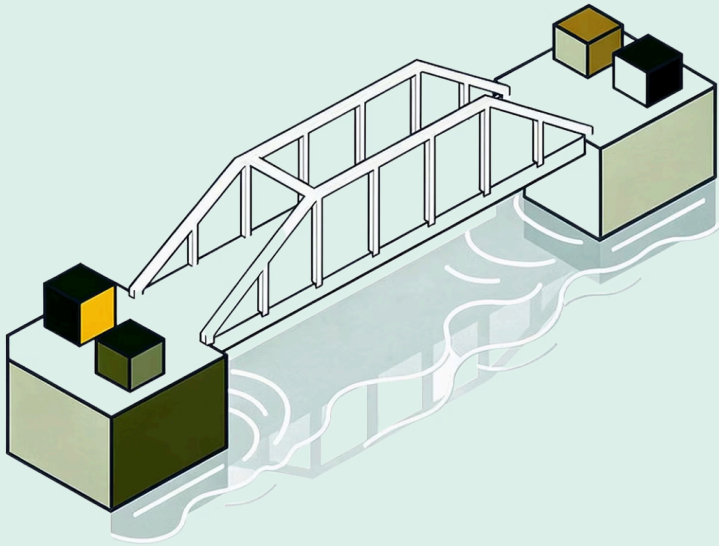


PRESENTED AT IAIA'26

DiscloseAI: A Case Study in Auditable Disclosure and Grievance Tracking



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E&S Solutions



Stakeholder Engagement: Key Aspects & Challenges

Effective stakeholder engagement relies on three critical pillars, each presenting unique challenges in today's digital landscape.



Consultations & Meetings

Traditional engagement methods often leverage technology for enhanced note-taking, real-time translation, and visual project depictions. This helps bridge understanding and foster participation. Social media use is increasing, but it fragments feedback that is not systematically collected and stored.



Information Disclosures

Disclosures are typically in English, distributed both online and in hard copy. This format can inadvertently create significant literacy and language barriers, limiting access for key stakeholders. Despite the Non-Technical Summaries, the documents often remain too technical for affected people, and too much to digest for NGOs.

