

OpsPilot

Stakeholder Engagement Plan — User Manual

Social Licence to Operate · AA1000 / IFC PS1 · AI Engineering Co-Pilot

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What this guide covers — what a stakeholder engagement plan is, how the OpsPilot module builds one, what to have ready, and the plan you receive.

1. What is a stakeholder engagement plan?

A stakeholder engagement plan is how a project earns and keeps its social licence to operate — the acceptance from communities, regulators, landholders and others without which even a technically sound project can stall or fail. It identifies who is affected or interested, how much each matters and why, the right intensity of engagement for each, and the mechanisms to log issues, record commitments and handle grievances. Projects that treat this as a box-tick discover, too late, that a community or regulator can stop them.

OpsPilot builds it to *AA1000 SES and IFC Performance Standard 1*, driven by the AA1000 principles (Inclusivity, Materiality, Responsiveness, Impact), mapping engagement intensity to the IAP2 spectrum (Inform / Consult / Involve / Collaborate / Empower), and applying IFC PS7 with Free, Prior and Informed Consent where Indigenous peoples are affected.

2. What the OpsPilot module does

Role	Responsibility
 AI Coach — Social Performance (OpsPilot)	Structures stakeholder identification across all categories (including affected communities and, where applicable, Indigenous peoples), applies the salience and power × interest analysis, maps engagement to the IAP2 spectrum, and builds the issues log, commitments register and grievance mechanism.
 Community Relations Manager / Project Sponsor (you)	Provide the project context, the stakeholder-identification inputs, position assessments, and existing issues and commitments — and validate cultural sensitivities and confirm the strategy.

3. What you will be asked — have this ready

- The project and its footprint — who it affects and who has an interest.
- An assessment of each stakeholder's position, power and interest.

- Existing issues, commitments already made, and any cultural sensitivities.
- Whether Indigenous peoples are affected (triggering FPIC considerations).

4. What you receive — the output

A complete Stakeholder Engagement Plan (Word): the stakeholder identification and salience/power×interest analysis, the engagement approach mapped to the IAP2 spectrum, the issues log, the commitments register and the grievance mechanism — community-ready and defensible.

5. The IAP2 engagement spectrum

Engagement intensity is matched to each stakeholder, from lightest to deepest: Inform (one-way information), Consult (seek feedback), Involve (work directly throughout), Collaborate (partner in decisions), Empower (place the decision in their hands). A high-power, high-interest affected community sits far up this spectrum; a low-interest distant party may only need to be informed.

6. Worked example (illustrative)

A project near a residential community and adjacent to land of cultural significance. The salience analysis ranks the affected residents and the Traditional Owners as high-power, high-interest — they can materially affect the project and are materially affected by it. So their engagement sits high on the IAP2 spectrum: Involve or Collaborate, not merely Inform. Where Indigenous peoples are affected, FPIC applies — consent sought freely, ahead of decisions, with full information. Every concern raised goes into the issues log, every promise into the commitments register (so they're tracked, not forgotten), and a grievance mechanism gives people a real channel. That's what builds a social licence that holds; a newsletter and a town hall does not.

7. Getting the best result

- **Match intensity to salience.** High-power, high-interest stakeholders need Involve/Collaborate, not just Inform.
- **Track every commitment.** A promise made and forgotten is how trust — and social licence — is lost.
- **Build a real grievance mechanism.** People need a genuine channel, or concerns escalate elsewhere.
- **Respect FPIC where it applies.** For Indigenous peoples, consent is sought freely and ahead of decisions, not after.

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