of areas that may be affected and identifying stakeholders. The EIA report or the preliminary EIA report is mainly considered.

In addition, identifying the extent must consider other additional conditions on a case-by-case basis, such as the specific nature of the project. For example, a biomass power plant may have an impact in terms of smoke or particulate matter, while a biogas plant processing wastewater and animal waste may have an impact in terms of noise and air pollution.

Results of implementation: Extent affected from the project

Figure 2 Problem of particle matter from biomass power plants
that are affected by the project

Step 2 Identify stakeholders and select participants in the participation process

After knowing the extent of the study area, the next step is to identify the types of stakeholders from the project by conduct field studies to familiarize with the actual conditions of the area and study the community's distribution by conducting interviews, in preparation for topics to be discussed at the meeting.

Who can you ask?

Community leaders (village chiefs, headmen, elders, respectable people in the community)

Local administration organizations (Sub-district administration office, municipalities, mayor, members)

Community committee, community group (community and sub-district level)

School (Director, school management, teacher, and students)

Religious organization (monks, temple committee, pastor, mosque committee)

Hospital, health center, volunteer group (Hospital administrators , doctors, and nurses)

Community activity groups (environmental conservation group: leader, members)

Shops, market vendors, community members, and general public in the area.

* These examples are only the individuals who can provide preliminary information. There may be other individuals or groups beyond those mentioned who can provide additional information and may be recommended for further questioning or interviews.

Identifying stakeholder groups, both formal and informal or not official, will provide in-depth information about the community, local organizations, and social networks in the study area needs to be gathered. In addition, preliminary opinions of affected groups should be surveyed. **At a minimum, representatives of all affected groups should be selected to participate in the participatory process**, and opportunities should be provided for community members or interested parties to participate as well.

Who should be invited to participate?

Individuals or households with interests (both direct and indirect)

Local organizations and institutions, sauna organizations, community organizations, temples, schools, educational institutes, health centers, hospitals, etc.

Relevant government agencies (both at local and central level)

Observer organization and neutral parties (such as mass media and academia)

Those who disagree or those who are interested in the project both inside and outside community)

* Participation is an open process where people affected may not be included in the survey have opportunity to participate in the process.

Who are the groups that benefit and the groups that are affected?

The group that is affected by the project includes those who lose agricultural land, suffer from occupational hazards, and are exposed to various health risks. This group should be the most considered, and their participation in the process should be given the highest priority. As for the group that benefits, it includes those who receive positive impacts from the project, such as project employees, local government units, and local organizations.

What should you ask?

Give priority to areas of interest and concerns of people in the community in the affected area. It may be an inquiry, giving a real example that happened, and examples of questions that should be asked during the site visit. For example, if a factory was established in the community, what would it be like? What is your opinion? Do you think there are any advantages or concerns? How do you think it affects the community? Think about which group of people will benefit or lose. How do you think the factory and the community can live together

The key reason for analyzing these issues is to have topics and themes for meetings. It is a preparation for providing information of project developers to the public, answer questions from attendees including finding solutions to the impact and concerns that arise.

Result of implementation: Data from community study, social data from the area, list of people and representatives of invited groups

Step 3 Plan and prepare meeting organization

At this stage, the project developer plans the meeting and provides project information, topics, and meeting content taking into account the format of the meeting to facilitate how to present information, meeting duration, venue, personnel, appropriate documents and meeting media.

Forms of meeting

The appropriate form of holding a stakeholder consultation meetings is community. These meetings are meetings held in community areas affected by the project, such as temples, schools or other public areas in the communities. The project developer sends representatives of the project to explain to the meeting participants about the nature of the project and expected impacts including answering questions.

In case where a project affects a wide range of people and a large number of people, it is necessary to use a combination of mobilization techniques such as focus groups and workshops.

Focus Group

This method is divided into groups to discuss specific issues or specific groups with a small number of participants (5-20 people per group). All participants are directly involved and can provide clear and in-depth information on specific issues. The facilitator must keep the participants from discussing things off-topic. Therefore, it is necessary to clarify the issues of group action so that the participants understand the issues together. In addition, the meeting facilitator must control the subject matter and thoroughness of the opinions expressed. In each group, there may be assistants to take notes or write issues on the flipchart paper, so that participants can keep up with the issues.

