



Environment Institute of
Australia and New Zealand Inc.

ABSTRACT SPECIFICATIONS

Title:

Managing Stakeholders interests: How to manage complex and competing expectations

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Abstract:

An important part of dealing with environmental issues, especially contaminated sites, is managing stakeholders and their various interests. When the site is owned and operated by one party the stakeholder exposure is limited and easier to manage. But when an entire portion of a small town is affected the number of stakeholders and their expectations become harder to manage.

When dealing with state government, who want to have a site remediated to background levels; local businesses that don't really understand the process and aren't sure if they should let you access their land; the client who wants the best outcome for the least expenditure and the consultant who wants to correctly apply the science and make an inform decision. Can you please all of these stakeholders and should you? What happens when interests of stakeholder fly in the face of good science?

Environmental Strategies (ES) has dealt with such issues in this case study. A small town with a large contamination problem forced ES to manage stakeholders dynamically to ensure that sites have been signed off and all stakeholders' expectations are met.

Biography:

Assessment and management of Contaminated Sites: Contaminated Sites Guidelines,
Department of Environment and Regulation, December 2014.

National Environmental Protection Measures, National Environmental Protection Council, 1999 as amended May 2013.