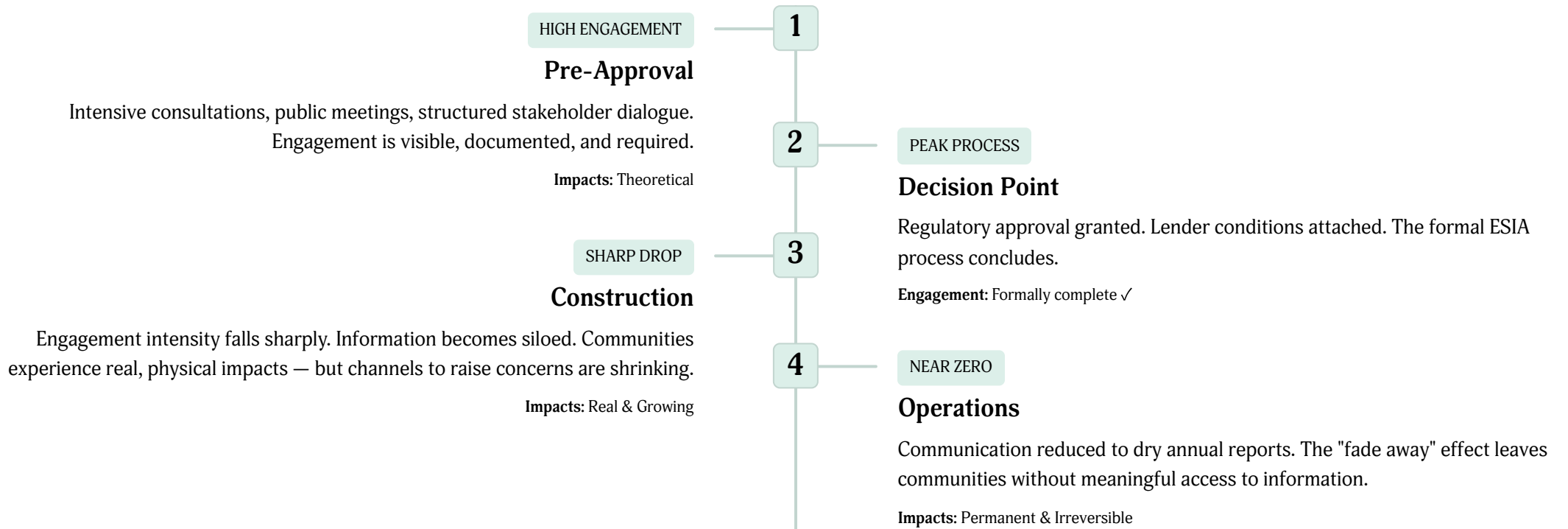


Grievance Management

Feedback and grievance processes are often fragmented, relying on paper forms or informal channels like WhatsApp. This decentralisation makes synthesising and tracking grievances exceptionally difficult. There is no audit trail, other than an on-site grievance log.

The Post-Decision Impasse

Engagement peaks before approval — then vanishes when impacts become permanent.



⊗ Design is locked. Construction is complete. The window to change outcomes has closed — yet this is precisely when communities need transparency most.

The years of least transparency are the years of most permanent consequence.

Thousands of hours of expert work. Zero comprehension for the people who matter most.

The ESIA Information Paradox

THE EFFORT INVESTED

1,000+

pages of technical data

Practitioners invest thousands of hours producing ESIA's — satisfying regulatory and lender requirements with exhaustive technical data, appendices, and specialist annexes.

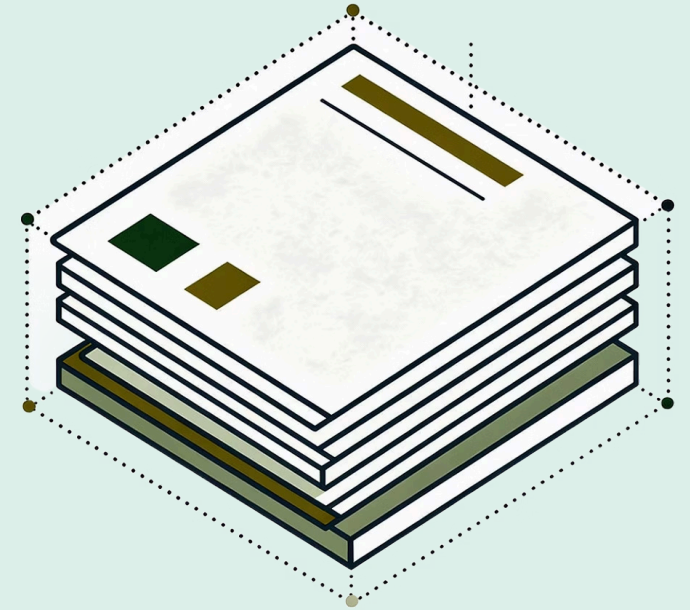
✓ **Regulatory requirement: Met**

THE COMPREHENSION GAP

**Has disclosure
actually
occurred?**

For affected communities, a dense English-language PDF requiring advanced technical literacy is not meaningful disclosure. Producing data is not the same as sharing knowledge.

⚠ High output volume ≠ Stakeholder comprehension



If the information is buried beyond reach — disclosure has not occurred.

Barriers to Entry: Literacy & Language


The Systemic Exclusion

Current disclosure practice defaults to English-language technical reports as the primary medium of communication. A community member who is highly articulate, politically engaged, and deeply knowledgeable in their native language is effectively **sidelined by format** — not by lack of intelligence or interest.

- Technical vocabulary inaccessible without specialist training
- Documents averaging 100+ pages with no plain-language summary
- Local dialects and minority languages systematically excluded

The Equity Implication

This is not merely a communications challenge — it is a rights issue. International standards including IFC Performance Standard 1 require **consultation** in a language and format that is genuinely accessible. A technical English PDF does not meet this standard for most Project-Affected Persons (PAPs).