Small group meeting allows flexibility in the method and time, depending on the nature of the participants and the issues of the meeting. At the end, the facilitator or assistant concludes the meeting results stating that the recommendations are for the

whole group and not for any individual. This method is a specific study, resulting in direct and in-depth content, or may get a variety of new recommendations.

Workshop

Organizing a workshop is an opportunity for participants to discuss, exchange opinions, attitudes, identify problems and propose solutions. Importantly, the organizer must set a clear direction especially the issues and scope of the discussion including considering the selection of participants who have knowledge or related to the issues to be discussed. Moreover, there must be a working group that can carry out opinions to bring to the final conclusions. In addition, the action may be to create dolls or give examples of situations that may occur or actually occur to solve problems together.

There are several methods of presenting the information that the meeting organizer can choose from, such as PowerPoint, video media, or use field trips and study tours to actual sites or similar projects. During the trip, there may be additional lectures for mutual understanding. Including creating an atmosphere for deep discussions.

Field Trip and Study Tours

This step is optional. In case the meeting place is not far from the project area or some participants still have limited information about the project. This method involves participants and experts going to the field where the action will take place, along the way there may be more informative lectures, in order to create a mutual understanding and create a deep discussion atmosphere. However, regardless of the participation method used by the project, there should also be a field study in order to have a shared set of experiences, but the use of this method alone is not enough because it is just a one-time visit and therefore cannot cause a difference. Clear and comprehensive understanding should be used in conjunction with other methods The process from start to finish may take half a day in the morning.

Appropriate duration of meeting

Each meeting lasts at least 1 day, taking into account the balance between 3 periods: the content presentation period by the project developer; discussion, questioning and answering time; and the time to develop mutual agreements and explore ways of stakeholder participation in future projects.

Preparation of meeting venue, personnels, documents and meeting materials

Prepare meeting venue by considering the following conditions:

- Number of meeting participants
- Convenience of participants' transportation to the meeting
- Appropriateness of the venue such as its image and neutrality

Prepare meeting facilitator and lecturer by considering the following conditions:

- Forms of meeting
- Size of meeting
- Topic of meeting

The meeting facilitator does not have to be an expert. However, they must be neutral, open-minded, and act to stimulate the participation of all participants in the meeting. Most importantly, the meeting facilitator should not be the one who has the power to influence decisions or direct the content of the meeting.

Prepare meeting document and meeting assessment form. These documents must have the following characteristics:

- Easy to understand
- Avoid using technical jargon

Prepare meeting materials by taking into account the following conditions

- Characteristics of people participating
- Issues and topics of meeting

Results of implementation: Schedule and content to be presented at the meeting venue, speakers and meeting organizers, meeting documents and media used in organizing the meeting.

Step 4 Provide information about the project, public relations on the meeting organization, and invitation to the participants

The implementation at this step has sub-steps that require preparation. Important issues that must be taken into account are as follow:

- Prepare detailed project information for stakeholders and participants to create a basic understanding before attending the meeting. The information will be provided at least 10 days prior to the meeting.

- Disseminate through various channels such as community radio, community broadcasting tower Local newspaper community leader e-mail or electronic media to provide project details and invite groups of people who are interested and wish to attend the meeting.

- Invite stakeholders in each group. Taking into account the methods that are suitable for each group of stakeholders, for example, in the event that interested persons can be identified Use a formal invitation letter. along with attaching the meeting schedule and attendance slip, and following up on whether the meeting invitation was received or not.

- Summarize the number of participants attending the meeting and, in the event that the respondents do not reach the appropriate criteria, find a solution, such as using a method to call and invite individually. Visiting the area to invite attendees in person Invite more groups.

Results of implementation: Evidence documents of various meeting invitations and a list of those invited to the meeting and those who accepted the meeting.

