

Government of Saint Vincent and the Grenadines

STAKEHOLDER ENGAGEMENT PLAN SVG
P172980
MAY 2024

**Coastal and Marine Eco-Systems Management
Strengthening Project (P172980)**

Acronyms

API	Agency for Public Information
CBO	Community Based Organization
CWSA	Central Water and Sewage Authority
EbA	Ecosystem based Adaptation
ESF	Environmental and Social Framework
ESMF	Environment and Social Management Framework
ESS	Environment and Social Standard
GBV	Gender Based Violence
GEF	Global Environment Facility
GRM	Grievance Redress mechanism
GRS	Grievance Redress Service
IPF	Investment project Financing
ITSD	Information and Telecommunication Service Division
KAP	Knowledge Attitude and Practice
LMP	Labour Management Procedures
NGO	Non-Government Organization
NOCC	National Ocean Coordinating Committee
OIP:	Other Interested Parties
PAP:	Project Affected Parties
PAI:	Project Area of Influence
PSIPMU	Public Sector Investment Programme Management Unit
RAP	Resettlement Action Plan
SDU	Sustainable Development Unit
SEP	Stakeholder Engagement Plan
SUSGREN	Sustainable Grenadines
SVG	Saint Vincent and the Grenadines
SVGCC	St. Vincent and the Grenadines Community College
UNCBD	United Nations Convention on Biological Diversity
UNFCCC	United Nations Framework Convention on Climate Change
USD	United States Dollar
VINLEC	Saint Vincent Electricity Services Limited
WB	World Bank
XCD	Eastern Caribbean Dollar

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1. Introduction

The Government of Saint Vincent and the Grenadines (SVG) has requested funding to implement the Coastal and Marine Eco- Systems Management Strengthening Project. The aim of the project is to strengthen the management of coastal and marine eco-systems of SVG, a multi-island nation consisting of 32 islands and cays, the total land area is 389 square kilometers and a coastline of 84km. The marine space under the jurisdiction of SVG is estimated to be 36,000 square km, over 90 times its land space.

This Stakeholder Engagement Plan (SEP) describes the timing and methods of engagement with stakeholders throughout the lifecycle of the project. It includes: (i) project description; (ii) stakeholder identification and analysis; (iii) action plan of stakeholder engagement; (iv) disclosure of information; (v) consultations with stakeholders; (vi) grievance redress; and (vi) reporting to stakeholders. The plan aims to ensure that there is adequate communication with all project stakeholders.

The scope of the SEP seeks to be proportionate to the nature and scale of the project and its potential risks and impacts. Implementation of this plan is the responsibility of the Sustainable Development Unit (SDU) within the Ministry of Tourism, Civil Aviation, Sustainable Development and Culture. The SEP is a living document and will be updated as necessary, throughout the project's life cycle.

2. Objectives of the Stakeholder Engagement Plan

Consistent with ESS10, the specific objectives of this SEP can be summarized as follows:

- To identify key stakeholders in the selected coastal and marine eco-systems communities and build and maintain a constructive relationship with them, in particular with project affected parties (PAPs);
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social (E&S) performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on E&S risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- To provide a project level grievance redress mechanism for stakeholders to raise issues and grievances and for the project to respond and manage those.

The scope of the SEP seeks to be proportionate to the nature and scale of the project and its potential risks and impacts. Implementation of this plan is the responsibility of the Ministry of Finance, Economic Planning and Information Technology. The SEP is a living document and will be updated, as necessary throughout the project's life cycle

3. World Bank Requirements for Stakeholder Engagement- ESS10 Stakeholder Engagement and Information Disclosure

Stakeholder engagement is critical at all stages of bank funded projects. In the World Bank's Environmental and Social Framework (ESF), "Stakeholder Engagement and Information Disclosure", is the tenth standard (ESS10) which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS 10 emphasizes that effective stakeholder engagement can significantly improve the E&S sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation. Stakeholder engagement is an inclusive process conducted throughout the project life cycle. When properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for successful management of a project's environmental and social risks.

4. Project Description

The project is funded by a GEF Trust Fund grant of USD \$3.65 million, and will be implemented over a 5-year period. It aims to apply a multi-pronged approach designed to support the ecosystem-based adaptation in coastal and marine environment of SVG.

4.1. Project Components

The project comprises four components as follows:

Component 1. Institutionalizing Coastal and Marine Ecosystem Management (US\$0.66 million).

The objective of this component is to support the operationalization of the NOPSAP, including the strengthening of the NOCC, primarily by further developing the institutional capacity for mainstreaming coastal and marine policies and management for the key sectors that rely on and impact these resources. Specifically, this component will engage a consultancy¹ to analyze and improve the institutional and legal framework for coastal and marine management. The consultancy will support the NOCC and the operationalization of aspects of the NOPSAP and will include outputs related to: (i) assessing the roles and responsibilities, laws, mandates, permits, enforcement, and capacity of key institutions in the coastal and marine sector to ensure complementarity, reduce duplication, and align efforts with the NOPSAP; (ii) development of the NOCC Operations Guidance Manual; (iii) supporting the revision or update of necessary policies, strategies and regulations, including mapping of coastal and marine management zones; (iv) improving capacity for surveillance, monitoring, and enforcement; and (v) analysis of the current and potential market-based instruments for sustainable coastal and marine use and development of a long-term investment and revenue-generation strategy to finance coastal and marine management from the private sector and through public-private-community partnerships.² In addition, this component will include recruitment of a local Policy and Institutional Development Specialist, who will support the SDU in implementation of the above consultancy outputs and capacity building of the different stakeholders. This component will include support to the NOCC through regular meetings and strengthening the technical capacity for coastal and marine management³ for relevant ministries and stakeholders.

