

Is inclusive engagement achievable within a multisectoral tourism program?



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*E&S Risk Assessment during
preparation*

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STRENGTHENING OF THE PRIORITY TOURISM DESTINATION AREQUIPA-COLCA IN PERU

CASE STUDY: TOURISM PROGRAM IN PERU

LOCATION



Scope

15 benefiting districts

19 touristic resources

Touristic Impact

5 major tourist attractions

- 1 Reserva Nacional de Salinas y Aguada Blanca (Chiguata y San Juan de Tarucani)
- 2 Catarata de Corontorio o Capua (Yura)
- 3 Mirador de la Cruz del Cóndor (Cabanaconde)
- 4 Pueblo de Chivay
- 5 Pueblo de Sibayo

THE PROGRAM AT A GLANCE

Objective: To improve the quality of tourism infrastructure and services, the conditions of natural and cultural heritage sites, and to increase sustainable tourism activity

33 projects, 6 key sectors:

Tourism (9), transport (7), water & sanitation (5), health (1), environment (1), culture (10)

Implementing Agency: The Regional Government of Arequipa (GORE Arequipa)



ENVIRONMENTAL CONTEXT



Geodiversity and cultural heritage area designated by UNESCO



Queñua Forests: is currently degraded.



Natural protected area: Salinas and Aguada Blanca National Reserve (wetlands)



Geological Instability, recurrent landslides in Maca district

SOCIAL CONTEXT

Includes rural peasant communities. Limited infrastructure and limited access to basic services.

High poverty levels.

IP: 35% of population of Caylloma identifies as Indigenous mainly Quechua speaking

Vulnerable Groups: women (especially with high illiteracy in remote areas), older adults, youth, disabled, minors.