2.2 Steps for organizing stakeholder consultation meeting

Organizing a meeting is an important step following meeting preparations. because although it is well prepared but if the meeting cannot be conducted to achieve its objectives or according to the time frame. The format of the meeting and activities provided in the schedule. It may cause the stakeholder participation process to be unsuccessful or unable to truly engage the stakeholders who may be affected. In addition, the meeting also included setting up channels and mechanisms for stakeholders to access the project in the future. This makes participation a continuous and efficient process with the following steps:

Step 1   Register meeting participants

Step 2   Organize meeting

Step 3   Assess the meeting

Each step involves details, techniques, procedures, and observations as follow:

Step 1 Register meeting participants

This is an important step. This will allow us to know whether this meeting can cover all stakeholder groups as planned at the outset. And it is the first stage that creates an atmosphere of participation. Therefore, attention should be paid to attitudes. The friendly demeanor and friendliness of the registrars by doing the following:

- Register attendees by showing details of name – surname, address, department under affiliation including contact phone numbers.
- Hand out meeting documents and meeting assessment forms. The documents are arranged according to the topic of the meeting for easy selection.

Results of implementation: Documents list of attendees, which indicates the number of attendees, address, telephone number and agencies.

Step 2 Organize meeting

The implementation in this step pays great attention to the meeting organizer in each step and the ways of implementation. In each step, the meeting organizer must record meetings in the form of a video, photo, or audio tape and proceed according to the planned steps appear as follow:

• The meeting facilitator introduces himself and the team of project developers.

• The moderator clarified the objectives of the meeting. Procedure and format of the meeting and must emphasize that stakeholders play an important role in meetings. To encourage participants to realize that they are not just listeners.

• The project developer presents an overview of the project. Including the results that will happen to the community in all aspects. By the way, the presentation must take into account the characteristics of the participants, should not use too difficult academic language.

• Participants should be given the opportunity to ask questions and express their opinions on the project. Including offering channels for stakeholder participation in future projects.

In the event that the meeting involves a large number of participants or the project is complex, at this stage the participants may be divided into groups based on the issues they want to hear from, for example, by occupation, or by place of residence or divided according to the participants' interests. The method may be done by means of focus group meeting or by organizing a workshop according to the plan prepared.

Results of implementation: Detailed meeting notes recorded in the form of a video, photograph, or audio tape.

Step 3 Assess the meeting results through 2 steps:

- Step 1 Assessment from the prepared questionnaire allows the participants to evaluate after the meeting, for example, to assess their understanding of the content received from the meeting, clarity of presentations and meeting arrangements

- Step 2 Assessment from the working group responsible for organizing the meeting and take the information received to proceed in the next step

Results of implementation: Assessment forms of attendees, together with documents summarizing issues from the meeting

2.3 Steps after the stakeholder consultation meeting

The implementation after the stakeholder consultation meeting involves significant issues such as the analysis of the stakeholder consultation results, the summary of issues from the meeting. This includes guidelines for solving problems in the event that the meeting does not meet the specified criteria such as the number of participants does not reach the set number. The project developers shall use the results from the meeting to improve the project implementation plan, prepare a report on the participation process and organize a stakeholder consultation meeting to reflect the process of participation of stakeholders in the project. For this section, the steps are as follows.

Step 1 Analyze and assess the meeting results and prepare access channels for stakeholders in the future

Step 2 Bring the results from the meeting to improve the project implementation plan

Step 3 Summarize the results of the participation process and the stakeholder consultation meeting for presentation in the project design document (PDD)

Each step has details and methods as follow:

Step 1 Analyze and assess the meeting results

The main goal of this step is to analyze and display the meeting results, including finding ways to proceed if the meeting does not meet results or the goal expected. There are important issues that need to be analyzed as follows:

Number of participants attending the meeting

During the post-meeting, the first important thing to analyze is the number of people attended the meeting and from which groups they are to reflect their representation (representative) of all stakeholders. The meeting organizer should distinguish the types of attendees and assess the number of participants from each group of stakeholders, for example. If the assessment of the total number of participants reveals that the proportion of the group who gains or loses benefits from the project is less than the target, the focus group meeting may be held only for those groups whose number of participants is less than the target before concluding the results of the participation and feedback process.

Results from the meeting

After organizing the meeting and obtaining opinions from all groups of stakeholders, the meeting organizer must analyze the meeting results. This may start by analyzing how the stakeholders perceive about information regarding project implementation, their understanding about the project, and the content presented at the meeting. This is to reflect how much the stakeholders understand the project. If it is found that the level of stakeholders' understanding towards the project is low or there is a discrepancy with reality, there should be a meeting or other means to clarify and understand the stakeholders again.