Component 2. Piloting participatory planning and nature-based solutions in selected sites (US\$2.1 million).

The objective of Component 2 is to demonstrate spatial planning, participatory conservation, and innovative financing arrangements through on-the-ground investments in four target coastal and marine pilot sites. This component will complement Component 1 through a continuous feedback loop by incorporating outcomes of analyses and policies in pilot site activities to ensure these approaches are consistent and subsequently, feeding lessons learned from what is tested in the pilots into policies and NOCC management and coordination of coastal and marine resources. Furthermore, the outcomes of pilot

¹ The consultancy is expected to be completed by an international firm with local presence in SVG or complemented by sub-contracting or joint venture with a local firm to ensure: (i) capacity is built and technical knowledge is retained in the country; and (ii) the consultancy is not delayed or significantly impacted due to COVID-19 travel restrictions. The international inputs are expected to be limited on bring global best practices, preparing the methodology of the assignment, reviewing the outputs from different local consultants, and preparing final report. One consultancy firm contract will be used due to previous experience in SVG demonstrating the country's low capacity to manage and process multiple consultancies.

² The market-based instrument will help in achieving environmental objectives in spatial plans and provide incentive to private sectors to reduce or eliminate negative environmental externalities. At the same time, the long-term investment and revenue-generation strategy will help the government to develop a sustainable funding mechanism for conservation activities.

³ All trainings supported by the project will include, among other topics, a focus on gender inclusion.

site activities will be reflected in Component 3 through the NEDIP and communications and knowledge management efforts to scale-up adaptive management and good practices. The identified pilot sites (see Annex 3 for more information) include: (i) St. Vincent Southeast Landscape/Seascape: Milligan Cay, Brighton, Diamond and Stubbs beaches; (ii) Grenadines Landscape/Seascape: Union Island and Tobago Cays Marine Park; (iii) Leeward Coast: Richmond Beach, Chateaubelair Bay, Petit Bordel Bay and Troumaca Bay; and (iv) Colonarie Beach. These pilots will be undertaken through: (i) technical assessments to identify the current knowledge, capacity, and implementation gaps and good practices for integrated coastal and marine spatial planning given the unique characteristics of the sites; (ii) enhancing capacity building, training and public-private-community partnerships for promotion of new models for participatory management of inshore areas, sustainable fisheries, and nature-based tourism benefit sharing; and (iii) pilot a number of interventions to test approaches to integrated coastal and marine spatial planning with a focus on improving local livelihood opportunities for nature-based tourism and biodiversity conservation. The activities that will be piloted through on-the-ground investments will be finalized through the technical assessments conducted for each site. However, an indicative list of pilot interventions based on government priority, stakeholder interest and demonstration conservation potential has been identified in Annex 3. The assessment and planning of the integrated activities at the pilot site level would be undertaken by qualified regional or local Non-Governmental Organizations (NGO) or firms (that have demonstrated expertise and track record) through a contractual agreement at the early stage of project implementation. The implementation arrangement of the piloting will be finalized based on the assessment at the early stage of the project implementation. The piloting activities will promote approaches to strengthen the role and participation of women in the relevant coastal and marine productivity sectors.

Component 3: Managing knowledge and data management, and mainstreaming gender (US\$0.72 million)

The objective of this component is to improve the quality and availability of coastal and marine data to inform policy and decision-making processes in SVG. This will be primarily accomplished through the development of the NEDIP, which will be a publicly available resource that consolidates existing data from relevant Government entities and eventually could include data from NGOs, private sector, and communities. The NEDIP will initially focus on existing coastal and marine related data, though the GoSVG has stated its ambition to evolve the NEDIP to act as a hub for all environmental information also including an analytical, reporting, management, and facilitation roles to support the government in its own programs and initiatives as well as its engagements regionally and internationally. This component will specifically support the analysis of existing data to be hosted in the NEDIP, the establishment of the system, and protocols for its management and functions. Gender data gaps will be identified and addressed through this component to enhance the understanding and improvement of gender inclusion in coastal and marine management and benefits. This component will also support the GoSVG in improving its capacity and outreach for communicating and managing knowledge on coastal and marine issues. The GoSVG has identified communications and knowledge management as a key gap that hinders the broad up-take of sustainable coastal and marine management. Therefore, this component will specifically support a Communications and Knowledge Management Specialist, the development of a Communications and Knowledge Management Plan for Coastal and Marine Management, dissemination of relevant information and lessons learned, engagement of stakeholders through publications and events, and targeted messaging guided by the outcomes of a Knowledge, Attitudes and Practices (KAP) survey. The project has also developed a gender analysis and gender action plan that includes measures to engage women and men

effectively and equitably in coastal and marine management. This component will support capacity building for project stakeholders, including government, NGOs, private sector, and communities to understand and address gender dimensions in the sector as well as the implementation of the gender action plan.

Component 4: Project Coordination and Management (US\$0.17 million)

The objective of the component is to ensure effective project implementation through wider sectoral coordination and supporting the project fiduciary, environmental, and social management systems. This component will support a full-time Administrative Officer, and part of operational and incremental staff costs for project coordination and management. Since a variety of government agencies and other stakeholders are involved in coastal and marine ecosystem management, the project will support regular coordination and communication between stakeholders. The project management will cover the cost of financial management and procurement, environmental and social risk management compliance including establishment of an appropriate grievance redress mechanism, production of progress reports, operational travel, and other operating costs necessary for project implementation and reporting. The government will assign staff for the project coordination and management as additional responsibilities and salaries of these staff will be paid from the regular government budget. The government will also provide the office space, cost of utility and other relevant administrative cost.