 Informed consent requires comprehension, not just delivery.

The Grievance "Black Hole"

When grievance systems lack structure, traceability, and accessibility, community concerns disappear — and trust erodes with them.



Paper-Based Logs

Handwritten registers are easily lost, damaged, or misfiled. They cannot be searched, audited remotely, or aggregated for trend analysis. A single misplaced logbook can undermine years of stakeholder engagement.



Informal Digital Channels

As communities adopt WhatsApp, Telegram, and social media, project concerns migrate outside the formal Stakeholder Engagement Plan. These messages are unrecorded, unacknowledged, and invisible to auditors — yet they represent real, documented dissatisfaction.



No Audit Trail

Without unique identifiers, timestamps, or status tracking, neither the complainant nor the lender can verify that a concern was received, reviewed, or resolved. IFC PS1 compliance becomes unverifiable.

Introducing DiscloseAI, a Digital Bridge

One verified channel. Two sets of needs. A single source of truth.

COMMUNITIES NEED

- 🗣️ Answers in their own language — plain-language responses in local and indigenous languages, not technical English
- 📋 Practical, relevant information — what does this project mean for MY land, MY water, MY livelihood?
- ✅ Confirmation they've been heard — a record that their concern was received, logged, and will be addressed
- 🕒 Access when they need it — not just during formal consultation windows

DiscloseAI

Verified · Multilingual · Auditable



Grounded exclusively in verified project documentation

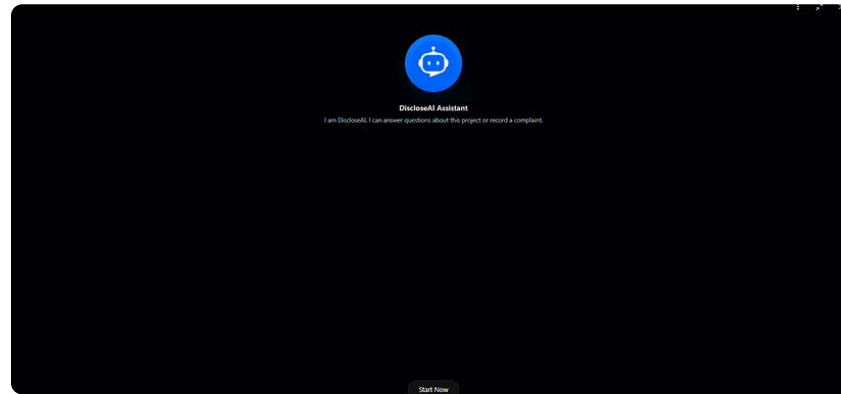
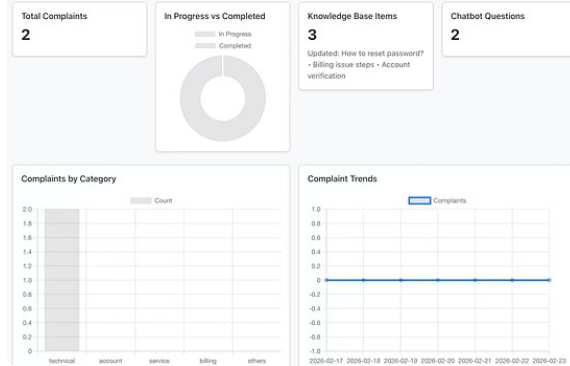
DEVELOPERS & LENDERS NEED

- 📊 Auditable engagement evidence — timestamped, traceable records of every community interaction
- ⚠️ Early social risk signals — sentiment trends that surface emerging issues before they escalate
- 📁 Compliance-ready documentation — IFC PS1, Equator Principles, and lender-ready grievance logs
- 🔒 Zero hallucination guarantee — responses grounded only in verified project documents

DiscloseAI closes the gap — not by simplifying the data, but by making it genuinely accessible.

