

LABOR MANAGEMENT PROCEDURES

**Coastal and Marine Ecosystems Management
Strengthening Project
(P172980)**

Saint Vincent and the Grenadines

July 2024

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1. INTRODUCTION

This Labor Management Procedures (LMP) is developed as a requirement of the World Bank in support of the Coastal and Marine Ecosystems Management Strengthening Project (P172980). The procedures seek to ensure that measures are in place to manage risks associated with employment under the project. The LMP identifies the main Labor requirements under the project and establishes parameters to ensure that engagement is undertaken in accordance with the requirements established in Environmental and Social Standards 2 (ESS2): Labor and Working Conditions and Occupational Health and Safety.

Based on the Project's Environmental and Social Assessment, risks as it relates to Labor and working conditions and occupational health and safety are expected to be minimal. These risks are understood and are expected to have a limited impact on the project if managed by the procedures set out in this Plan. The Government of Saint Vincent and the Grenadines (GOSVG) is committed, on a continuous basis throughout the life of the project, to evaluate risks and impacts and to have in place adequate measures and procedures to manage adverse impacts. The project will be implemented by the SDU within the Ministry of Tourism, Civil Aviation, Sustainable Development and Culture.

The objectives of ESS 2 and of the LMP are to:

- Promote safety and health at work
- Promote the fair treatment, non-discrimination and equal opportunity of project workers
- Protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS) and migrant workers, contracted workers, community workers and primary supply workers, as appropriate
- Prevent the use of all forms of forced labor and child labor
- Support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law
- Provide project workers with accessible means to raise workplace concerns

The project seeks to address the challenges for coastal and marine management in SVG, including anthropogenic pressures, institutional fragmentation, policy and regulatory inadequacies, and lack of adaptive capacity through data-driven solutions. The project includes three key interacting components implemented in parallel. Component 1 supports institutional strengthening for coastal and marine management across all relevant sectors and will address challenges of institutional fragmentation and policy and regulatory inadequacies primarily through support to operationalize the NOCC and achieve actions under the NOPSAP, which have remained unrealized since the approval of the NOPSAP in 2018. These activities will indirectly impact anthropogenic pressures through more robust and consistent enforcement of policies and monitoring to ensure the sustainable use of coastal and marine resources. Component 2 will support pilots to demonstrate spatial planning and innovative financing arrangements; environmental mitigation and management; participatory conservation and protection; improved livelihoods; nature-based tourism, and alternative natural resource use. These pilots will test approaches to mitigating anthropogenic pressures on coastal and marine resources and the lessons learned from

pilots will inform adaptive capacity through policy measures in Component 1 and data management in Component 3. With regards to the latter, Component 3 will support the development of a permanent and publicly accessible knowledge and data repository within a new NEDIP, beginning with existing coastal and marine data. Relevant and available biophysical and planning information will be maintained there, as well as information on pilot activities. This component will address the challenges of adaptive capacity by enhancing data, analysis, and monitoring of coastal and marine resources to inform data-driven approaches.

The LMP is a live document and can be updated to meet any changes in the demands of the project.

2. OVERVIEW OF LABOR USE ON THE PROJECT

The LMP is applicable to all project workers, whether full-time, part-time, or temporary. This section describes the project's Labor requirements based on available information.

Project workers as it relates to the applicability of ESS2 refers to workers who will be employed or engaged under the project, whether full-time, part-time, temporary, seasonal, and migrant workers. The main type of workers anticipated to work under this project is contracted workers, as reflected in **Table 1** below. The Project will hire the following types of workers as defined in the ESS2:

- a) *Direct Workers (15)*. The project will employ "Direct Workers." These are "people employed or engaged directly by the Borrower to work specifically in relation to the project". For example, local and/or international recruited consultants contracted by the Government implementing agency to provide technical advice. All requirements of ESS2 apply and application is a Borrower responsibility.
- b) *Contracted Workers*. The project will also employ "Contracted Workers" the number has yet to be determined but it will not be significant given the scale of works. These are "people employed or engaged through third parties to perform work related to core functions of the project." For example, employees working for a construction company hired to undertake civil works. All requirements of ESS2 apply and the Borrower is responsible for enforcing them by including them in the terms of contracts, along with remedies for non-compliance.
- c) *Community workers (10)*. The project will apply participatory approaches to planning and implementing community approaches to the management of biodiversity and coastal management planning and pilot activities. As a result, the project anticipates persons to be employed or engaged in providing community labor for small civil works. Civil Society Organizations (CSOs) and other groups will also provide volunteers¹. Requirements include a labor management procedure, occupational health and safety working conditions, and avoiding child, forced labor and trafficking. Given the small scope of civil works and high community involvement in the pilots these risks are very low².
- d) *Government workers (16)*. A number of Government Workers will be assigned to work on the project in the PIU and/or project management unit. These are persons employed on a regular basis by the government, often considered civil servants and will retain their positions and terms of employment. The application of ESS2 is limited to paragraphs 17-20 (Protecting the work force- the child labor and forced labor) and paragraphs 24-30 (Occupational health and

¹ The World Bank Environment and Social framework, ESS2. "Work is on a voluntary basis when it is done with the free and informed consent of a worker. Such consent must exist throughout the employment relationship and the worker must have the possibility to revoke freely given consent. In particular there can be no "voluntary offer" under threat or other circumstances of restriction of deceit. To assess the authenticity of a free and informed consent, it is necessary to ensure that no external constraint or indirect coercion has been carried out, either by an act of the authorities or by an employer's practice. P. 34, Footnote 14.

² See the World Bank Environment and Social framework, ESS2

safety requirements).

It is envisaged that a minimum of 24 persons will be engaged to work on the project. All the workers will be over the age of 18. Table 1 below provides the estimated labour use within the project.

