6 Steps for Setting up a Country Office Stakeholder Response Mechanism (SRM)

1. RR designates a CO Focal Point for the SES/SRM

2. CO Focal Point completes these two SRM webinars:
   - Stakeholder Response Mechanism (Part 1): Setting Up the SRM in the COs
   - Stakeholder Response Mechanism (Part 2): Responding to a Grievance

3. CO Focal Point makes all programme staff aware of the SRM procedures
   - See an example of an indicative Country Office SRM procedure

4. CO Focal Point posts this or similar text on UNDP Country Office homepage, preferably in their national language:
   
   **Social and Environmental Standards, Stakeholder Grievance and Compliance Procedures**
   
   The SES are integral to quality assurance and risk management in all UNDP programming. They define in clear and concrete terms what UNDP stands for, in line with our mandate and the UN’s normative framework. Stakeholder grievance and compliance review functions underpin the SES. To learn more, please visit the home page of the Stakeholder Response Mechanism (SRM) and the Social and Environmental Compliance Unit (SECU).

5. CO Focal Point reviews the current CO project portfolio to identify projects that could be considered high risk – that is, projects that may have significant social and/or environmental impacts and could potentially trigger complaints from project stakeholders).
   - See the “Quick Mapping Template for Identifying Medium- and High-risk Projects.

6. Once these steps are completed, the CO Focal Point notifies the SRM HQ team via e-mail <jennifer.laughlin@undp.org> to confirm the SRM has been established.

   **CO Focal Points are encouraged to schedule a teleconference with the SRM HQ team to discuss ideas and strategies for setting up your SRM.**