5. Previous Stakeholder Engagement Activities

During project identification and preparation, several stakeholder engagement activities were undertaken, including a workshop with key government and non-governmental stakeholders during the first project preparation mission held in September 2020. The table that follows provides a list of actions and/or activities undertaken; all activities were led by the Sustainable Development Unit.

Table 1: Previous Stakeholder Engagement Activities

Date	Stakeholders	Type of Consultation	Main points discussed
May 8 2019	Director of Planning World Bank Team SDU Team	Meeting	To discuss scope of the project, timeline for the project development, budget, sources of co-financing, complementary projects, etc.
May 9 2019	Fisheries Division CROP MSP project National Parks Authority SVG Hotel and Tourism Association Ministry of Tourism Environmental Health Division Ministry of Transport and Works Agriculture Division, Ministry of Agriculture; Maritime Affairs Department; SVG Port Authority; Physical Planning Unit; Central Water and Sewerage Authority	Meeting	To introduce the project to possible stakeholders and get preliminary feedback on the objectives, scope and expected outcomes. To identify potential sources of co-financing
May 10 2019	Hon. Minister of Finance Director General of Finance and Planning	Meeting	To discuss funding resources, potential linkages between the proposed project and other on-going WB operations, and how to maximize the development impacts.

Date	Stakeholders	Type of Consultation	Main points discussed
21-25 Sept 2020	Economic Planning Division; Sustainable Development Unit; Ministry of Finance (Budget Director and Debt Manager); Ministry of Agriculture; Forestry Services Division; Fisheries Division; Veterinary Division; Physical Planning Unit; National Parks, Rivers and Beaches Authority; Gender Affairs Division; Solid Waste Management Unit; SVG Conservation Fund; Caribbean Youth Environment Network; UNDP Small Grants Programme; Sustainable Grenadines Inc.; Richmond Vale Academy; Invest SVG	Workshop (as part of 1 st project preparation mission)	Discussion on the project's scope, aims, objectives and impacts.
12 Oct; 22 Oct; 3 Nov; 17 Dec, 2020	SDU: Fisheries Division; ITSD Economic Planning Division (Social Safeguard) Community Development Division Gender Affairs Division; World Bank Local Consultants	Meeting	Project preparation Discussion on potential project activities and pilot site selection
22 Jul 2021	Community Consultations- Pilot Sites	Virtual Meeting	Objectives of project Project benefits Site selection and proposed interventions Overview of list of draft instruments prepared Draft SEP Key stakeholders (Full consultation report included as Annex)

6. Stakeholder Identification and Analysis

In SVG, development sectors portfolios and responsibilities were analyzed, including different line ministries, academic institutions, and NGOs. Stakeholder identification was initiated during the scoping meetings and further developed during the technical stakeholder workshop.

6.1. Methodology for identification of stakeholders

The identification of stakeholders took place through:

1. A collaborative approach amongst the relevant sectors, government agencies and users in the project area was applied to identify key stakeholders through discussion with relevant Government Ministries/agencies or departments, NGOs and CBOs as well as use of secondary data.
2. Analyze the level of impact the Project may have on each stakeholder group, their level of interest, influence and importance, to identify the level of engagement required for each group.

6.1. Categories of Stakeholders

The stakeholders were grouped in three categories: Project Affected Parties, other interested parties and Vulnerable groups

Project Affected Parties (PAPS)⁴:

Affected parties may include, individuals, groups, communities, community members and others that may be subject to direct impacts from the Project's activities.

- Environmental –those areas located within the Project's area and area of disturbance
- Social –the villages and households directly affected by Project construction and operation.

Other Interested Parties (OIP):

Individuals /groups/entities/that may not experience direct impacts from the project but who could potentially influence the project and its outcomes. Civil society organization are also part of the other interested parties. Civil society groups consist of a wide variety of organizations contributed directly to the three project sectors, including non-governmental organizations (NGOs), community-based organisations (CBOs), universities and technical schools, and the media.

Examples of civil society groups/ organizations for each country include:

- NGOs active in environmental stewardship, conservation, and social enterprise
- Secondary Schools, Community Colleges and other learning institutions offering courses on environmental conservation, climate change and entrepreneurship.
- Media houses: Television and radio broadcasting stations
- Influencers: including experts, artists and cultural icons

Vulnerable Persons /Groups:

Persons who are disadvantaged may be adversely impacted or further disadvantaged by the project's activity as compared with any other groups due to their socio-economic status, location, physical attributes etc. These could possibly include female fisher folk, female vendors, youth, LGBTI people, persons with disability, farmers, etc. The vulnerable groups within the Project Area of Influence (PAI) will be further confirmed and consulted throughout the project life cycle.

A general list of stakeholders is identified in Table 2.

⁴ World Bank 2018 Guidance Note on ESS10 defines "*project-affected parties*" as individuals, groups or communities likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These individuals or groups, including local communities. "*Other interested parties*" refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. These parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups

Table 2: Stakeholder identification

Key SH	Stakeholder (SH)	Description	Interest	Expectations from the SH	Importance of the SH HIGH, medium , low	Influence on the Project Outcome High; medium; low
Project affected Parties (PAP) Primary	• Ministry of Tourism , Civil Aviation , Sustainable Development and Culture					
	Sustainable Development Unit	To safeguard the environment	NOCC Secretariat focal point for multilateral environmental agreement (e.g. UNCBD and UNFCCC)	<ul style="list-style-type: none"> • Policy advocacy • Awareness campaigns • Coordinate actions with relevant ministries • Training 	High	High
	National Parks, Rivers and Beaches Authority	To promote eco-tourism and promote the conservation and preservation of natural resources	Protected Areas Ecotourism Biodiversity conservation Beaches	<ul style="list-style-type: none"> • Coastal Environmental Quality Monitoring • Shoreline protection • Promotion biodiversity friendly tourism 	High	High
	Department of Culture	Preserve and conserve cultural heritage	Historical and cultural resources	<ul style="list-style-type: none"> • Cultural heritage advocacy 	Medium	Low
	SVG Tourism Authority	To formulate policies and strategies, build awareness and promote the tourism sector	Ecotourism promotion	<ul style="list-style-type: none"> • Marketing of SVG and standards 	high	Medium
	Ministry of Finance Economic Planning and Information Technology					
	PSIPMU	Monitor and evaluate all government projects	Mobilize resources for socio-economic development, interface	Fiduciary M&E Social Safeguards	High	High

Key SH	Stakeholder (SH)	Description	Interest	Expectations from the SH	Importance of the SH HIGH, medium , low	Influence on the Project Outcome High; medium; low
			with development partners	Approval of annual work plans and budgets		
	ITSD	Governs the telecommunications sector	Government web and IT infrastructure maintenance	<ul style="list-style-type: none"> Public Disclosure NEDIP platform 	High	High
	Statistical Office	National authority for statistical data collection, analysis and storage	Environmental data and statistics	<ul style="list-style-type: none"> Data management 	Medium	Medium
	Ministry of Finance	Budgeting and fiscal and economic policy-making	Fees and taxes Public Financial Management	<ul style="list-style-type: none"> Review and approval of sustainable finance mechanisms that require government input (policies, incentives and disincentives) Approval of annual project work plans and budget 	High	High
	Office of the Prime Minister, Foreign Affairs, National Security, Legal Affairs and Information					
	Legal Affairs	Provide legal advice for the government	Legal drafting	Legislative framework <ul style="list-style-type: none"> Training 	High	High
	Agency for Public Information (API)	Communication of activities to the public	Mass communication	<ul style="list-style-type: none"> Communication strategy prepare bulletins to be disseminated via radio, television, print and social media 	High	Medium

Key SH	Stakeholder (SH)	Description	Interest	Expectations from the SH	Importance of the SH HIGH, medium , low	Influence on the Project Outcome High; medium; low
	Coast Guard	Secures the ocean and seas	Enforcement of maritime security, safety at sea	Coastline defenses <ul style="list-style-type: none"> Shoreline protection Training in safety at sea Enforcement of laws/regulations 	High	High
	Maritime Administration	Maritime governance	Regulation of maritime activities	<ul style="list-style-type: none"> Registration /licensing of water taxies/boating 	Medium	Low
	Police force	Citizen and physical security	Law enforcement	<ul style="list-style-type: none"> Enforcement of environmental regulations 	Medium	Low
	Ministry of Agriculture , Forestry, Fisheries, Rural Transformation, Industry and labour				High	High
	Fisheries Division	To develop and manage the fisheries sector and protect the marine environment	Reefs, seagrass, mangroves Sea turtles Seabirds/shorebird areas	<ul style="list-style-type: none"> Conduct research on adaptive aquaculture. Marine and coastal monitoring Fish stock assessments 	High	High
	Forestry Division	To coordinate and supervise the management of the national forest estate, wild life, watershed and other resources and to ensure sustainability of the forest resources , ensuring the	Ecosystem services	Ecosystem restoration; revegetation	High	High

Key SH	Stakeholder (SH)	Description	Interest	Expectations from the SH	Importance of the SH HIGH, medium , low	Influence on the Project Outcome High; medium; low
		sustainability of livelihood				
	Labour Department	The administration of industrial relation laws and the promotion of efficient employment services	Employment/ Livelihoods Employee rights Occupational Health and Safety	Occupational health and safety Employee relations	Medium	Low
	Ministry of Transport, Works, Lands and Physical Planning				High	High
	Lands and Surveys Department	To provide service on land survey, cadaster, mapping, land and geographical information, land management	Coastal Land Management	Protected Area Boundary Surveys	Medium	High
	Physical Planning Unit	To facilitate sustainable national development through effective land use planning and regulations	Local Area Plans; Development Control; Geographic Information Systems Management	GIS mapping Geospatial data management for NEDIP	High	High
	Ministry of National Mobilisation, Social Development, Family, Gender Affairs and Local Government					
	Social protection Unit	Work with the vulnerable sector of the society	Vulnerable groups	Implement programmes for marginalized and vulnerable Training	Medium	Medium

Key SH	Stakeholder (SH)	Description	Interest	Expectations from the SH	Importance of the SH HIGH, medium , low	Influence on the Project Outcome High; medium; low
Project affected Parties (PAP)	Community Division	Community	Consultation Community meetings	Consultation Community governance Livelihood options	Medium	Medium
	Gender Affairs	To engage in the social transformation of people through empowerment	GBV matters	Gender impact	Medium	Medium
	Urban Development, Energy, Airports, Seaports, Grenadines Affairs and Local Government					
	Directorate of Grenadines Affairs	Grenadines governance	Investments, livelihoods and local development in the Grenadines	Input into consultations during Southern Grenadines pilot sites	Medium	Medium
	Local Government Unit	Local area development	Rural livelihoods development	Community governance	Medium	Medium
	Ministry of Education and Reconciliation					
	Adult Education Unit	To educate the population	Sensitization	Training	Medium	Medium
	St. Vincent and the Grenadines Community College(SVGCC)	Tertiary training and formation	Previous studies and research	Research and knowledge Citizen science (student involvement in monitoring	Medium	Medium
	Ministry of Health, Wellness and the Environment					
	Environmental Health Division	Pollution control	Environmental quality	Sanitation and Waste management and advisory service Environmental monitoring	Medium	Medium