Most of the Jobs can be classified as follows in **Table 2**:

Table 2: Overview of Labor Use on the Project

Job Classification	Number of workers	Timing of worker engagement					Type of Workers
		YR1	YR 2	YR3	YR4	YR5	
Project Director	1	x	x	x	x	x	Government worker
Deputy Project Director	1	x	x	x	x	x	Government worker
Procurement Officer	1	x	x	x	x	x	Government worker
Financial Management Officer	1	x	x	x	x	x	Government worker
Gender Officer	1	x	x	x	x	x	Government worker
Policy and Institutional Development Specialist ³	1	x	x	x	x	x	Direct
Pilot Site Coordinator	1	x	x	x	x	x	Direct
Social/Participatory Consultant for Pilot Sites	1		x	x	x	x	Direct
Environmental Consultant for Pilot Sites	1		x	x	x	x	Direct
Technical Consultants for Pilot Sites	4		x	x	x	x	Direct
Project Officer/Manager	1	x	x				Direct
Administrative Officer	1	x	x	x	x	x	Direct
Environmental Specialist (PSIPMU)	1	x	x	x	x	x	Government worker
Social safeguards (PSIPMU)	1	x	x	x	x	x	Government worker
Procurement Specialist (PSIPMU)	1	x	x	x	x	x	Government worker

³ Also serves as Project Coordinator

Job Classification	Number of workers	Timing of worker engagement					Type of Workers
		YR1	YR 2	YR3	YR4	YR5	
Financial Management Specialist (PSIPMU)	1	x	x	x	x	x	Government worker
M&E Specialist (PSIPMU)	1	x	x	x	x	x	Government worker
Community Volunteers	10		x	x	x	x	Volunteers

2.1 Characteristics of Project Workers

Project workers will be combination of local and international labor. At this stage, it is difficult to predetermine the gender of the persons that will be employed under the project. This will be determined upon engagement of the required contracted workers. The Project will make efforts to ensure that eligible women are encouraged to apply for project contracts and that there is gender balance in recruitment.

The gender gap the project will aim to address is the limited participation of women in biodiversity and coastal management planning at community, local and national levels. The Social Assessment (SA) provides recommendations on how to design project activities with a gender lens to promote strategies and approaches to strengthen the role and participation of women in the relevant coastal and marine productivity sectors. Proposed activities in the Gender Action Plan include: (i) Women provided training and capacity building in leadership to amplify their voice and agency; (ii) women representation on project Committees to be able to contribute to planning and pilot project priorities; (iii) Establishment of a National Environmental Data and Information Centre collecting gender disaggregated data; and, (iv) targeted research to document role of women and men in biodiversity protection and coastal management and lessons learned in gender mainstreaming in such activities. A detailed Gender Action Plan is in Annex 4.

2.2 Timing of Labor Requirements

The Project Manager, Administrative Officer, and Project Officers will be engaged from inception to completion of the project. The other project workers will be engaged at their required time throughout the project life cycle.

3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

Table 3 below provides a brief description of the activities that will be undertaken under the project and their associated Labor- related risks. For technical assistance and management types of work, risks are associated with extended hours. There is also the possibility of the staff not working in properly ventilated

buildings or buildings not equipped with proper cooling facilities. The probability of the incidence of child labor or forced labor is minimal. The Government of SVG has labor laws in place that prohibit child employment under the age of 14 years (See Table 4 below⁴) and also requires that any work undertaken by children 14 and above not be hazardous or interfere with a child's education or physical or mental health. This is in accordance with the requirements of ESS 2. However, it is not expected that anyone under the age of eighteen years shall be employed by the project. The project requires technical staff with skills that require experience and education, which will not be possible for children or those below the age of 18 to possess. A register of all persons under the age of 18 employed by the project and the dates of their births will be kept in keeping with the relevant Labor legislation. The pilot projects will be identified and executed with communities and no migrant or seasonal workers are anticipated

Table 3: Key Labor Risks

Project component	Key identified Labor risks.	Proposed measures
Component 1: Institutionalization of Coastal and Marine Ecosystems Management Program	<ul style="list-style-type: none"> • General understanding and implementation of occupational health and safety requirements • Discrimination and harassment in the workplace 	<ul style="list-style-type: none"> • Implement OHS measures described in the ESMF/ESMP • Training • Implement the code of conduct • Ensure that project workers have access to the grievance mechanism.
Component 2: Applying a participatory ecosystem-based framework to effectively plan, manage, finance and monitor compliance in target environmentally sensitive coastal and marine sites	<ul style="list-style-type: none"> • Possible accidents or emergencies, with reference to the sector or locality • General understanding and implementation of occupational health and safety requirements • Discrimination and harassment in the workplace • Exclusion of women and other groups (e.g., persons with disabilities-PWD as hires) 	<ul style="list-style-type: none"> • Implement OHS measures described in the ESMF/ESMP • Training • Implement the code of conduct • A Gender Assessment to ensure women's voices are included and gender informed targeted measures are in place. • Ensure that project workers have access to the grievance mechanism. • Give opportunities to PWD as possible.

⁴ Employment of Women, Young Persons and Children Act, 1935 Defines "child" as a person under 14 years of age. Prohibits the employment of children in industrial undertakings and ships and prohibits night work for children and women. Consolidated to 1990.

Project component	Key identified Labor risks.	Proposed measures
Component 3: Knowledge and data management, gender mainstreaming, monitoring and evaluation, documentation and dissemination of best practices and replication	<ul style="list-style-type: none"> • Possible accidents or emergencies, with reference to the sector or locality • General understanding and implementation of occupational health and safety requirements • Discrimination and harassment in the workplace • Risks linked to women's contribution in sector not being measured and Documented 	<ul style="list-style-type: none"> • Implement OHS measures described in the ESMF/ESMP • Training • Implement the code of conduct. • Ensure that project workers have access to the grievance mechanism. • Actions from the gender action plan will generate sex disaggregated data and inform analytics that document women's role in and contributions to biodiversity and coastal management projects.
Component 4: Project coordination and management	<ul style="list-style-type: none"> • General understanding and implementation of occupational health and safety requirements • Discrimination and harassment in the workplace 	<ul style="list-style-type: none"> • Implement OHS measures described in the ESMF/ESMP • Training • Implement the code of conduct • Ensure that eligible women are encouraged to apply for project contracts and that there is gender balance in recruitment • Ensure that project workers have access to the grievance mechanism.

3.1 COVID-19 Considerations

Due to the fluid nature of the Covid-19 Pandemic, there is a risk of project workers contracting COVID-19. If implementation of the project occurs at a time when risks associated with COVID 19 are still prevalent, then proper measures in accordance with national laws and regulations, and international good practice will be applied. The Project will also be guided by good international industry practice (GIIP) including:

The Project will also adhere to international guidelines related to Covid-19. These include:

- ILO Occupational Safety and Health Convention, 1981 (No. 155)
- ILO Occupational Health Services Convention, 1985 (No. 161)
- WHO International Health Regulations, 2005 : WHO Emergency Response Framework, 2017
- WHO Guidance on COVID-19, 2020

The project will ensure that adherence is made to the WHO's specific guidelines on COVID-19 (see <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>, along with the World Bank's guidance provided through "ESF/SAFEGUARDS INTERIM NOTE:COVID-19 CONSIDERATIONS IN CONSTRUCTION/CIVIL WORKS PROJECTS (April 1, 2020)"⁵, especially as it relates to the application of such guidance to project workers, contractors and subcontractors. The note recommends assessing the current situation of the project, understanding the obligations of contractors under existing contracts, requiring contractors to put in place appropriate organizational structures and developing plans and procedures to address different aspects of COVID-19.

