



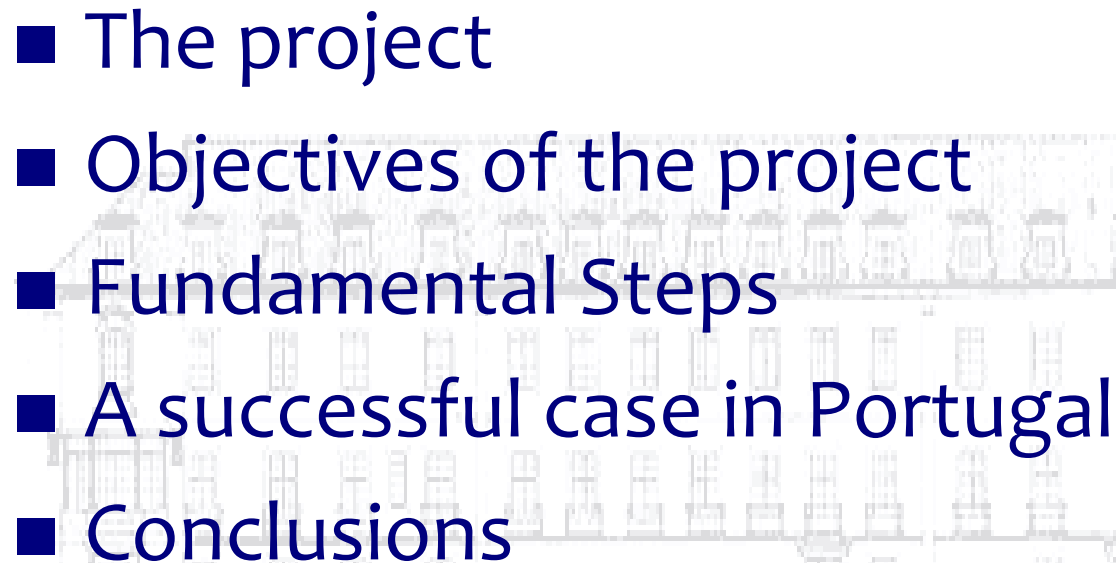
Informal resolution of environmental conflicts by neighborhood dialogue

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Informal resolution of environmental conflicts by neighborhood dialogue

- The project
 - Objectives of the project
 - Fundamental Steps
 - A successful case in Portugal
 - Conclusions
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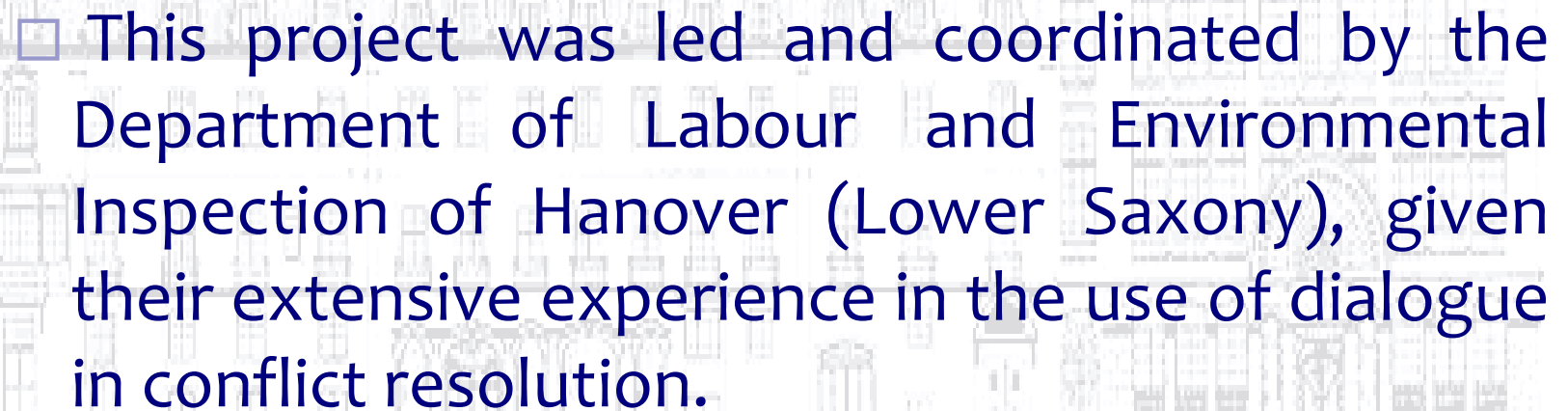
■ THE PROJECT

- This project involved thirty representatives from 17 member states of the IMPEL (European Union Network for the Implementation and Enforcement of Environmental Law).