Key SH	Stakeholder (SH)	Description	Interest	Expectations from the SH	Importance of the SH HIGH, medium , low	Influence on the Project Outcome High; medium; low
	NGOs & CBOs					
	Sustainable Grenadines Inc	Union Island-based Environmental NGO serving the Grenadines	Community /interest group involvement	Represents the interest of different interested parties	Medium	Medium
	South East Community Development Inc	Community Organisation operating in and around Diamond, Brighton and Stubbs	Community participation	Potential implementation partner	Medium	Medium
	Union Island Environment Attackers	Union Island-based environmental NGO. Currently implementing conservation projects in Chatam Bay	Community participation	Potential implementation partner	Medium	Medium
	North Leeward Community	Informal Community groups operating in North Leeward	Community participation	Represents the interest of different interested parties	Medium	Medium
	Colonaire Turtle Conservation Group	Newly established community group involved in turtle conservation at Colonaries	Community participation	Potential implementation partner	Medium	Medium
	National Fisherfolk Organization	Represent the interests of fisherfolk. Umbrella organization for all	Coastal and marine fisheries	Potential implementation partner for pilot interventions	Medium	Medium

Key SH	Stakeholder (SH)	Description	Interest	Expectations from the SH	Importance of the SH HIGH, medium , low	Influence on the Project Outcome High; medium; low
		other fisherfolk organisations				
	Richmond Vale Academy	Established and competent non-profit environmental organization based in Richmond, North Leeward	Environmental advocacy, education and sustainability interventions	Potential implementation partner	Medium	Medium
	Pilot Site Communities: Richmond, Union Island, Colonaire, Tobago Cays, Southern Grenadines, Rose Hall, Other communities in Saint Vincent South-east and North Leeward.	Communities that will be impacted by project activities.	Direct benefits of project, including increased conservation, employment opportunities etc.	Project Implementation partners	High	High
Other Interested Parties (OIP)	SVG Hotel and Tourism Association	Ensure efficiency and strengthening of the institutional and regulatory framework for tourism development	Beach aesthetics and protection Ecotourism development Environmental quality	Potential for partnerships	Medium	Medium
	Central Water and Sewerage Authority, Solid	Responsible for sewerage and solid waste management	Pollution prevention, Solid Waste Management	Potential for partnership	Medium	Low

Key SH	Stakeholder (SH)	Description	Interest	Expectations from the SH	Importance of the SH HIGH, medium , low	Influence on the Project Outcome High; medium; low
	Waste Management Unit		Enviromental education			
	SVG National Trust	The preservation of the cultural, natural and architectural heritage	Cultural heritage identification	Cultural heritage protection	Medium	Medium
	National Emergency Management Organisation	Coordinate activities related to pre and post disaster management	Disaster risk reduction	Development of site disaster management plans	Medium	Low
	Mustique Company Ltd	Environmental management in Mustique	Potential for co-finance and learning exchanges	Knowledge exchange (ecosystem restoration)	Medium	Low
	Chamber of Industry and Commerce	Business development	Business development opportunities	Potential for partnerships	Medium	Low
	Media	Mass Communication	Public Awareness Raising	Public Awareness	High	High
	The University of the West Indies - Open Campus	Tertiary training and formation	Previous studies and research	Research and knowledge Citizen science (student involvement in monitoring	Medium	Medium

7. Stakeholder Engagement Programme

7.1. Description of Engagement Methods

Various methods of engagement will be employed as part of the project's interaction with the stakeholders, to ensure that different stakeholder groups are successfully reached and involved in the process of consultation, decision-making and development of impact management solutions. Stakeholder consultation will be undertaken throughout the life cycle of the Project, they will be accessible to all and will be accompanied by the timely provision of relevant and understandable information.

Information that is communicated in advance of public consultations primarily includes an announcement thereof in the public media –national, as well as the distribution of invitations and full details of the forthcoming meeting in advance. The information will be widely available, readily accessible, clearly outlined, to ensure that it reaches all areas and segments of the target community.

It must be noted that any consultation activities will follow proper COVID-19 protocols as detailed in the Bank's technical guidance *"Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings, (March 20, 2020)"* along with national guidelines.

a) Advance public notification of an upcoming consultation

- via publicly accessible locations and channels. The primary means of notification may include mass media and the dissemination of flyers/posters in public places.
- The project keeps proof of the publication (e.g. a copy of the newspaper announcement) for the accountability and reporting purposes.
- Targeted invitations to identified stakeholders can be an option once stakeholder contact information (telephone or email) is available.
- Record meeting (minutes and/or audio recording) and photographing (with authorization of stakeholders).

b) Methodology of communication

- Consideration for literacy levels, persons with disabilities and any other aspects, particularly as they relate to vulnerable groups.
- Oral communication most effective via radio or television and making direct calls (in case fixed-line or mobile phone communication is available).
- Provide safe space when consulting with LGBTI people are groups.
- Selected day and time for project updates (e.g, every third Thursday in the month).
- Select a communication liaison officer who provides all relevant details, including date, time, location/venue and contact persons.

c) -Grievance / project concerns /suggestions/comments

- Provide a box at project sign board to receive grievances. This can be used by any member of the affected community and general public to provide their written feedback.
- Provide a register to note grievance and suggestions – transferred to an excel file.
- Where necessary, a project representative or an appointed consultant should be made

available to receive and record any verbal feedback in case some stakeholders experience a difficulty with providing comments in the written form.