The project will ensure:

- Project workers will be trained on hygiene and other OHS preventative measures.
- A two-way communication strategy where workers can receive regular updates on COVID-19 related issues and status of any workers that may be affected by the illness and report issues, pose questions, and submit requests.
- Virtual sessions, including with project communities, will be conducted where viable.
- Where virtual sessions are not viable and sessions must be held in person, the project will ensure that the Government of SVG COVID-19 protocols are adhered to as well as those of the WHO and World Bank. The protocols of the Government are as follows:
<http://health.gov.vc/health/index.php/covid-19-protocols-documents>
- Project workers will be provided with the adequate Personal Protective Equipment (PPE) required to safely carry out their duties.

A protocol will be developed in the event that the pandemic or new medical alert is declared to protect the project worker from contracting COVID-19 or any other medical declaration.

4. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

Project workers will be paid on a regular basis as required by national laws and labor management procedures. Should there be gaps between the national legislation and ESS2, the ESS2 will apply. Deductions from payment of wages will be made as allowed by national laws or Labor management procedures and project workers will be informed of the conditions under which such deductions will be made. Project workers will be provided with adequate periods of rest per week, annual holiday, sick, maternity and family leave, as required by national laws and Labor management procedures. **Table 4** below outlines the details of national Labor legislation as it regards terms and conditions.

⁵ <https://worldbankgroup.sharepoint.com/sites/wbunits/opcs/Knowledge%20Base/ESF%20Safeguards%20Interim%20Note%20Construction%20Civil%20Works%20COVID.pdf>

Table 4: Labor Legislation – Terms and Conditions

Legislation	Description and relevance
Wages Councils Act, 1953	This Act provides for the establishment of wages councils and the making of wages council orders. Wages regulations address: Minimum wage, Hours of work, Overtime wages, Vacation, Sick leave, Maternity leave, Health and Safety.
Trade Unions Act, 1950	This Act provides for the establishment and regulation of trade unions and addresses other matters such registration, rules, use of funds, and accounts.
Trade Disputes (Arbitration and Inquiry) Act, 1940	This Acts provides for the establishment of an arbitration tribunal and a board of inquiry in connection with trade disputes and to make provision for the settlement of such disputes, and for the purpose of enquiring into economic and industrial conditions in St. Vincent and the Grenadines.
Protection of Employment Act, 2003	This Act provides for the maintenance and promotion of good employment relationships between employers and employees. It also addresses matters of severance and settlement of disputes.
Equal Pay Act, 1994	This Act provides for the removal and prevention of discrimination, based on the sex of the employee, in the rates of remuneration for males and females in paid employment, and for all incidental matters.
Employment of Women, Young Persons and Children Act, 1935	This Act regulates the employment of women, young persons and children in industrial undertakings and on ships in accordance with the following International Labor Organization (ILO) Conventions: Minimum Age (Industry) Convention (Revised) 1937; Night Work of Young Persons (Industry) Convention 1919; and the Night Work (Women) Convention 194.
The Employers and Servants Act, 1937	Requires wages to be paid by the employer to the worker only in money and the payment of wages is to be made at intervals not exceeding fourteen days.
	Additionally, the Employment of Foreign Nationals and Commonwealth Citizens Act, 1973 will also apply as necessary
Public Health Act, 1977	This Act regulates the environmental health issues, including monitoring of communicable diseases, in SVG and provides remedies for same.
Public Health (Amendment) Act, 2020	This Act revises and strengthens the powers of health officers as it regards communicable diseases and remedies to be enacted in the case of non-compliance.

5. BRIEF OVERVIEW OF LABOR LEGISLATION: OCCUPATIONAL HEALTH AND SAFETY

In this section (**Table 5**) are the key aspects of national policies and labor legislation with regards to occupational health and safety (OHS).

Table 5: Labor Legislation – Occupational Health and Safety

Legislation	Description and relevance
Environmental Health Services Act, 1991 (No. 14 of 1991)	The Act provides for the regulation of activities that may affect public health and the environment.
Factories Act, 1955 (Cap. 335)	Addresses health, safety, welfare, and special protective measures.
Accidents and Occupational Diseases (Notification) Act, 1952	<p>Places a legal obligation on the employer to inform the Labor Commissioner in writing on the prescribed form, any accident involving any worker that arises out of and in the course of employment and which causes loss of life or serious bodily injury or disables a worker. The employer is also obligated to inform the Labor Commissioner on any occupational disease which he reasonably believes or suspects to have occurred among workers employed by him.</p> <p>The national legislation states that an employer shall not terminate the services of an employee on any of the following grounds: i) Trade union membership or participation in trade union activities outside working hours or, with the consent of the employer, within working hours; ii) Seeking office as, or acting as the capacity of, an employee representative, iii) Making a complaint or participating in proceedings against an employer involving an alleged violation of laws and regulation; iv) . Race, colour, sex, marital status, pregnancy, religion, political opinion, nationality or social origin; v) Reasonable absence from work due to family emergencies or responsibilities; vi) Absence from work during maternity leave as certified by a medical practitioner vii) Absence from work due to injury or illness provided that the employee submits a medical certificate to his employer by the third day of absence, and viii) Absence from work in the performance of jury service as required by law.</p>
Public Health Act, 1977	This Act regulates the environmental health issues, including monitoring of communicable diseases, in SVG and provides remedies for same.
Public Health (Amendment) Act, 2020	This Act revises and strengthens the powers of health officers as it regards communicable diseases and remedies to be enacted in the case of non-compliance.

The OHS measures of the project will be designed based on the guidelines provided in the Environmental and Social Framework of the project, and will be implemented to address:

- (a) Identification of potential hazards to project workers, particularly those that may be lifethreatening.
- (b) Provision of preventive and protective measures, including modification, substitution, or elimination of hazardous conditions or substances.
- (c) Training of project workers and maintenance of training records.
- (d) Documentation and reporting of occupational accidents, diseases and incidents.
- (e) Emergency prevention and preparedness and response arrangements to emergency situations;
- (f) Remedies for adverse impacts such as occupational injuries, deaths, disability, and disease; and
- (g) Ensure that relevant ESS requirements are included in the bidding documents and contracts requiring the contractor/supplier/ consultant responsible to the borrower for managing these risks and delivering on the E&S outcomes.

6. RESPONSIBLE STAFF FOR THE IMPLEMENTATION OF THE LMP

Table 6 below includes the roles and responsibilities for the implementation of the LMP.