DiscloseAI

Dashboard



Widget Settings

Brand Colors
Choose your primary, secondary, and accent colors. These will be used for your widget launcher, headers, buttons, and highlights.

Primary Color
[Blue] Select Color
Used for main actions and buttons

Secondary Color
[Dark Grey] Select Color
Used for secondary actions and accents

Accent Color
[Black] Select Color
Used for highlights and focus states

Text Color
[Black] Select Color
Used for chat messages and headings

Background Color
[Light Grey] Select Color
Used for the chat window background

Rename DiscloseAI ?
Type new name

Font Style
Select a font from the approved list. Fonts are chosen to ensure consistent rendering across all devices.

Select Font
Roboto

Logo & Chat Icon
Upload your organization's logo and a custom chat icon to personalize your widget.

Uploaded Documents

View and manage previously uploaded documents.

File Name	Size	Last Modified	Action
About SEA in Sierra Leone.docx	25.61 KB	2026-01-15T09:51:45Z	Delete

Verified Intelligence: The Closed-System Architecture

Unlike general-purpose AI, DiscloseAI operates within a strictly controlled knowledge boundary — by design.

No Open Internet


The system has no access to external websites, news feeds, or public databases. Every response is grounded exclusively in the developer-curated project knowledge base.

Direct Source Citations

Every answer references the specific section of the ESIA, RAP, or SEP from which it is drawn. Communities — and auditors — can verify the source of every statement.

Zero Hallucination Policy

If a question cannot be answered from verified project documents, the system explicitly states: *"I don't know based on available project information."* No fabrication. No speculation.

 This closed-system approach transforms AI from a liability risk into a credible, lender-acceptable disclosure tool.

Breaking the Tech Barrier in Sierra Leone

The "Big Tech Gap"

Global technology platforms invest in widely spoken world languages — but systematically overlook the minority and indigenous languages spoken by millions of Project-Affected Persons across sub-Saharan Africa, Southeast Asia, and Latin America.

In Sierra Leone, this means communities speaking **Temne**, **Mende**, **Krio**, and other local languages have been effectively excluded from any AI-assisted communication — until now.