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■ THE PROJECT

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- This project was led and coordinated by the Department of Labour and Environmental Inspection of Hanover (Lower Saxony), given their extensive experience in the use of dialogue in conflict resolution.

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■ THE PROJECT

- Since the mid-90s that the Federal State of Lower Saxony in Germany has been using open dialogue processes to the benefit of all parties involved in environmental issues, which means that environmental conflicts can be resolved constructively, or even avoided, since its beginning.

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■ THE PROJECT

- Dialogue creates the benefits of cooperation among participants, allowing achieve reasonable results, which in turn may lead to environmental improvements beyond those that are required by law.

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■ OBJECTIVES OF THE PROJECT

- The project focuses on places where there are neighborhood complaints and where it refers to how voluntary instrument dialogue process to try to resolve conflicts.

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- Complaints from Neighbors of the complaints and conflicts often occur in the vicinity of industrial plants, waste treatment plants and quarries, which due to emissions and the dangers implicit entail health risks.



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OBJECTIVES OF THE PROJECT

- The sites mentioned above, when constructed in inhabited areas, or who were surrounded by residential areas are especially affected. Conflicts focus on concerns about odors, noise, air pollution, accidents, poor working conditions or new and procedures for licenses.



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OBJECTIVES OF THE PROJECT

- The aim of this project is to proceed to the identification of various informal procedures for resolving and preventing conflicts between the industry and its neighborhood.

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Fundamental steps:

- This project consists of three distinct stages, referred to as Dialogue I, II and III.
- In the first phase, resulting in a brochure of presentation and dissemination project which was translated into several languages.

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Fundamental steps:

- The second phase (Dialogue II) resulted in the toolkit which was approved in the plenary of Lisbon, which was also translated into several languages.
- The third phase resulted a tool for assessing the dialogue process.

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■ Stakeholders

- Stakeholders in this process are: the company, the people who feel aggrieved in some way (usually neighborhood) and local authorities.

Public authorities may in many cases play the role of mediator / facilitator.

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■ THE GUIDE

- The “Guide” is divided into 3 parts:
 1. Decision;
 2. Implementation;
 3. Evaluation.

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■ THE PARTS OF THE GUIDE

- **The decision** will be gauged on the degree of complexity, that is, the first part is to understand if this is a simple, medium or a difficult process. This part will define the characteristics and elements that describe each situation. By the degree of complexity, is implemented or not, a process of informal resolution of environmental conflicts through dialogue.

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■ THE PARTS OF THE GUIDE

- **The implementation** of the process resolution, following **the evaluation**, done by means of questionnaires, during or at the end of deployment, during or at the end of the meeting. The questionnaires will be used to evaluate the results, the quality and benefits.

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■ A SUCCESSFUL CASE IN PORTUGAL:

- The implementation of this process at national level, IGAMAOT addressed in 2008, a company in the mechanical engineering sector, which was subject to multiple and repeated complaints from residents (particularly unpleasant odors originating in atmospheric emissions from industrial plants) in the sense of this join the project and after the respective agreement was also made the invitation to the complainants.

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■ A SUCCESSFUL CASE IN PORTUGAL:

- Following this initiative, it observed that all the aforementioned players were very interested in using the informal approach based on dialogue as a way to resolve the existing conflict.

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■ A SUCCESSFUL CASE IN PORTUGAL:

- In developing this project, which has followed the methodology Guide / Toolkit, are being implemented corrective measures by the company, aiming to reduce the discomfort felt by affected residents.

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■ A SUCCESSFUL CASE IN PORTUGAL:

- Since the project of informal conflict resolution began to be implemented in this company, it is remarkable how IGAMAOT never received any complaints about this facility, and until the beginning of this process the complaints had an almost monthly, which highlights success this type of approach.

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The main conclusions are...



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■ CONCLUSIONS of the Portuguese Project

- It is emphasized that this was an effective way of achieving consensus a solution to an environmental problem and the company voluntarily assumed the need to implement measures and with the representatives of the local community understood the company's efforts to increase environmental protection , which created a climate of mutual trust and transparency that now suggests a serene continuity in the evolution of communication between both parties.

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Under this project the following documents were produced and instruments to support the use of this new approach to informal conflict resolution:

- A pamphlet;
- Support toolkit for the implementation of new working methods.;
- "Guide" called "Guideline for self evaluation of neighborhood dialogues" for evaluating the dialogue process with the neighborhood.



Thanks & questions

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