Table 6: Roles and Responsibilities

Role/position	Responsibilities
Project Manager	<p>Lead the update (as needed), manage and implement the LMP, including the GRM for workers</p> <p>Engage and manage of all project workers, contractors, and subcontractors</p> <p>Ensure occupational health and safety (OHS) is implemented</p> <p>Dissemination of Project Information</p> <p>Has the overall responsibility for oversight of development and execution of the project</p>
Social Specialist	<p>Update the LMP as needed.</p> <p>Socialize the GRM for workers and monitor its implementation.</p> <p>Monitor the implementation of the LMP.</p> <p>Report any incidents/accidents to the Project Manager.</p>
Environmental specialist	<p>Support the Social Specialist in:</p> <ul style="list-style-type: none"> • Updating the LMP as needed. • Socializing the GRM for workers and monitor its implementation. • Monitoring the implementation of the LMP. • Reporting any incidents/accidents to the Project Manager. • Providing information should stakeholders have questions.

7. POLICIES AND PROCEDURES

Given the nature of the project, no major labor-related risks are expected, however, the Bank's provisions on labor and working conditions apply given that the project will engage with direct workers and will also hire specialized consultants. Any contracts must also be consistent with the labor provisions outlined in the World Bank's Environmental and Social Framework. Mitigation measures will be established by incorporating standardized clauses in the contract documents so that the contractors are aware of the project's E&S obligations. The PIU will ensure compliance with clauses. These clauses will include non-tolerance of sexual harassment and sexual exploitation and abuse (SEA), and discrimination. Project workers will be employed on the basis of equal opportunity and there will be no discrimination as it relates to compensation, working conditions and terms of employment. All project workers will be given and receive training on the Code of Conduct as well as any OHS measures required under ESS2.

7.1. Purpose

The primary purpose of the OHS measures is the safety and health of all the project employees at work and the protection of the environment and conservation of resources associated with the project. The measures also establish and define the authority for the OHS and associated safety systems. These measures will be enforced on all activities of the project and contractors and sub-contractors of the project through contractual arrangements as appropriate.

7.2. Scope

Occupational health and safety (OHS) is concerned with the safety, health, and welfare of people at work. Safety is defined as "the well-being of project employees whilst at work or carrying out work duties". OSH Management System is the standards, policies, guidelines, that address project worker's safety, monitoring and evaluation of safety, worker's health, work, and general environment.

7.3. Measures /procedures

The obligations of the project under the OSH policy includes the following:

- Compliance with all national and international OSH legislation that are applicable to the participating country governments and the World Bank
- Compliance with the Environmental and Social Safeguards of the World Bank
- Prevention of injury and ill health of all project workers
- Establishment of safety systems, processes and performance
- Continuous improvement of Safety Systems
- Management and mitigation of adverse environmental and social impacts
- Prevention of use of faulty equipment or sub-standard equipment.

The project will commit to safety considerations in the conduct of all its activities and that of contractors and sub-contractors.

The project will provide systems, processes, procedures, the necessary safety equipment and gears, and training for all project employees so that all activities are conducted in a safe environment.

Employees will be responsible, subject to their roles, for the maintenance of a safe environment including the assessment of risks and actions to mitigate minimize and manage risks to the safety of the work environment.

The project will develop and implement systems, processes, policies, and services that are in compliance with national and international legal requirements including industry standards and best practices in relation to safety.

Employees at all levels have the authority to stop any activity they consider to be a danger to themselves or other workers, the public or the environment. There will be no retaliation to project workers for stop-work.

The Environmental and Social Specialists are responsible for the implementation and monitoring of the safety management systems of the project. They will develop sub-policies, guidelines, procedures, instructions and training and awareness materials to support this policy.

The project will also ensure that all employees hired as part of the project:

- Ascribe to the principle of not harming people.
- That sexual harassment, sexual exploitation and abuse and sexual harassment (SEA/SH) will not be tolerated. All workers under the project will sign and be informed on Code of Conduct provisions.
- That discrimination will not be tolerated in the workplace.
- The employment of project workers will be based on the principle of equal opportunity, and fair treatment, and there will be no discrimination with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment.
- The PIU will adapt and receive training on the Code of Conduct and OHS measures required under ESS2.
- Compliance with the laws of SVG.
- That all health and safety measures are adhered to as laid out under World Bank's Environmental and Social Standards (ESS2) on Labor and Working Conditions and for on Community Health and Safety.

7.4. Dissemination and Awareness

The OSH policy will be disseminated to all project workers. The information will be disseminated in various formats including an adapted and summarized version. There will also

besensitization on the Code of Conduct.

8. AGE OF EMPLOYMENT

Part II, Article 8 of the Employment of Women, Young Persons, and Children Act, 1938:

- a. Prohibition of employment of a child — (1) Subject to subsection (2), a child shall not be employed. (2) Nothing in subsection (1) applies— (a) to work done by any child in accordance with the provisions of Part I; (b) to the service rendered by any child to his parent or guardian in light agricultural or horticultural work on the family land or garden outside of school hours; (c) to the participation of a child, without fee or reward, in an entertainment the net proceeds of which are devoted to any charitable or educational purpose or to any purpose other than the private profit of the promoters.
- b. SCHEDULE II, ARTICLE 2 Children under the age of fourteen (14) years shall not be employed or work in any public or private industrial undertaking, or in any branch thereof, other than an undertaking in which only members of the same family are employed: Provided that, except in the case of employment which, by their nature or the circumstances in which they are carried on, are dangerous to the life, health or morals of the persons employed therein, national laws or regulations may permit such children to be employed in undertakings in which only members of the employer's family are employed.

The following process will be followed to verify the age of project workers. This process will be completed by project contractors and verified by the PIU:

- All project employees will be asked to produce identification documents (ID) that are acceptable in local laws, employment, and human resources practices as “proof of age”. These forms of ID will be birth certificates, national driver’s licenses and national registration cards. In the absence of one of those forms of IDs the project will apply and document an age verification process. The age verification process will consist of alternative methods including copies of academic certificates, testimony/affidavits from officials of the schools attended, a medical examination, statements from family members and parish/village officials/local authorities. In addition, all documents will be cross-referenced and subjected to a verification process to ensure the validity of the documents. In instances where the documents are thought to be falsified the project will conduct the same process to ensure their authenticity. In all the processes the attendant care will be provided to ensure that the applicant or employee’s data are protected and their right to privacy is guaranteed. All copies of the IDs and documents pertaining to the applicant's age and other supporting materials will be kept in files with the human resources personnel. Audits and controls of the process will be a requirement of the contractors and included in the contracts, in keeping with the country’s Labor/ Employment Acts.

- If underage workers are found working on the project the following actions will be undertaken:
 - i. Termination of the contract and services agreement immediately as per the Labor Act.
 - ii. Schedule a meeting with the child and seek to determine the reasons for seeking employment.
 - iii. Refer the child to other support services including social services and the Ministry of Education and the Ministry of Social Development
 - iv. Leverage the services of Non-government and Community Based Organizations to assist the child.