Stakeholders and meeting participants' participation in opinion expressions

In addition to analyzing the level of understanding in the information that the project clarifies to the stakeholders, an important point to be analyzed is the meeting participants' participation in opinion expressions, especially those who are interested in the project, such as expressing their opinions on various operations, asking about potential impacts on the community. This includes answering questions and taking measures in the part that the participants remarked or asked questions.

Assessment of stakeholders' attitudes and project acceptance levels

The last stage of analysis is the assessment of stakeholders' attitudes and project acceptance levels which depends on the characteristics of information used in the analysis such as the use of assessment forms derived from questioning the participants or using data from stakeholder participation, observation form, and obtained information to further improve the project implementation plan.

Results of implementation: Results of analysis and conclusions from the meeting

Step 2 Bring the results from the meeting to improve the project implementation plan and prepare access channels for the involvement of stakeholders in the future.

. This step involves taking the results of the analysis and suggestions obtained from the meeting to continue to improve the project. This information will be important to show how the opinions and concerns of stakeholders can be used to improve the project implementation plan including determining channels that stakeholders can access information or communicate with project developers in the future in order to provide an opportunity for stakeholders to express their opinions and receive further information about the project's operations, the details of which are as follows:

Correction and improvement in the project implementation plan shall be made according to the recommendations received from the meeting, taking into account the level of opinions of stakeholders towards the project as follows:

1. In case most stakeholders have a positive attitude towards the project, the project developers should promote or expand the results even better. and continually convey project information to stakeholders.

2. In case the majority of stakeholders are still unsure, have doubts, or still express their approval or disapproval of the project, the project developers should build confidence among stakeholders. In addition, there should be measures to control, monitor and monitor the impact to avoid problems, or hold a public hearing to mobilize participation again.

3. In the event that most of the stakeholders have a negative attitude towards the project, the project developers should find ways to develop and improve projects to reduce such negative impacts and conduct public hearings to mobilize participation again.

- Prepare access channels for stakeholder participation in the future according to the agreement obtained from the meeting such as organizing public hearings, the establishment of a joint committee, presentation of information on the implementation in each stage of the project, and the information obtained from the meeting to stakeholders through those channels
- Gather the conclusions from the meeting and dissemination them to the stakeholders through mutually agreed channels

Results of implementation: Comparison of project implementation before and after the meeting, and access channels for stakeholders for future use.

Step 3 Summarize the results of the participation process and the stakeholder consultation meeting

This step is the final step where the project developer concludes the results of the participation process and the stakeholder consultation meeting. Such results will describe the participation process of all stakeholders in 3 steps: meeting preparation, organization, and post-meeting arrangement.

Results of implementation: The summary of the results of the process of participation and the meeting to listen to the opinions of stakeholders.

2.4 Presentation of participation process and stakeholder consultation meeting results

After completing all 3 processes, the expected concrete results are expected aside from the true participation of the stakeholders that may be affected by the project, which is the summary of the processes and the participation and organize a meeting to listen to the opinions of stakeholders that may be affected by the project. For projects

that may affect the community The project developer must summarize the results of the process of participation and listen to the opinions of those who have lost in the Project Design Document (PDD), content layout, and various evidence. The main topics are as follows:

1. Basic data of the project

    1.1 Project Type

    1.2 Project size

    1.3 Location of the project

2. Basic data of project's location and surrounding community

3. Relevant data of the project's stakeholders

    3.1 Types and numbers of local residents who lose benefits from the project (Both directly and indirectly)

    3.2 Type and number of local residents who have benefited from the project (Both directly and indirectly)

    3.3 Local Organizations groups and Community Activity Groups

    3.4 Related government agencies

    3.5 Group of people who disagree and those who are interested in the project (inside and outside the communities)

4. Summary of stakeholder consultation assessment results

    4.1 Number, gender and type of group of participants

    4.2 Results obtained from public hearings, such as the awareness of information related to project operations and participants' understanding of their contributions to the content presented.