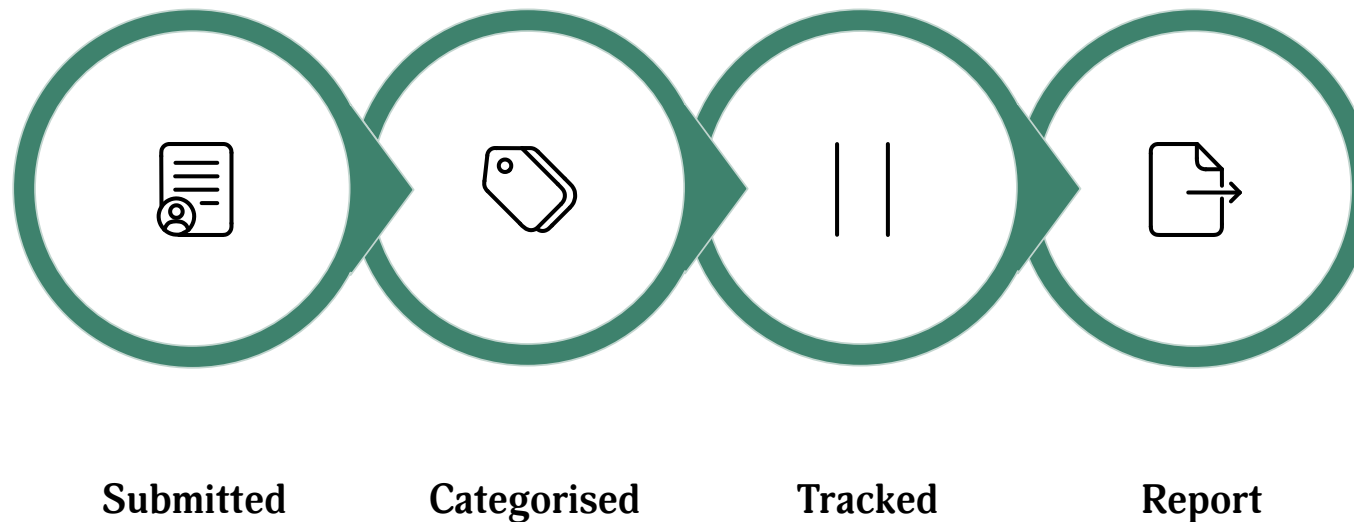
The DiscloseAI Approach

In our Sierra Leone pilot, language models were specifically trained and fine-tuned on local language datasets that major corporations have not prioritised. The result:

- A community member can pose questions in their mother tongue
- Responses are generated from **verified project data**, not generic internet content
- Cultural context and local speech patterns are respected
- No intermediary or translator required for basic project queries

Auditable Grievance Management

Every concern raised through DiscloseAI becomes a permanent, traceable record — not a handwritten note at risk of being lost.



For Community Members

- Unique reference ID for every submission
- Ability to follow up and track resolution status
- Accessible via mobile, voice, or text interface

For Lenders & Auditors

- Timestamped, tamper-evident digital records
- Exportable reports aligned with IFC PS1 requirements
- Aggregate trend data for management review

Sentiment as Adaptive Management

The most powerful signal in community relations is often the question that was never formally filed as a grievance.


The Early Warning System

DiscloseAI continuously analyses the pattern and content of user queries — not just registered complaints. When a cluster of questions emerges around a specific topic (resettlement timelines, water access, employment promises), this signals **an emerging social risk before it escalates** into formal protest or reputational damage.

This enables project teams to practice genuinely **adaptive environmental and social management** — responding to community concerns in real time rather than reacting to crises after the fact.

Sentiment Indicators

- **Query volume spikes** — sudden increase in questions on a single topic
- **Tone shift** — language patterns moving from curiosity to frustration
- **Unanswered demand** — repeated questions suggesting information gaps in project documents
- **Geographic clustering** — concerns concentrated in specific communities or zones

 Tracking what communities ask — before they file — is the most cost-effective form of social risk management available to project developers.

From Passive Transparency to Active Trust

The Old Model

Static PDFs

Disclosure as document delivery — inaccessible, untranslated, unverifiable in terms of comprehension

Paper Grievance Logs

Analogue records with no audit trail, no status tracking, and no lender-ready reporting

Reactive Management

Social risk identified only after escalation — protest, media coverage, or formal complaint

The Active Trust Model

Inclusive Dialogue

Verified, multilingual, always-available conversation grounded in project documentation

Digital Audit Trail

Every interaction, query, and grievance timestamped and traceable for lender compliance

Adaptive Intelligence

Sentiment signals enable proactive management — responding before risks become crises

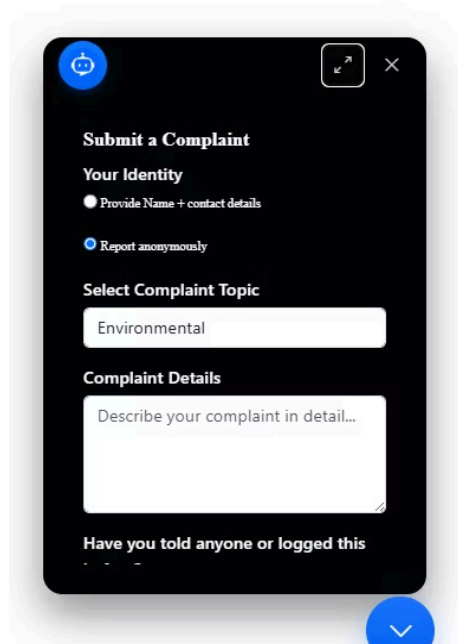
Technology should not replace face-to-face engagement — but it must modernise our disclosure. Moving from static PDFs to active, inclusive dialogue is how we build the trust that long-term project success depends on.