9. TERMS AND CONDITIONS

The project will be guided by the Protection of Employment Act, 2003. This Act provides for the maintenance and promotion of good employment relationships between employers and employees. Among other elements, it addresses promotion of employment rights, severance pay and disputes.

- Protection against dismissal without good cause:
 5. (1) Subject to the following provisions, every person shall be protected against the unfair termination of his employment without good cause.
 5. (2) The employment of a worker shall not be terminated for reasons related to his conduct or performance before he is provided an opportunity to defend himself against the allegations made except in cases where the employer cannot reasonably be expected to provide such opportunity.
- Termination after fixed term of employment:
 6. (1) The services of an employee who has been specifically employed for a fixed period may, notwithstanding anything contained in this Act, be terminated on the expiration of the term so stipulated.
 6. (2) For the purposes of this section, the effective date of termination of the services of an employee in relation to an employee who has been specifically employed for a fixed period and where that period expires without being renewed under the same contract, shall be the date on which the term expired.
- Terms of employment in writing:
 8. (1) Save in the case of daily paid and weekly paid workers, an employer shall inform an employee in writing of the terms and conditions in writing of employment and such terms and conditions shall include:
 - a) the date of commencement of employment;
 - b) the name and address of the employer and the employee;
 - c) the rate of pay, the overtime rate if any and the pay period;

- d) the probationary period if any;
- e) the hours of work including time off and rest period, if any.

9. GRIEVANCE MECHANISM

In order to ensure the implementation of the Project in a timely manner and effectively address any anticipated and unanticipated risks that would be encountered during implementation, including the development of the necessary actions of mitigation and avoidance, a robust Grievance Redressal Mechanism (GRM) was developed. The GRM will enable the Project Authorities to address any grievances against the Project. It must be noted that this GRM covers grievances that relate to the impacts that the project will have on its workers.

A grievance refers to an issue, concern, problem, or claim, whether actual or perceived, that affects the physical, social and economic conditions of all workers in their workplace.

9.1. Objectives of the Grievance Redress Mechanism

The objectives of the Grievance Redress Mechanism are as follows:

1. Ensure that the Government of Saint Vincent and Grenadines' regulations and the World Bank Environmental and Social Standards are adhered to in all project activities.
2. Resolve all grievances emanating from the project activities in a timely manner.
3. Establish relationships of trust between project staff.
4. Create transparency in the handling of grievance parties.
5. Make clear procedures for handling of SEA/SH grievances. (See below).

Responsibility for Grievance Redressal

The Project Manager (PM) and the Social Specialist will be the key officers in charge of Grievance Redressal. They will be tasked with the following:

- Establish the Grievance Redressal Mechanism (GRM) before the commencement of any project activities.
- Act as the Focal Point on Grievance Redressal issues
- Create awareness of the Grievance Redressal Mechanism (GRM) amongst project workers
- Receive and examine grievances
- Assist in redressal of all grievances by coordinating with the concerned parties
- Maintain a database/information of grievances and redressal
- Monitor the project activities of contractors and consultants on redressal of grievances
- Regularly contact all points of receipt of complaints

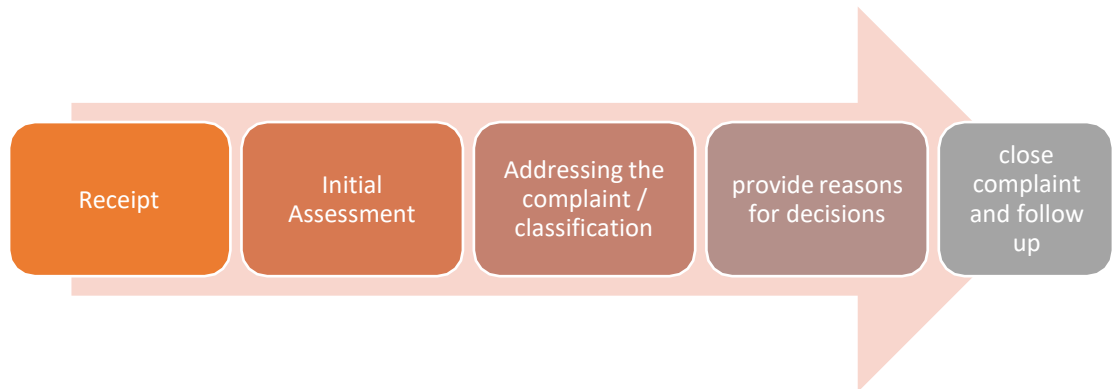
- Prepare monthly/quarterly progress reports on grievances received.

9.2. Types of Grievances

Aggrieved persons can file different types of complaints depending on the specific issue or concern of the project beneficiaries. These may include, but are not limited to:

- wages /payment period
- Rest period /hours of work
- Vacation/sick/maternity/family/special leave
- Wrongful termination
- Others as may be determined by the worker

9.3. Process



1. Receive grievance (in person, writing, verbally, phone or emails)
 - The Social specialist or the Project Manager will be the first point of contact for any complaints and will assist them in following the official SDU project Grievance procedure. The PM will respond immediately (real time) and help guide the complainant to formulate the grievance and guide the complaint through the process.

Formal grievances in writing should be addressed to:

All grievances relating to the development of this project are to be directed to:
 Project Director – Labor conditions
 Coastal and Marine Ecosystems Management Strengthening Project
 Sustainable Development Unit
 2nd Floor Administrative Building, Kingstown
 St. Vincent and the Grenadines
 Telephone: 784 485 6992
 Email – emdsvg@gmail.com
 cc. cenplan@svgcpd.com

2. Formal grievance process as managed by implementing agency:
 - All grievances will be acknowledged by telephone or in writing by the PM using the Grievance Acknowledgment Form (Annex 1) within 48 hours of receipt and the complainant informed preferably **within 5 working days** of the approximate timeline for addressing the complaint, if it can't be addressed immediately. The PM will work with the social specialist to ensure the speedy resolution of the grievance. If the complaint cannot be resolved at this level it is escalated to level 3, where a Grievance Redress Committee is formulated to address the matter.
3. Register/Log
 - After receiving and recording the grievance on the Grievance Acknowledgement Form (GAF), it will be registered in the Grievance Register (Annex 5).
4. Classification of Grievances

Category	Description	Response Time	Personnel in Charge
Level 1 Low	When an answer can be provided immediately and/or the Social specialist is already working on a resolution e.g., attendance	2 to 5 days	Social Specialist & Project Manager 48 hours
	One off event e.g., payment, workers disputes	10 – 25 days	Social Specialist & Project Manager
Level 2 Medium	Accidents, emergencies	2 to 5 days	Grievance Redress Committee
	Complaint is repeated.	28 days +	Ministry of Labor
Level 3 High	Any complaint that indicates breach of law or applicable policy/regulation		
	SEA/SH cases.		