- Grievances can also be received via telephone and email (see section on Grievance redress).

d) Beneficiary feedback

At the end of the public meeting, provide evaluation forms to be completed by participants to capture feedback from persons who may have refrained from expressing their views or concerns in public. Questions provided in the evaluation form may cover the following aspects:

- Participant's name and affiliation (these items are not mandatory if the participant prefers to keep the form confidential)
- How did they learn about the Project and the consultation meeting?
- Are they generally in favour of the Project?
- What are their main concerns or expectations/hopes associated with the Project or the activity discussed at the meeting?
- Do they think the Project will bring some advantages to their community as a whole?
- Is there anything in the Project and its design solutions that they would like to change or improve?
- Do they think that the consultation meeting has been useful in understanding the specific activities of the Project, as well as associated impacts and mitigation measures?
- What aspects of the meeting they particularly appreciated or would recommend for improvement?

e) Covid-19 consideration

- Make a short video (that can be transmitted by Whatsapp) to present the objectives of the project and the main risks and benefits
- Share the link of the website where the documents are available
- Conduct feedback collections directly over the phone – especially for people without internet access
- Prepare the summary of the comments received and actions taken to address the comments

7.2. Methods and Tools for Engagement

Table 3: Methods and Tools of Engagement

Timeline	Instrument	Description and Use	Content	Dissemination Method	Target groups
Means of Disseminating Information					
Pre and during project	Flyers Social Media Email Radio Text blasts Posters	Used to convey information on the Project and regular updates on its progress to stakeholders.	Printed materials present illustrative and written information on Project activities, facilities, technologies and design solutions, as well as impact mitigation measures. Presented contents are concise and adapted to a layperson reader. Graphics and pictorials.	Distribution as part of consultation meetings, public hearings, discussions and meetings with stakeholders, as well as household visits in remote areas. Placement at the offices of local administrations and NGOs, libraries and other public venues.	All stakeholders
During	Training workshops	Capacity building workshops in various livelihoods or environmental protection activities	PowerPoint presentations, participatory exercises	Internet and newspaper advertisements Public Service Announcements Email invitations Word-of-mouth invitations through community partners	PAPS, Community stakeholders
Means of Receiving Feedback					
Pre During Post	Phone # Email Suggestion box Website Surveys interviews /questionnaires	Avail stakeholders of various channels to request information, make enquiries, or provide feedback on the Project	Project-related issues including ESMF documentation, and environmental and social action plans.	Telephone numbers are specified on the printed materials distributed to Project stakeholders and are mentioned during public meetings. Project's designated staff should be assigned to answer and	All stakeholders

Timeline	Instrument	Description and Use	Content	Dissemination Method	Target groups
				respond to the calls, and to direct callers to specialist experts or to offer a call-back if a question requires detailed consideration.	
Types of Community Consultation					
Pre During Post	Public consultation (in person /virtual) Round table discussion	Project technical staff, the affected public, authorities, regulatory bodies and other stakeholders for detailed discussion on a specific activity of the Project.	Topics include: Overview of project activities (Project scope, objectives, rationale, etc.); Grievance redress mechanism; and E&S principles, etc. Presentations and interactive Questions & Answers session with the audience.	Disclosure of Project Documents prior to the meeting. Written and email invitations Word-of-mouth invitations through community partners	PAPs
Extra due Diligence Communication with Vulnerable Population					
During As necessary	Household visit	Provide information to vulnerable households	Detailed information on the activity in a way that it is understandable by stakeholders	Verbal communication using clear effective nontechnical language Information in braille Brochures to household	Vulnerable population as identified in the project implementing community

Commented [CF1]: Members of this population not listed. Please include.

Commented [CLVF2R1]: This can be an indicative list that is continuously refined, but should be included here.

7.3. Proposed Strategy for Information Disclosure

The disclosure of the draft and final E&S instruments of the project (Environmental and Social Management Framework (ESMF), Labor Management Procedures (LMP), Stakeholder Engagement Plan (SEP), Environmental and Social Commitment Plan (ESCP) and Process Framework (PF) as well as other site specific E&S instruments to be developed during implementation) will follow the standard practice of all World Bank Project materials released for disclosure. The Project will take note of comments and suggestions from the public, and will incorporate them, as possible, in the relevant revised project documentation. The stakeholder feedback will also be documented by the project implementation unit in a formal manner and reflected in project documentation.

Electronic copies of the draft and final versions of the ESMF, LMP, SEP, ESCP and PF, as well as any subsequent ES risk management instruments, will be placed on the Government SVG website: www.gov.vc. Printed copies of the documents will be available at the SDU. This will allow stakeholders to view information about the planned development and to initiate their involvement in the public consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

For pilots, general information to be provided to stakeholder include: (a) the purpose, nature, and scale of the project; (b) duration of proposed project activities; (c) potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups, and describing the differentiated measures taken to avoid and minimize these; (d) proposed stakeholder engagement process highlighting the ways in which stakeholders can participate; (e) time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported; and (f) process and means by which grievances can be raised and will be addressed.