    4.3 Participants' comments on the project, such as questions and concerns about the impact of the project, attitude and acceptance with the project

    4.4 Recommendations and collective agreements from meeting

5. Placing the results of meeting into action

    5.1 Compare the project's operational plans before and after the meeting

5.2 Guidelines for creating channels that stakeholders can access in the future

6. Annexes

6.1 Project summary documents sent to stakeholders and participants for comments to the project

6.2 Documents and evidence of inviting participants to give opinions

6.3 List of invitees and acceptors

6.4 Schedule and topics for public hearings

6.5 Participant registration records

6.6 Supporting documents for public hearings

6.7 Public hearing assessment form

6.8 Copies of video recordings, photographs or audio tapes

List of self-assessment for project without possible negative impact

Explanation: The purpose of this self-assessment checklist is for project developers who may have an impact on the community to use for checking their own work processes in organizing stakeholder consultations process. 7 steps of self-assessment appear in the table below:

| Step	Implementation details	Implemented	Not implemented	Reason/clarification
1	Conduct community survey in affected areas			
2	Bring the results from the survey to plan the meeting. 2.1 Bring the results from the survey of the community to specify the stakeholders, covering all groups of stakeholders			
	2.2 Bring the results from the community survey to determine the issues that will be presented in the meeting			
	2.3 Bring the results from the community survey to determine the form of the meeting.			
3	Project information was provided before the meeting. 3.1 The project information is provided in a language that is easy to understand.			

Step	Implementation details	Implemented	Not implemented	Reason/clarification
	3.2 The project information is provided to all groups of stakeholders.			
4	Conduct public relations for the meeting widely			
5	Meeting 5.1 Provide information that is easy to understand and uses the right media for the participants.			
	5.2 Provide an opportunity for the stakeholders to express their opinions and adequately respond to enquiries.			
	5.3 Determine a way to access the project in the future.			
	5.4 Assess the meeting results			
6	Analysis and bring the meeting results to improve the project implementation plan.			
7	Publish the conclusion of the meeting to stakeholders in the right and easily accessible channel			

Chapter 3 Process for project without possible negative impact

Although some projects that apply for the registration of premium T-VER will not have an impact to local communities, Thailand Greenhouse Gas Management Organization (Public Organization) determines that the project developers must organize stakeholder consultation meetings regarding the project implementation. These are opportunities where stakeholders living in the projects' surrounding areas acknowledge, express their opinions towards the projects, and feel their participation in the projects. The participation process and the stakeholder consultation meetings for project without possible negative impact are similar to those of the projects, but with less sub-steps and details. The implementation process appears in **Figure 2**.

Figure 2: Stakeholder consultation process for project without possible negative impact
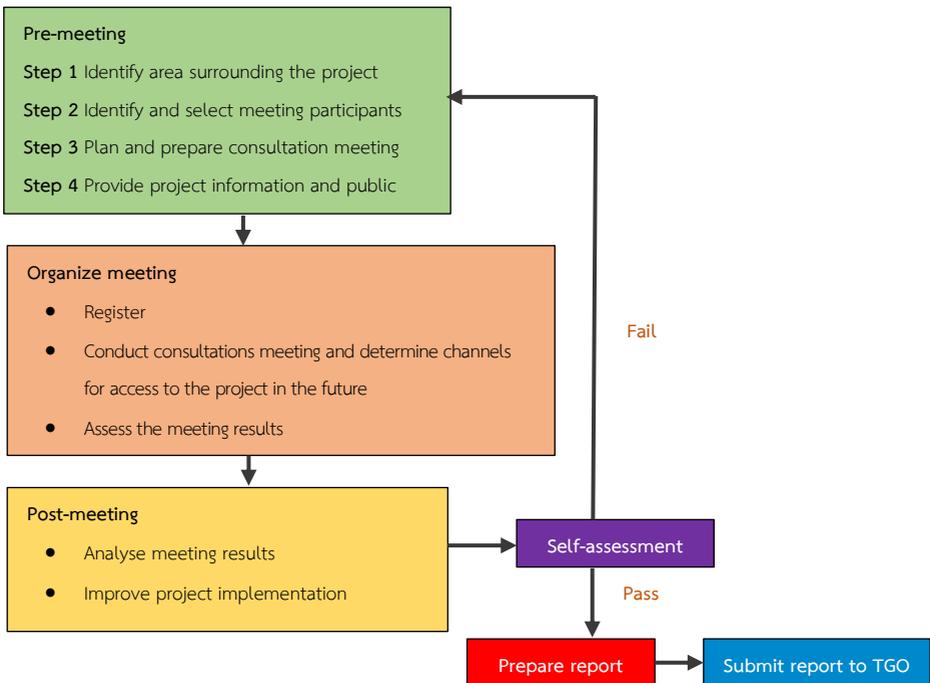
Forms of meeting