5. Investigate
 - The grievance owner will investigate the complaint. This investigation will include, but is not limited to meetings with the grievant/complainant, meetings/interviews with project staff and collection of relevant documentation and other forms of evidence. For meetings, the deliberations and decision will

be recorded on the Meeting Record Form included as Annex 6.

6. Resolution

The resolution of level 1 complaint should normally be completed between 2-5 days of receipt of grievance and notified to the concerned party through the Disclosure Form.

If the grievance is not being resolved within this period, it can be referred to the next level of the GrievanceRedressal System. However, once it is determined that progress is being made towards a resolution, the grievance will be retained at this first level. The complainant will be informed of this decision and an estimated time for the resolution of the matter will be given either verbally or in writing. If the issue cannot be resolved within 25 working days, it will be transferred to the next level. Once a resolution has been agreed and accepted, the complainant's acceptance will be obtained on the Grievance Closure Form (Annex 7). If the proposed resolution is not accepted the grievance will be escalated to level 2.

The complainant will be informed in writing of the measures taken to address the grievance by theProject Manager or the Social Specialist, if the complaint is against the Project Manager.

If issues cannot be resolved, they will be referred to the Ministry of Labor for their action and pronouncement. The Ministry of Labor's ruling would be the final tier of the grievance mechanism.

If unresolved, either party may seek redress in the courts of the country. Parties involved will be advised that they can directly contact the Project Office Ministry.

Copies of the complaint shall be sent to the Project Manager or directly to the project Director if warranted.

All workers will be made aware on employment contracts of the grievance mechanisms that are in placeand what those consist of. Workers will have access to the following grievance information:

- The option of either verbal or written grievance complaint.
- Contact information for grievance submission.
- Timelines for grievance response: minimum 24 hours, maximum 3 weeks.
- Grievance forms will be simple and easily available: the workers describe the actual grievance, allow the organisation to track the investigation, conciliation and remediation steps, and be available to all workers.
- The possibility to hold an open and constructive meeting about a grievance with their immediatemanager/supervisor.
- The right to appeal to another manager/supervisor against a decision made by their manager/supervisor.
- The workers' right to be accompanied by a fellow worker or support of her/his own choice when attending the meeting to discuss a grievance.

All grievances received by the project shall be logged and filed.

9.4. Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)

The Social Specialist will be responsible for dealing with complaints in relation to Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH). He/she will be trained to deal with these grievances. A list of SH/SEA service providers will be kept available by the project (Annex 4). The GM should assist SH/SEA survivors by referring them to SH/SEA Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

The GM can receive SEA/SH grievances, keeping the survivor information confidential. Specifically, the GRM will only record the following information related to the GBV complaint:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning)
- If, to the best of their knowledge, the perpetrator was associated with the project
- If possible, the age and sex of the survivor.

Any cases of SEA/SH brought through the GRM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. Here, the GRM will primarily serve to:

- Refer complainants to the GBV Services Provider; and
- Record the resolution of the complaint

The GRM will also immediately notify both the Implementing Agency and the World Bank of any GBV complaints **WITH THE CONSENT OF THE SURVIVOR**.

Building Grievance Redress Mechanism Awareness

The Project Manager/Social Specialist will initially brief all project staff, including consultants, the on the GRM of the Project and explain the procedures and formats to be used including the reporting procedures.

The Project Manager or the Environmental/Social Specialist will brief all project stakeholders on the GRM of the project and explain the procedures and formats to be used, including reporting procedures. Awareness campaigns would be conducted targeting project stakeholders to inform them of the availability of the mechanism; various media will be used – as detailed in the SEP. The GRM will also be published on the GOSVG website and/or Facebook page, if available. Contact information for the GRM will be posted/disseminated within beneficiary communities.

Monitoring and Reporting

The Environmental Specialist and/or Social Specialist will prepare the monthly/quarterly reports on the Grievance Redress issues of the project. The GRC may review the nature of grievances that have been represented and if grievances are repeated, recommend suitable changes.

Periodic Review by Grievance Redress Committee

The GRC may review the nature of grievances that have been represented and if grievances are repeated, recommend suitable changes in implementation procedures and forward these to the PSC for implementation.

10. CONTRACT MANAGEMENT

Project consultants will be managed according to the terms and conditions outlined in their signed contract. The Project Manager will be responsible for providing oversight over the execution of contracts. The Project Manager will also be responsible for ensuring that all consultants or individuals hired for the project are implementing project activities according to their agreed upon Terms of Reference which will form part of the contract document. Additionally, a copy of the workers' GRM and Code of Conduct will be made available to all workers hired as part of the project.

11. COMMUNITY WORKERS

The project may engage with community workers during implementation of Component 2. It is foreseen that men and women from the communities in the intervention communities or close to them will be linked to the project activities either because they are participants who will contribute their work as counterpart to the benefits they receive from sub-project activities or because they receive remuneration for their work. In this case and within the project, ESS2 will apply. The Social and Environmental Specialist(s) will supervise that the working conditions meet the standards and guidelines of the WB. Community workers (including volunteers), engaged for the implementation of sub-project activities, are obliged to follow the training session preceding the start of sub-project implementation in order to become fully familiar with all E&S safety procedures and regulations applicable under the Project. It will be during the training sessions that project team will communicate to community volunteers and CSO participants on the nature of volunteering under the sub-project and to ascertain if volunteers agree to work on a voluntary basis. The training will make clear that people are free to opt out without fear of reprisal, that work is not mandatory and that no resources from the project can be withheld as a result of not participating in the volunteer work. The training will also review the code of conduct. The PIU will register all participants who attend the training session.

ANNEX 1- SAMPLE CODE OF CONDUCT

CODE OF CONDUCT FOR CONTRACTOR'S PERSONNEL

We are the Contractor, *[enter name of Contractor]*. We have signed a contract with *[enter name of Employer]*, for *[enter description of the Works]*. These Works will be carried out at *[enter the Site and other locations where the Works will be carried out]*. Our contract requires us to implement measures to address environmental and social risks related to the Works, including the risks of sexual exploitation, sexual abuse and sexual harassment.

This Code of Conduct is part of our measures to deal with environmental and social risks related to the Works. It applies to all our staff, Laborers and other employees at the Works Sites or other places where the Works are being carried out. It also applies to the personnel of each subcontractor and any other personnel assisting us in the execution of the Works. All such persons are referred to as **“Contractor's Personnel”** and are subject to this Code of Conduct.