The table that follows displays the information disclosure strategy of the proposed engagement plan, the mechanism which will be used for facilitating input from stakeholders will include press releases and announcements in the media, notifications of the aforementioned disclosed materials to local, regional and national NGOs as well as other interested parties

Table 4: Information Disclosure Strategy

Stage	stakeholders	Topic(s) of engagement	Method (s) used	Frequency	Responsible
project preparation (Project design, Scoping, ESMF/RPF/SEP Disclosure)	Project Affected persons	Tors, request for expression of interest	Internet Newspaper Social media Government website	Advertise As required 2 to 3 weeks	PIU
		Project components	Stakeholder consultations	Weekly during preparation	PIU
		Environmental and Social Standard Instruments: Stakeholder Engagement Plan and Environmental and Social Commitment Plan	Public meetings, including virtual, Use of social media, Website information,	During project preparation	PIU
		ESMF, ESMP, SEP, RAP disclosures Project E&S principles Resettlement and livelihood restoration options, Grievance Redress mechanism process	Public meetings, with separate meetings that could involve women, disabled, LGBTI and vulnerable Face-to-face meetings Mass/social media communication (as needed) Disclosure of written information: brochures, posters, flyers, website Information boards or desks	During project preparation and During project preparation and throughout project implementation. The frequency of consultations will be defined in the SEP that will be updated no later than ninety (90) days after project effectiveness.	PIU
	Other Interested Parties	ESMF, ESMP, SEP, RAP disclosures Project E&S principles Resettlement and livelihood restoration options, Resettlement Policy Framework : Grievance Redress mechanism process	Public meetings, separate meetings for women and vulnerable Face-to-face meetings Mass/social media communication (as needed) Disclosure of written information: brochures, posters, flyers, website Information boards or desks	During project preparation. Documents will be available on government website	PIU Safeguard team
		Project	Public Project training workshops	Internet Newspaper	As needed

Table 4: Information Disclosure Strategy

Stage	stakeholders	Topic(s) of engagement	Method (s) used	Frequency	Responsible
	Affected persons		Social media Government website		
		Technical training workshops	Invitation (emails, letters etc)		
	Other Interested Parties	Grievance mechanism for project workers Health and safety impacts (EMF, community H&S, community concerns) Employment opportunities Project status Project scope, rationale and E&S principles Project level Grievance mechanism Project status World Bank compensation requirements	Disclosure of written information: brochures, posters, flyers, website Information boards	Throughout the project implementation and will be promoted meetings with project workers, and also as part of workers training activities. Quarterly reports	PIU Safeguard team
Monitoring and evaluation	Project Affected persons	Beneficiary feedback GRM Grievance mechanism process	Reports	Throughout the project implementation and will be promoted in all project activities. Quarterly reporting	PSIPMU Safeguard team
	Other Interested Parties	Grievance mechanism process Issues of concern Status and compliance reports			

7.4. Stakeholder Engagement Plan

The mechanisms which will be used for facilitating input from stakeholders will include press releases and announcements in the media, notifications of the aforementioned disclosed materials to local, regional and national NGOs as well as other interested parties.

The SEP is a living document and will be updated as required during the project life cycle, with for example, further details around stakeholder engagement activities and will seek to ensure that engagement methods and tools are effective, especially in encouraging informed participation from the vulnerable and disadvantage groups.

7.4. Proposed Strategy to Incorporate the Views of Vulnerable Groups

While some vulnerable groups have been proposed in the SEP, any additional groups will be identified throughout the consultation process. The project will apply some measures to remove obstacles to their participation, identified in Table 4 below.

Table 5: Consideration for full participation

Factors	Consideration	Mitigation measures
Language	If the person is hearing/vision impaired	Translate information using sign language, or braille or pictorial depending on the disability
Time	Socio-economic status might determine availability of time	Advance notice for community meeting 2 weeks minimum
Caregiving service	Persons not available because they need a caregiver for children or elderly parents and the persons contribution is essential to the meeting	(a) Provide caregiving service for the hours required or, (b) Arrange to have a televised recording of the persons contribution
Transportation	Person may need transportation before and after the meeting	(a) Monetary allocation to reimburse participants or (b) Provide transportation from different districts
Meal	Participants may need food and beverage if consultation takes more than 3 hours.	(a) Light refreshment included water or, (b) Monetary allocation to provide light refreshment or meals for participants
Location	Participants may be unable to reach the location of the consultations.	Offer the possibility of participating virtually

7.5. Documenting Stakeholder feedback

Feedback from stakeholders will be solicited at every stage of the project life cycle. For public meetings, workshops, focus groups, comments will be recorded through meeting minutes. Additionally, the Social Safeguards Specialist at the PIU will be responsible for receiving and recording any queries, concerns or complaints about the project. Comments and decisions made on comments will be collated and reported back to stakeholders once the final decision on the course of action has been made. Records will also be maintained on the methods used to inform stakeholders on dates and/or locations where they can gather

project information and provide feedback.

In addition, stakeholders will be allowed to file complaints against the project through the Grievance Redress Mechanism detailed in a later section of this plan. All records relating to this mechanism including, grievance forms, grievance log, notes, interviews, meeting minutes, release forms etc. will be also be stored.

8. Roles and responsibilities

The table that follows provides the details on the roles and responsibilities for the SEP.

Table 6: SEP Roles and Responsibilities

Role	Responsibilities
Project Manager	Update and adopt the SEP, including the annual budget required for implementation Manage and implement the SEP, including the GRM Prepare 6-month report on SEP implementation and submit to the Bank Dissemination of Project Information Record grievances Has the overall responsibility for oversight of development and execution of the SEP
Social Safeguards Specialist &	Interface with stakeholders and respond to comments or questions about the project or consultation process Socialize the SEP, including the GRM. Document interactions with stakeholders Maintain records and document stakeholder engagement activities as set forth in the SEP Coordinate public meetings, workshops, group discussions Socialize, manage and monitor the GRM Prepare inputs for the 6-month report on SEP implementation, including GRM On-site visits and consultations Monitor the implementation of the SEP Project sensitization and awareness Undertake two rounds of visits to the affected communities a month or as necessary Hold small meetings /consultations Monitor gender based violence (GBV) and SEA GBV/SEA risk management procedures Workers code of conduct

	Provide guidelines for universal access design in line with ESS4 Monitor land acquisition and displacement Maintain a registry of displaced persons Monitoring of cultural heritage
Environmental Specialist	Monitor measure related to the contamination and affection of communities. Monitor impacts on surrounding biodiversity Occupational and community health and safety Review the measures to avoid/mitigate potential impacts of natural habitats and ecosystem Services.