Social Tensions: inequitable distribution of tourism revenues

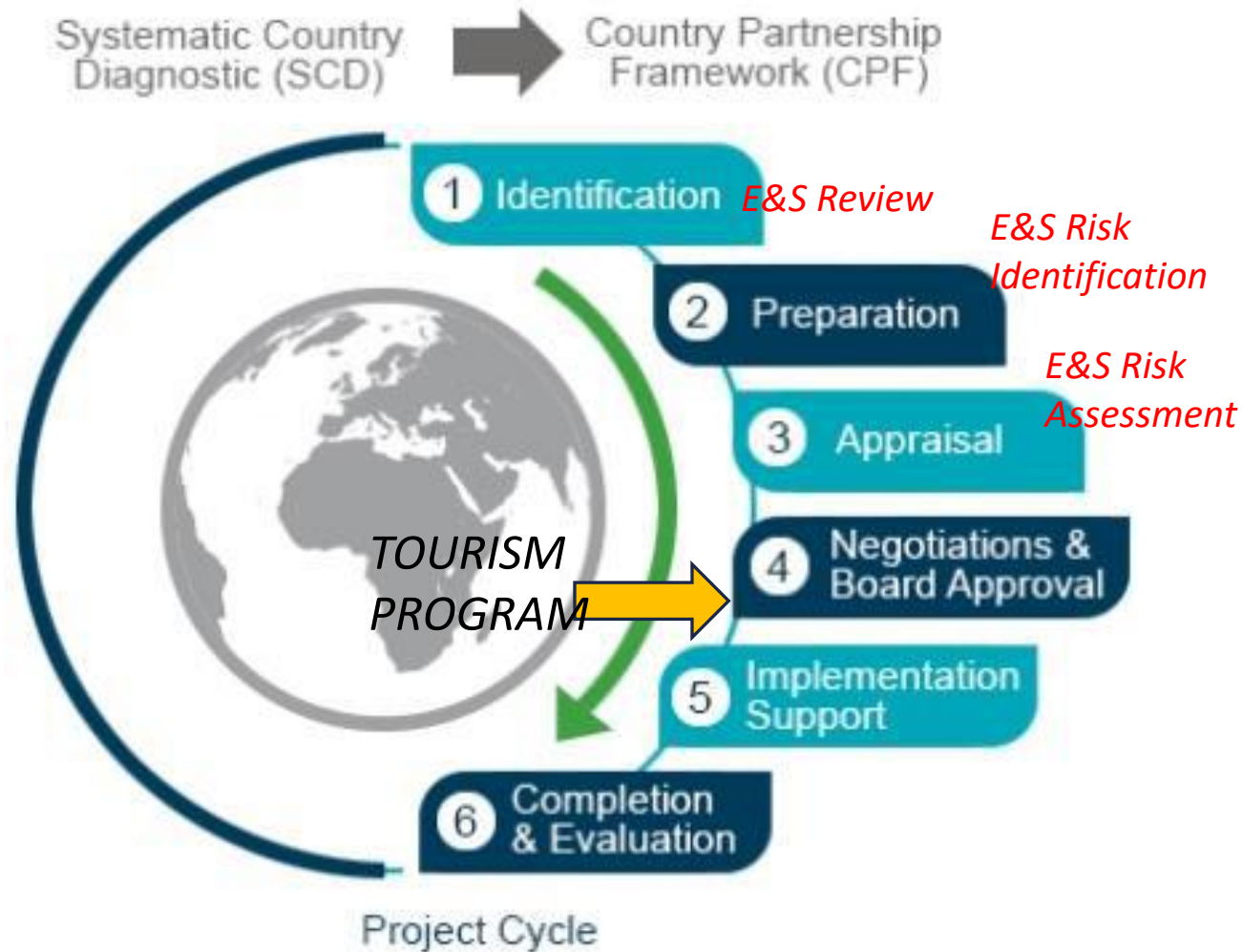


Rural and highland peasant communities

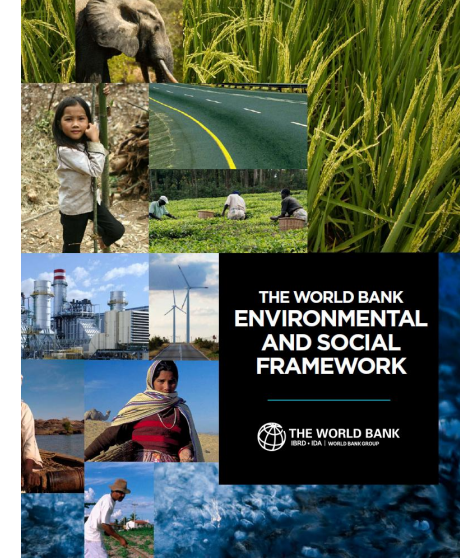
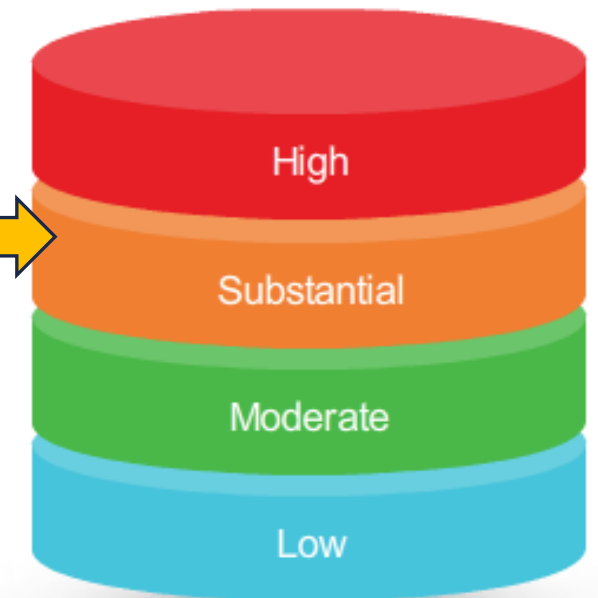


Quechua-speaking Indigenous People: 35% of Caylloma's population

APPLICATION OF THE WB ESF / RISK ASSESSMENT APPROACH



E&S Risk Classification



Key Environmental Risks

- **Civil works impacts:** Noise, vibration, dust, waste management (including hazardous waste), water contamination and traffic issues.
- Potential for **loss or disturbance to biodiversity** in the Salinas and Aguada Blanca National Reserve
- Expansion of the Tarucani wastewater treatment plant in the National Reserve: **potential impacts on wetlands and groundwater bodies.**
- Risks from inappropriate species selection for reforestation in the Bosque de Queñua.
- **Limited experience** in managing E&S risks in multisectoral programs within the Regional Government.



ESS1
Assessment and
Management of
Environmental
and Social Risks
and Impacts



ESS3
Resource Efficiency
and Pollution
Prevention and
Management



ESS4
Community
Health and
Safety



ESS8
Cultural
Heritage



ESS6
Biodiversity
Conservation and
Sustainable
Management of
Living Natural
Resources

Key Social Risks

- **Temporary Economic Displacement:** Potential income loss for informal vendors, artisans, and small businesses during construction, and restrictions on communal land use.
- **Risks related to the influx of workers:** Sexual Exploitation and Abuse (SEA) / Sexual Harassment (SH).
- **Vulnerable Group Exclusion** from benefits: Indigenous people.
- **Community Expectations:** employment, benefit-sharing
- **Potential impacts on festivities, pilgrimage routes** due to restricted access during interventions at colonial churches.
- **Limited Grievance Mechanisms**
- **Occupational Health and Safety** issues
- **Limited institutional capacity/ High staff turnover** in GORE Arequipa