This Code of Conduct identifies the behaviour that we require from all Contractor's Personnel.

Our workplace is an environment where unsafe, offensive, abusive or violent behaviour will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

REQUIRED CONDUCT

Contractor's Personnel shall:

1. Carry out his/her duties competently and diligently;
2. Comply with this Code of Conduct and all applicable laws, regulations, and other requirements, including requirements to protect the health, safety and well-being of other Contractor's Personnel and any other person.
3. Maintain a safe working environment including by:
 - a) ensuring that workplaces, machinery, equipment and processes under each person's control are safe and without risk to health;
 - b) wearing required personal protective equipment (PPE);
 - c) using appropriate measures relating to chemical, physical and biological substances and agents; and
 - d) following applicable emergency operating procedures.
4. Report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and danger to his/her life or health;
5. Treat other people with respect and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;

6. Not engage in Harassment (sexual or non-sexual in nature), which means unwelcome (sexual) advances, requests for sexual favours, and other verbal or physical conduct (of a sexual or non-sexual nature) with other Contractor's or Employer's Personnel;
7. Not engage in Exploitation (sexual or non-sexual in nature), which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual or non-sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual or non-sexual exploitation of another. In Bank financed operations/projects, sexual or non-sexual exploitation occurs when access to or benefit from Bank financed Goods, Works, Consulting or Non-consulting services is used to extract sexual or non-sexual gain;
8. Not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal coercive conditions;
9. Not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
10. Complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including health and safety matters, Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH);
11. Report violations of this Code of Conduct;
12. Not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Employer who makes use of the grievance mechanism for Contractor's Personnel or the project's Grievance Redress Mechanism.

RAISING CONCERNS

If any person observes behaviour that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of the Contractor's Social Expert with relevant experience in handling sexual exploitation, sexual abuse and sexual harassment cases, or if such person is not required under the Contract, another individual designated by the Contractor to handle these matters*] in writing at this address [] or by telephone [] or in person at []; or
2. Call [] to reach the Contractor's hotline (*if any*) and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the persons who experience the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any behaviour prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by Contractor's Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR CONTRACTOR'S PERSONNEL:

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact *[enter name of Contractor's contact person(s) with relevant experience (including for sexual exploitation, abuse and harassment cases) in handling those types of cases]* requesting an explanation.

Name of Contractor's Personnel: *[insert name]*

Signature: _____

Date (day/month/year/): _____

Countersignature of authorized representative of the Contractor:

Signature: _____

Date (day/month/year/): _____

Annex 2 - Guidelines for Engaging Voluntary Labor

1. The World Bank Environment and Social Framework (ESF) Environmental and Social Standard Two (ESS2) Labor and Working Conditions (ESS2) states that:
2. “Work is on a voluntary basis when it is done with the free and informed consent of a worker. Such consent must exist through out the employment relationship and the worker must have the possibility to revoke freely given consent. In particular, there can be no “voluntary offer” under threat or other circumstances of restriction or deceit. To assess the authenticity of a free and informed consent, it is necessary to ensure that no external constraint or indirect coercion has been carried out, either by an act of the authorities or by an employer’s practice⁶.” The PIU will put in place measures to ensure that any labor offered is voluntary and given of free will and informed consent.
3. Will be “fully informed” of the terms and conditions of the voluntary contribution of Labor. “Fully informed” means that the owner has complete information regarding the proposed activity and its impacts, the Labor requirements and his or her rights to compensation should others be receiving compensation for same work under the project.
4. “Free will” means that the owner can reject the possibility of offering his or her Labor with no fear or reprisal or any sanction.
5. The project staff will ensure that all potential volunteers to the project are aware of the conditions under which voluntary Labor is acceptable.
6. Will be informed that they have the right to withdraw the voluntary Labor offer at any time without fear to threat or reprisal from the community or project.
7. Potential volunteers are provided with sufficient time to consider his or her offer of voluntary labor.
8. The person is still entitled to benefit from the project activities whether they offer voluntary Labor or not
9. The PIU will verify that voluntary donations are indeed voluntary by requesting potential volunteers will affirm in writing that they are volunteering of their own free will and/or confirm in a presence of a trusted source (e.g. local administration official, church member or community group member) that participation is voluntary.
10. The PIU will ensure that all types of Labor are aware of the grievance redress mechanism for workers paid and voluntary and how to access it, including anonymously.

⁶ World Bank Environmental and Social Framework, ESS2 p. 34, Footnote 14.

Annex 3 – Preliminary list of SEA/SH services

Name	GBV Service	Contact
Gender Affairs Division	Receives reports and provides direct social and psychological services to victims of IPV and adult victims of sexual abuse. Report can be made via telephone, email, mail or a visit to the Bureau's office Conducts capacity building and training of other GBV service providers. Implements public education programmes on GBV.	http://mobilization.gov.vc/mobilization/index.php/gender-affairs The Ministry of National Mobilisation, Social Development, Family, Gender Affairs, Youth, Housing and Informal Human Settlement Halifax Street Kingstown Saint Vincent Contact Tel: (784) 453-2061 email: office.socialdevelopment@mail.gov.vc
The Crisis Centre	Counselling, Shelter services Small grants for reintegration and relocation if needed 24 Hour Hotline	Contact through the Gender Affairs Division Tel; 784-453-2061.
Royal Saint Vincent Police Force	Emergency response, investigations, arrests, and providing evidence for prosecution. Also has a Anti-Trafficking Unit and a Sexual Offences Unit.	Criminal Investigation Division (CID) 1-784-456-1810
Civil Society Organizations		
Marion House	Skills training for survivors Counselling services	Marion House Richmond Hill Tel: 784-456-2161 Fax: 784-456-1318
National Council for Women SVG	Advocacy to encourage legislative changes to improve protection for women and ensure that DV cases are prosecuted. It also provides training on domestic violence prevention and response	https://www.facebook.com/pages/category/Non-Governmental-Organization--NGO-/National-Council-of-Women-555847524550908/ Ms. Muriel Byam National Council of Women P.O. Box 1157 Kingstown St Vincent Tel: 456 4743 E-mail: muriel@vincysurf.com .