is a stakeholder consultation meeting appropriate for the project without possible negative impact. The project developer can consider performing any form of the following meetings:

Meeting through information technology (IT) system

is a distant meeting through screen system, a meeting to communicate between individuals or groups of people in different locations through electronic media. There are many ways to present information that the meeting organizer can choose such as PowerPoint, video, and others. Such meeting can communicate with both images and voices at the same time.

Public conference or focus group

is a meeting that opens an opportunity for external people to participate, hear, inquire, or express their opinions about an issue at the meeting.

Interview

is a discussion with individuals using questions set in advance with intention to collect information or natural conversation and record the information received later in a systematic manner in order to gain information, facts, any opinion or various deep matters, and to meet the truth of the situation or project that will be implemented in an area.

Feedback survey

is a collection of information from a group of people on one story especially the matter requiring their collective involvement, about their gains or losses in that matter, in decision making, problem solving, determining direction or policies through designed survey.

3.1 Steps for preparing stakeholder consultation meeting

Step 1   Identify areas surrounding the project

Step 2   Identify and select meeting participants

Step 3   Plan and prepare the format of stakeholder consultation meeting

Step 4   Provide project information, prepare public relations, and invite stakeholders to express their opinions

Each step has details and implementation techniques as follows:

Step 1 Identifying areas surrounding the project

Identifying areas surrounding the project without possible negative impact by considering the areas within at least 1 kilometer from the project fence line. However, the specified distance is only a preliminary guideline. In determining the area boundary, the context of the project site is mainly considered.

Results of implementation: Locations surrounding the project

Step 2 Identifying and selecting meeting participants

Identifying participants for stakeholder consultation meeting by selecting representatives from 2 groups: stakeholders' group by considering from official information informing residents or land owners within 1 kilometer from the project fence line, and representatives from groups or agencies in the area such as educational institutions, various government and private agencies.

Results of implementation: List of individuals and representatives for sending invitations

Step 3 Planning and preparing a stakeholder consultation meeting

In this step, the project developer prepares project information by considering the appropriate format of stakeholder consultation meeting, information presentation, duration, location, personnels, documents and communication materials. Topics and content for discussions in the stakeholder consultation meeting for project without

possible negative impact may possess less details and complexity but emphasizing participation and information acknowledgement among stakeholders living in project's surrounding areas, interrogation and opinion exchange regarding the project, creating a feeling of being part of the project, as well as jointly determining access channels for future projects.

Preparing a stakeholder consultation meeting for a project without possible negative impact can be done through the following considerations:

Prepare the meeting place, select a meeting venue, and take into account the following conditions.

- Number of participants
- Convenience for participants' travel
- Appropriateness of the place, such as the image and neutrality of the place.

Prepare personnel who conduct the meeting and speakers, taking into account the following items:

- Meeting format
- Size of the meeting.
- Topics of the meeting

Prepare documents used in the meeting, and meeting evaluation form

The project developer must provide project details to the meeting participants with the following important characteristics:

- Can be easily understood
- Avoid using technical jargon

Prepare meeting materials taking into account the following conditions

- Characteristics of the people participating in the meeting
- Issues and topics of the meeting

Results of implementation: Schedule and content to be presented at the meeting, meeting place, speaker and moderator, meeting documents, and media used in organizing the meeting

Step 4 Providing project information, public relations, and invitation to the meeting participants

Preparation steps and important issues to be aware of consists of:

- Provide detailed project information to attendees. Such information must be information that can be easily understood
- Invite attendees in a reasonable way e.g., where individuals can be identified. Use a formal invitation letter together with the meeting schedule, documents that provide information about the project In addition, project developers may invite meetings through other channels such as broadcast towers, community leaders, community radio, local newspapers
- Summarize the number of participants attending the meeting

Results of implementation: Evidence documents of various meeting, invitations, and a list of those invited to the meeting and who accepted the meeting.