ESS2
Labor and Working Conditions



ESS5
Land Acquisition, Restrictions or Land Use and Involuntary Resettlement



ESS4
Community Health and Safety



ESS7
Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities



ESS10
Stakeholder Engagement and Information Disclosure



ESS8
Cultural Heritage

APPLICATION OF THE WB ESF

During preparation and appraisal stage:

- *E&S Assessment (ESA)*
- *Stakeholder Engagement Plan (SEP)*
- *E&S Action Plan (ESAP)*

During Implementation:

- *Labor Management Plan (LMP)*
- *E&S Management Plans (ESMPs)*
- *Indigenous People Plan (IPP)*
- *GBV Action Plan*
- *Cultural Heritage Management Plan*
- *Biodiversity Management Plan (BMP)*
- *Livelihood Restoration Plans (LRP)*



***Meaningful consultation with
affected parties along the process***

Inclusion in the context of the ESF

- *Inclusion means ensuring that all people — particularly those who are disadvantaged or vulnerable — can meaningfully participate in and benefit from the program.*
- *"disadvantaged or vulnerable": individuals and groups due to age, gender, race, ethnicity, religion, disability, social or civic status, sexual orientation, gender identity, economic disadvantage, or indigenous status, are more likely to:*
 - *be adversely affected by project impacts;*
 - *be limited in accessing project benefits; or*
 - *be excluded from consultation processes.*



How can we ensure inclusion in the Program?

Culturally Appropriate Consultation (ESS10): printed and bilingual materials, community radio broadcasts in Spanish and Quechua, and graphic formats for low-literacy audiences.

For peasant communities, consultations are conducted in person, coordinated with communal authorities, and respect traditional decision-making processes and organizational timelines.

Addressing Vulnerable Groups: The program aims to create employment opportunities



How can we ensure inclusion in the Program?

Free, Prior, and Informed Consent (FPIC)
(ESS7): For projects within indigenous peoples' territories where significant impacts on communal lands, resources, or livelihoods are anticipated.

Site-specific Indigenous Peoples Plans (IPPs) will be prepared.



How can we ensure inclusion in the Program?

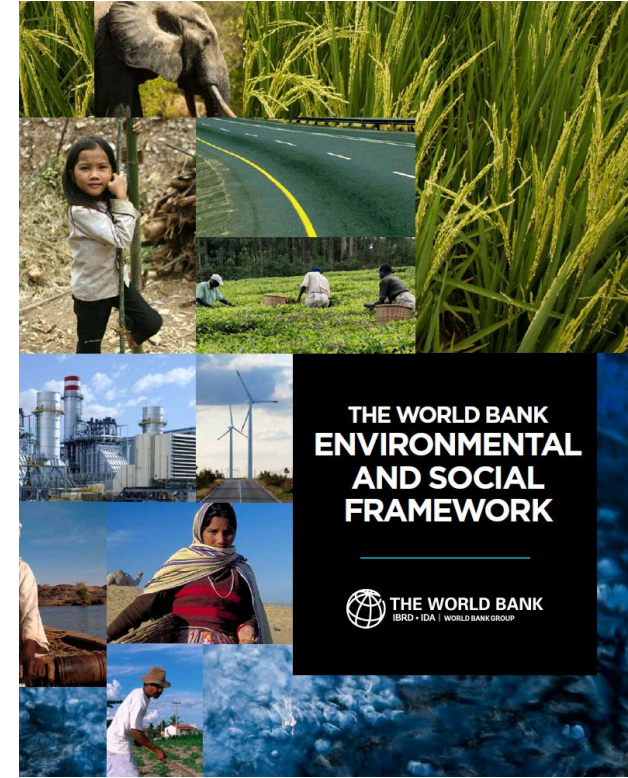
Grievance Mechanisms (ESS10, ESS2)

- *Project level GM is required to provide accessible, inclusive, and culturally appropriate channels for submitting concerns and complaints.*
- *The GM incorporates a dedicated protocol for Sexual Exploitation and Abuse (SEA) / Sexual Harassment (SH), applying a survivor-centered approach.*
- *For workers, a specific GM is established in accordance with ESS2*



Final Reflections

- *Inclusive engagement is challenging, but achievable when participation is continuous, culturally appropriate, and adapted to local realities.*
- *Early integration of E&S considerations helps identify risks in advance and strengthens project sustainability.*
- *Multisectoral coordination can generate broader benefits, but it also requires strong institutional capacity.*
- *Meaningful participation of IP and vulnerable groups will improve project effectiveness, trust, and long-term outcomes.*
- *The WB ESF go beyond legal compliance and promote more inclusive and sustainable tourism development*





Let's continue the conversation!

Message me your questions or comments in the IAIA26 app.

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