Annex 4: Gender Action Plan for increasing women's voice and agency in biodiversity Protection and coastal management

Effects	Positive end results
<ol style="list-style-type: none"> 1. Lack of data on women's role in fisheries, aqua marine eco services and coastal protection and biodiversity activities. 2. Women have low asset base and remain in low value chain activities such as gleaning, smoking fish in fishery sector and cottage handcarts sold in informal sector. 3. Women remain near home and shore to take care of children and to be safe. 4. Women's work and roles in coastal man agent not valued or counted and low women's participation in leadership roles in fishing and aquamarine sectors. 	<ol style="list-style-type: none"> 1. Women's contributions to sector and programs are documented. 2. Women engaged in higher economic value activities 3. Women have voice and agency and are involved in community, local and national planning and management Committees for management of biodiversity and coastal management plans. 4. Women contributing to economy and to coastal protection
<p>Core problem:</p> <p>There is Limited participation of women in biodiversity and coastal management at community, local and national levels.</p>	<p>CORE SOLUTION</p> <p>Increased women's participation, voice and agency in coastal management programs will increase their sustainability</p>
<p>Underlying Reasons</p> <ol style="list-style-type: none"> 1. Policy and laws on regulation of management of biodiversity and coastal resources focus on the formal sector and do not fully recognize different roles and different impacts on men and women. 2. Data collection efforts are targeted at the formal economy of aquamarine and fishing industries and fail to fully capture contribution of women's activities in the informal economy. 3. Women have difficulty in accessing credit and finance to move up value chain in fisheries and marine eco services. 4. Cultural norms see men as being in formal sector and undertaking valuable work and women's roles in informal sector in tourism, in biodiversity and conservation and related fisheries sector as not valuable. 5. Lack of childcare and personal safety concerns restrict women to work closer to home and shore. 	<p>Strategies and Solution</p> <ol style="list-style-type: none"> 1. Review and develop policies that are gender informed and recognize roles of men and women in biodiversity and coastal management. Women provided training and capacity building to move up value chains 2. Establishment of a National Environmental Data and Information Center collecting gender disaggregated data and targeted research. 3. Training and capacity building so Women trained in leadership, financial management, and connected to finance and credit. 4. Provide sensitization on GBV to women, men and community, and require codes of conduct. collect gender informed data base and platform. 5. Gender norms are challenged and changed with increased activities that women undertake.

Annex 5:

Level of Grievance :-----

Grievance No.:

REGISTRATION OF Labour GRIEVANCE

Please use capitals: (Note that using your full name is optional)

Name: _____

Contact No: _____

Address: _____

E-mail Address: _____

National ID No: _____

NIS Number: _____

Gender: _____

Name of Project Site:

As per the ESMF of the Project , Grievance Redressal, I register my grievance as detailed:

"Details of Grievance"

(I) Outline reasons why and how you are affected by the Project. (overleaf if necessary)

(II) Please answer the following: (overleaf if necessary)

(a) The name of the person/persons who offended you:

(b) Name of witnesses if any : _____

(III) Can you suggest any possible solution to address situation: (overleaf if necessary) _____

(IV) List documents: attach copies (e.g) photo etc

Undertaking: I hereby certify that statements made in my Grievance and documentation enclosed are true and complete to the best of my knowledge. If at any time any part of the Grievance or the documentation is found to be false, I will be liable for any legal action that the Government of St. Vincent and the Grenadines may deem necessary.

Date: _____ (Signature of aggrieved person) _____

Name of recording Officer: _____ (Signature) _____ (Please print)

Annex 5 Grievance Register

Notes:

- 1 Complainants should be provided with acknowledgement of grievance within 7 days from the date of receipt (the social specialist should insert the number of days that the project has allocated for acknowledgement of grievance, which should vary from 2-7 days. For simple issues, complaints /queries should be responded to within this allocated number of days).
- 2 Expected time of redress should be entered in this register.
- 3 Records of Grievances should always be entered in the GR Register and updated as needed, until the grievance is settled.
- 4 Grievances should normally be settled within 4 weeks of initial receipt. If not, reasons for delay should be communicated to the complainant and entered in the Register. (The social specialist should insert the number of weeks allocated for settling grievances under the project, which should vary from 2 weeks to one month. The same approach as detailed above in Note 1 should be followed).

Grievance Details

[illegible]

Annex 6- Meeting Record Form

Date of Meeting: _____

Location: _____

Participants Lists:

Name of Participant	Organization/ Address	Contact Information

Record of Discussions and Decisions:

Agenda Item	Summary of the matter	Decisions and Next Steps

Annex 7- Grievance Closure Form

Grievance No.:

Grievance Closure Form

Section A: Details of Grievance

Section B: Details of Actions Taken to Resolve Grievance

*Section C: Complaint satisfaction**

*For completion by aggrieved person

Are you satisfied with the actions taken to resolve your grievance? Yes_____ / No_____. Please comment below:

I agree that the Grievance can be now closed. Yes____/No_____

Undertaking:

I hereby certify that statements above are true and complete to the best of my knowledge. If at any time any part of the Grievance or the documentation is found to be false, I will be liable for any legal action that the Government of St. Vincent and the Grenadines may deem necessary.

Date: _____

Signature of aggrieved person: _____

Grievance Redressal Officer: _____
(Please print)

Signature: _____

Annex 8– Preliminary list of GBV services

Name	GBV Service	Contact
Gender Affairs Division	<p>Receives reports and provides direct social and psychological services to victims of IPV and adult victims of sexual abuse.</p> <p>Report can be made via telephone, email, mail or a visit to the Bureau's office</p> <p>Conducts capacity building and training of other GBV service providers. Implements public education programmes on GBV.</p>	<p>http://mobilization.gov.vc/mobilization/index.php/gender-affairs</p> <p>The Ministry of National Mobilisation, Social Development, Family, Gender Affairs, Youth, Housing and Informal Human Settlement Halifax Street Kingstown Saint Vincent</p> <p>Contact Tel: (784) 453-2061</p> <p>email: office.socialdevelopment@mail.gov.vc</p>
The Crisis Centre	<p>Counselling, Shelter services Small grants for reintegration and relocation if needed 24 Hour Hotline</p>	<p>Contact through the Gender Affairs Division Tel; 784-453-2061.</p>
Royal Saint Vincent Police Force	<p>Emergency response, investigations, arrests, and providing evidence for prosecution. Also has a Anti-Trafficking Unit and a Sexual Offences Unit.</p>	<p>Criminal Investigation Division (CID) 1-784-456-1810</p>
Civil Society Organisations		
Marion House	<p>Skills training for survivors Counselling services</p>	<p>Marion House Richmond Hill</p> <p>Tel: 784-456-2161</p> <p>Fax: 784-456-1318</p>
National Council for Women SVG	<p>Advocacy to encourage legislative changes to improve protection for women and ensure that DV cases are prosecuted.</p> <p>It also provides training on domestic violence prevention and response</p>	<p>https://www.facebook.com/pages/category/National-Council-of-Women-555847524550908/</p> <p>Ms. Beverly Richards National Council of Women P.O. Box 1157 Kingstown St Vincent Tel: 456 4743 E-mail:.</p>