Thank You!

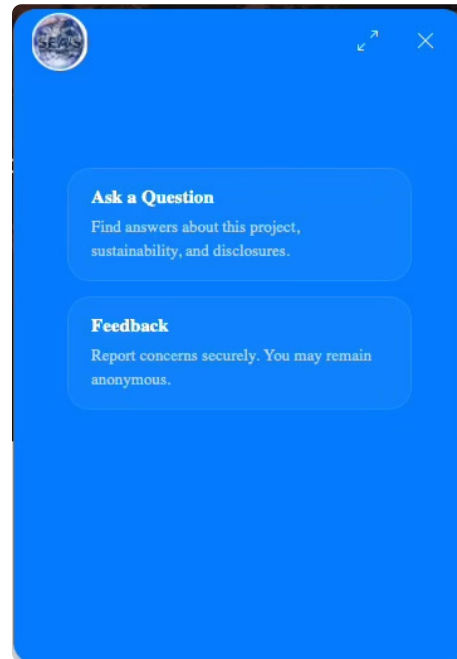
Visit our website: www.essolutions.ai

Email us: info@essolutions.ai

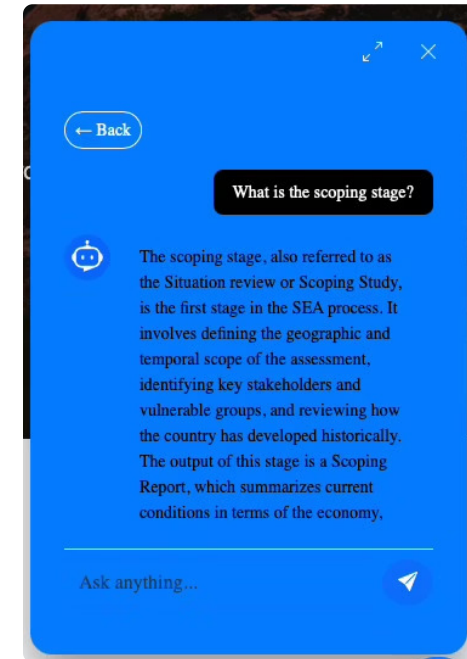
Watch the demo: https://youtu.be/QpdnZiuSrbw?si=9xvZL_5OKBDyhU1B



The screenshot shows a dark-themed mobile interface for submitting a complaint. At the top, there is a blue circular icon with a white robot head and a close button (X). The main heading is "Submit a Complaint". Below it, the section "Your Identity" has two radio button options: "Provide Name + contact details" (selected) and "Report anonymously". The "Select Complaint Topic" section features a white text input field containing the word "Environmental". The "Complaint Details" section has a larger white text area with the placeholder text "Describe your complaint in detail...". At the bottom, there is a question "Have you told anyone or logged this" followed by a blue circular button with a white downward arrow.



The screenshot shows a blue-themed mobile interface. At the top left is a circular icon with a globe and the text "SEAS". At the top right are navigation icons for back, forward, and close. The main content consists of two rounded rectangular boxes. The first box is titled "Ask a Question" and contains the text "Find answers about this project, sustainability, and disclosures." The second box is titled "Feedback" and contains the text "Report concerns securely. You may remain anonymous."



The screenshot shows a blue-themed chat interface. At the top left is a blue circular button with a white left arrow and the text "Back". At the top right are navigation icons for back, forward, and close. The main content is a chat message with a white background and rounded corners. It starts with a blue circular icon with a white robot head, followed by the text "The scoping stage, also referred to as the Situation review or Scoping Study, is the first stage in the SEA process. It involves defining the geographic and temporal scope of the assessment, identifying key stakeholders and vulnerable groups, and reviewing how the country has developed historically. The output of this stage is a Scoping Report, which summarizes current conditions in terms of the economy." Below the message is a white text input field with the placeholder text "Ask anything..." and a blue circular button with a white paper plane icon.