3.2 Steps for organizing stakeholder consultation meeting

Organizing a stakeholder consultation meeting requires 3 steps: registering to the meeting participation, conducting the meeting, and assessing the meeting results. Each step has details as follow:

Step 1 Registering the meeting participants' attendance

• Record attendance registration with details of participants such as names, surnames, addresses, departments affiliated with including contact phone numbers

• Distribute documents used for the meeting together with the meeting assessment form. The documents are arranged according to the topic of the meeting so that it can be easily understood.

Results of implementation: List of meeting participants that indicates number, address and department under affiliation

Step 2 Conducting meeting

Conducting a meeting each step requires recording in the form of video, photograph, or audio tape while following the steps below:

• The meeting facilitator introduces himself and the team of project developers

• The moderator clarifies the objectives of the meeting, procedure and format of the meeting

• The project developer presents an overview of the project, including the results that will occur from the project development

• Participants should be given the opportunity to ask questions and express their opinions on the project. Including offering channels for stakeholder participation in future projects.

Results of implementation: Detailed meeting report, copy of the video recording or audio tape.

Step 3 Assessing the meeting results

Meeting assessment consists of 2 steps as follows:

Step 1 is to assess the situation based on the results gathered from the participants' questionnaires such as assessing their understanding in meeting content, clarity in presentation, and the effectiveness of meeting organization.

Step 2 is to assess the working committee responsible for the meeting

Results of implementation: Assessment forms from meeting attendees together with a document summarizing the issues of the working group responsible for organizing the meeting**.**

3.3 Steps for post-stakeholder consultation meeting

The actions required after the stakeholder consultations consisted of 3 steps as follows:

Step 1 Analyzing and assessing the meeting results

This step is to bring information from the meeting including evaluation form, remarks and suggestions to process the meeting by analyzing the participants'

understanding of the project and its contents presented at the meeting to reflect how much the participants understand the project and assess attitude and the level of acceptance of the participants toward the project.

Results of implementation: Analysis report and summary of the meeting results.

Step 2 Improving project implementation and providing channel for stakeholders' engagement using meeting results

This step involves using analysis and various recommendations from the stakeholder consultation meetings in project improvement. When the analysis reveals that the majority of meeting participants are still in doubt of project implementation, the project developer must report the rationale of such doubt. If such doubt incurs from unclear data received, the project developer must find a method to seek additional information. If such doubt incurs from project implementation, the project developer must improve the project through other forms of stakeholder consultations, different from the first selected method, to clarify and understand the meeting participants again.

In addition, project developers must provide channels for stakeholder participation in the future. According to the agreement obtained from the meeting and disseminating the conclusions of the meeting to the attendees through mutually agreed channels.

Results of implementation: Comparison of project implementation before and after the meeting Engagement channels that stakeholders will be able to access in the future.

Step 3 Summarizing stakeholder consultations process

In this step, it is a summary of the process of participation and listening to opinions of stakeholders. The summary of such information must show the process of participation of stakeholders in all 3 steps, which are the process before the public hearing. Public hearing process and the process after the public hearing.

Results of implementation: Summarizing the results of the participation process and listening to the opinions of the stakeholders

3.4 Presentation of the summary results from stakeholder consultations

After completing 3 stages of the participation process, tangible results expected in addition to the true public participation, which may receive an impact from project registered under the premium T-VER program, are the summary results from the stakeholder consultations organized among people living in areas adjacent to the project location. The project owner / project developer must summarize and document the meeting results in the project design document (PDD) providing the stakeholders' opinions, content layout, and various evidences relevant to the following main topics:

1. Basic data of the project

1.1 Project Type

1.2 Project size

1.3 Location of the project

2. Basic data of project's location and surrounding community

3. Relevant data of the project's stakeholders

3.1 Residents or land owners within at least 1 kilometer from the project fence line.

3.2 Local Organizations groups or individuals interested in the project

3.3 Related government agencies

4. Summary of stakeholder consultation assessment results

4.1 Number, gender and type of group of participants

4.2 Results obtained from public hearings, such as receiving information about project operations. Participants' understanding of their contributions to the content presented.

