



# OFFER OF SERVICE in the Area of SOCIAL ACCEPTABILITY

A project's social acceptability stems from a collective judgment that is influenced by a set of factors and may therefore change over time. The Ministère de l'Énergie et des Ressources naturelles (the Department) has undertaken to offer support for promoters and local actors in order to promote dialogue about development projects involving natural resources or lands in the domain of the State. It has also undertaken to circulate public information on major projects<sup>1</sup> that is as complete as possible, and to provide tools and services designed to encourage public participation in the various steps of preparing and implementing a project. The Department's role is not that of an arbitrator or mediator; on the contrary, its actions must be absolutely neutral.

**Gateway for promoters and citizens:**  
A regional project manager who provides support in the area of social acceptability

### A role as a territorial analysis expert

Help to target potential issues and conflicts of use and advise promoters as they seek possible solutions that will facilitate the implementation of harmonization measures.

### An advisory role in the area of social acceptability

#### For promoters:

- » Provide information on mechanisms for dialogue with local actors and present the available guides and tools.
- » Assist promoters and encourage them to implement good practices, among other things by setting up a monitoring committee early in the project preparation process.
- » Convey information on the local environment, local actors, land uses, the general context and issues of importance to the community.
- » Assist and guide the promoter through the process of issuing rights.
- » Inform the promoter about the possibility of setting up a regional interministerial panel to help coordinate its interactions with various government bodies.

#### For local communities:

- » Convey information on major projects, uses and rights granted in the area, as well as on project authorization processes, existing guides, government guidelines, legislation and regulations.
- » Promote the different possibilities for public participation during the project analysis and implementation phases.
- » Encourage communities to take part in public aspects of the process of developing natural resources or lands in the domain of the State in their region, and encourage them to join monitoring committees.

**A sector-based expert advisor (mines – energy)**

### Teams of professionals

- » Promote the mineral and energy potential available in Québec.
- » Act as an expert advisor, resource person and specialist during interactions with promoters and local actors, in collaboration with the regional project manager:
  - » In mine development and primary processing of mineral resources;
  - » In energy resource development (small hydroelectric generating stations, wind farms, petroleum projects);
  - » By providing the necessary information to assist promoters and local actors, upstream of projects.
- » Analyze applications, issue rights and authorizations where applicable, and control work in compliance with the regulations, from early onsite exploration work to site restoration and closure.

**A team that creates information and public participation tools**

### Economists and social acceptability advisors who use their expertise to help citizens and promoters

- » Assess the economic spin-offs from natural resource development projects, in addition to the data produced by the promoter.
- » Produce clear, neutral and accessible information on major projects:
  - » Summary documents presenting up-to-date information on major projects, so that local actors will have a better understanding and can take part in a more informed way in the project preparation, consultation and monitoring process. [mern.gouv.qc.ca/en/departement/major-projects/](http://mern.gouv.qc.ca/en/departement/major-projects/)
  - » Interactive maps designed to help users locate projects and view their implementation onsite. Among other things, the maps show the facilities planned by promoters. [mern.gouv.qc.ca/carte-acceptabilite-social/acceptabilite-social-quebec.htm](http://mern.gouv.qc.ca/carte-acceptabilite-social/acceptabilite-social-quebec.htm)
  - » [sigpeg.mrn.gouv.qc.ca/gpg/hydrocarbures/index.htm](http://sigpeg.mrn.gouv.qc.ca/gpg/hydrocarbures/index.htm)
- » Prepare tools that can be used to implement good public participation practices and to understand the project authorization process, like a good practice guide for monitoring committees, available since June 2019.

### Ministère de l'Énergie et des Ressources naturelles

The Department expects to promote the social acceptability of projects through its five guidelines

1. Make the MERN's roles and responsibilities in the area of land use planning and land management better known.
2. Make the mechanisms for land planning and land use harmonization contained in public land use plans more transparent, participatory and up-to-date.

3. Establish predictable public participation processes at every step of a project.

4. Promote the sharing of benefits from energy and mining development projects with host communities.

5. Enhance the MERN's ability to analyze the impacts, economic benefits and repercussions of projects by taking social acceptability factors into account.

If you would like to know more about what the MERN can do for you, please contact the Public Land Service Centre as follows:

#### Public Land Service Centre

Telephone:  
418 380 8502;  
1 844 282 8277 (toll-free in Canada and the United States)

E-mail:  
[droit.terre.publique@mern.gouv.qc.ca](mailto:droit.terre.publique@mern.gouv.qc.ca)

Internet:  
[www.quebec.ca/acceptabilite-sociale](http://www.quebec.ca/acceptabilite-sociale)

<sup>1</sup>. See the definition on page 13 of the Department's Strategic Plan.