

Local stakeholder engagement and oversight

Oversight of the construction process by all stakeholders and resettling households is a key aspect of building long term trust between the company and stakeholders.

Challenges

- Lack of oversight by resettlers and community representatives leads to disagreements and delayed moves.
- Government's capacity to collaborate can be limited.
- Resettlement increases the risk of vulnerability and impoverishment when households make ill-informed decisions on resettlement choices.

Lessons and recommendations

- Ensure households sign-off on available choices. Make sure entitlements are well managed and allow for proper oversight by peer groups and relevant external stakeholders.
- Engagement with communities and households cannot end with the move to the new site—assurance and follow-up is essential to build community capacity to manage services at the new site, to support community decision-making and resolve conflict.
- Provide capacity-building support to government to support them developing their own plans and processes to sustainably plan and manage communities together with the other key stakeholders.

Planning for a smooth and safe transition

Challenges

- Unreasonable pressure on the resettlement implementation schedule from project management teams.
- Delays in handover of key infrastructure to statutory authorities, with ongoing costs for the company.

Lessons and recommendations

- A construction and handover management plan should be developed that sets out how all infrastructure has been designed to the appropriate standard and how the management agency will approve the design, supervise construction and take over management responsibility after construction.
- Handover to statutory authorities and households should be considered from the outset and detailed in agreements.
- Safety considerations are key because a large number of local labourers are on-site during development, and sometimes residents get moved onto site in phases during construction.
- Moves of resettlers to the new site should consider assistance required and cultural considerations, for example not moving during periods of cultural celebration.
- Demolition of existing settlements should consider project land access requirements, phasing of project construction, community cohesion, and health and safety considerations.
- Allowing affected households to salvage materials from their own buildings is a common practice, but should be considered and managed carefully to avoid use of these materials for speculative activities.