4.3 Participants' comments on the project, such as questions and concerns about the impact of the project. attitude and acceptance with the project

4.4 Recommendations and collective agreements from public hearings

5. Placing the results of meeting into action

5.1 Compare the project's operational plans before and after the public hearing

5.2 Guidelines for creating channels that stakeholders can access in the future

6. Annexes

6.1 Project summary documents sent to stakeholders and participants for comments to the project

6.2 Documents and evidence of inviting participants to give opinions

6.3 List of invitees and acceptors

6.4 Schedule and topics for public hearings

6.5 Participant Registration Records

6.6 Supporting documents for public hearings

6.7 Public hearing assessment form

6.8 Copies of video recordings, photographs or audio tapes

List of self-assessment
for project without possible negative impact

Explanation: This self-assessment program aims to allow developers of project without possible negative impact to validate their own procedures for organizing a public participation process, which is divided into 5 steps by considering the operations in each step as follows:

Step	Implementation details	Implemented	Not implemented	Reason/clarification
1	Plan a public hearing meeting and determine appropriate groups of people involved and attendees			
2	Provide information in easy-to-understand language prior to the public hearing and public relations			
3	Prepare the public hearing meeting by giving the participants the opportunity to express their opinions, ask questions, and jointly set a channel for accessing future projects			
4	Evaluate public hearings and use the results to improve the project			
5	Disseminate the summary of the public hearing results to relevant parties through suitable and easily accessible channels			

Chapter 4 Epilogue

As mentioned in the introduction, "...there is no formula for success in working with people. It is because people in each area have unique characteristics that are tied to social and cultural contexts. Although we refer to this handbook as a meeting manual, it does not mean it is a blueprint used in all cases (one-size-fits-all). This guideline is a navigating tool that requires attention to details and the earnestness of the project developer to make it a true participatory process.

The approach of public participation process presented in this handbook is therefore only an approach, which is absolutely not only one approach, or a perfect approach for all cases. The publisher began the handbook from the viewpoint of "participation", "process" and public participation process, not only meeting organization. From such understanding, the participatory process in this handbook therefore pays great attention to the development of participation process outside the meeting, weather it is a "pre-meeting process" and "post-meeting process", no less than "meeting organization process".

By designing the public participation process, it is necessary to consider the participation in 4 successive stages of the process namely 1) providing information to the public or letting the stakeholders know information of the project before the meeting is held, 2) hearing to public opinions or having a channel for stakeholders to express their opinions on the project, 3) participating in solving problems or taking the opinions of stakeholders into consideration and improving the project to reduce potential impacts, 4) developing a manual agreement or finding a mutual agreement between the project developer and stakeholders including creating a channel that stakeholders can access future projects taking into account the actual situation of the communities surrounding the project and specific characteristics of the project.

The organizers would like to reiterate that the intent of the preparation of this "Handbook for Organizing Local Stakeholders Consultation and Participation Process for Premium T-VER Project" is an initiative aiming for a true public participation in project requesting for premium T-VER project registration in order to achieve the sustainable development goal.

Practices and implementation steps appear in this handbook will be meaningless if they do not lead to actual actions or are in the hands of the project developers who will seriously implement them for realistic results in environmental and communal impact reduction or participate in resolving conflicts between stakeholders and the projects. If these conflicts are not appropriately responded or alleviated from the beginning, they may escalate into serious conflicts and difficult to resolve in the future.

As Thai society today becomes more aware of the importance of sustainable development, public participation and awareness of corporate social responsibility or CSR is considered a good vision for Thai society that the private sector, various business organizations including businesses in the industrial sector are very alert in this regard as well. For project developers who care about the lives of people, communities and nature, and have a real sense of social responsibility, this handbook may become redundant or unnecessary at all.

Moreover, as environmental crises are global issues and often have transboundary effects, organizing the process of public participation in development projects that may cause impacts on the community and the environment. Therefore, it does not have an important meaning only for the project or the stakeholders surrounding the project only, but it is also part of a social process that aims to drive Thai and global society towards the sustainability of nature, peace between people and a shared future for future generations of humanity.