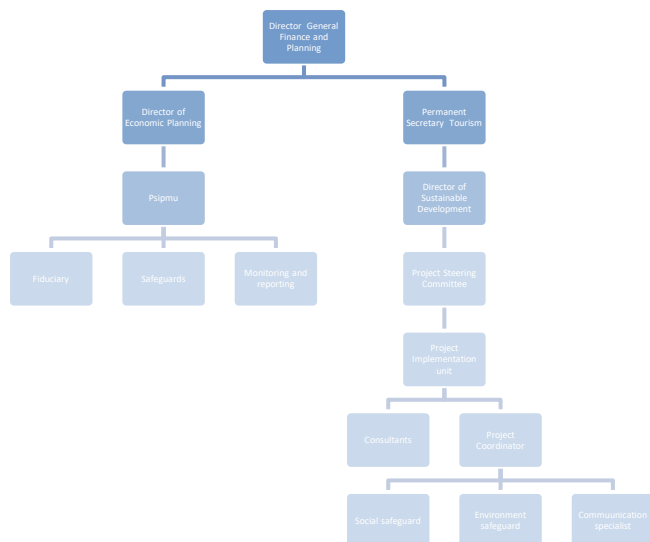
Contact details until Project implementation

Prior to project implementation, the following persons may be reached by stakeholders with any questions, concerns and recommendations, regarding the project.

Table 7: Contacts for information

Name	Title	Telephone	Email address	Physical location
Dr Resa Mc Barnette	Permanent Secretary		tourism@gov.vc	NIS Building, Kingstown
Janeel Miller-Findlay	Director, Sustainable Development Unit	784 485 6992	janeel.miller@gmail.com	2 nd Floor, Administrative Building, Kingstown

The Ministry of the Finance and Economic Planning safeguard team will provide human resources assistance for the implementation of the SEP



9. Estimated budget for SEP

The implementation of the SEP will be funded as part of the overall project management cost. The table that follows presents an indicative budget for the implementation of the SEP (XCD \$71,000)

Table 9: Proposed Budget

Activity	Quantity	Unit	Total
Public consultation	10	1500.00	15,000.00
Information production and dissemination:	3000	25.00	75,000.00
Advertisement	50	1000.00	50,000.00
Transport (40 persons at each consultation at XCD 30)	400	30.00	12,000.00
Refreshment (40 persons at each consultation at XCD 20)	400	50.00	20,000.00
Miscellaneous			10,000.00
Total (XCD)			182,000.00

It must be noted that this budget will be updated throughout the project life cycle as needed.

10. Monitoring and Reporting

The SEP will be revised and updated as necessary during project implementation. The E&S Specialist at the PSIPMU will prepare the Quarterly Reports on stakeholder engagement activities, including the GRM which he/she will submit to the Project Manager who will in turn submit it officially to the Bank as part of the semi-annual reporting to the World Bank.

11. Grievance Mechanism

The Grievance Mechanism (GM) will enable Project Authorities to address any grievances against the Project. The GM covers grievances that relate to the impacts that the project may have on its stakeholders. Grievances that relate to project workers will be handled by a separate mechanism which is included as part of the project's Labour Management Procedures (LMP).

A ***grievance*** refers to an issue, concern, problem or claim, whether actual or perceived, that affects the physical, social and economic conditions of individuals and or communities in the project area of influence. They can occur at different stages of the project cycle. The project activity often determines the nature of the grievance.

Grievances can occur at various stages in the project cycle:

- **Inception** – complaints about the perceived impact (social, economic, environmental)
- **Implementation** – complaints about construction noise or dust, displacement or land acquisition, compensation etc.

- **Close** – non-fulfillment of project activities

11.1. Objectives of the Grievance Mechanism

The objectives of the Grievance Redress Mechanism are:

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. Address any negative environmental and social impacts of all project activities
3. Resolve all grievances emanating from the project activities in a timely manner
4. Establish relationships of trust between project staff and stakeholders

11.2 Responsibility for the GM

The Project Manager (PM) and the Environmental Specialist and Social Specialist assigned to the project will be designated as the key officers in charge of Grievance Management. They will be tasked with the following:

- Establish the Grievance Mechanism (GM) before the commencement of any project activities
- Act as the Focal Point on GM issues
- Socialize and create awareness of the GM amongst all the stakeholders
- 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

11.3 Establishment of a Grievance Redress Committee

For instances where grievances cannot be resolved by the PM and E&S specialists, a Grievance Redress Committee will be formulated to address the issue. Members of this committee will be drawn from agencies whose competencies are relevant to the specific complaint. These may include the Physical Planning Unit, Lands and Surveys Department, the Public Health Department, Gender Affairs Division, the Labour Department, Marion House, the Community Development Unit, Fisheries Division and the National Parks, Rivers and Beaches Authority. See table 3 for full list of relevant stakeholders who may be drawn upon, as necessary.

11.4 Grievance process

1. Receive grievance

Complaints can be made in person, writing, verbally over the phone, emails or any in person at the Project Implementation Unit.

Sample Notification to the Public on how to submit grievance

All grievances relating to the development of this project are to be directed to:

Project Grievance Officer
SVG Coastal and Marine Ecosystems Management Project
Ministry of Tourism, Civil Aviation, Sustainable Development
and Culture
2nd Floor, Administrative Building, Kingstown
Telephone: 784 485 6992
Email – emdsyg@gmail.com
cc. mintourismsvg@gmail.com

This sample notification will be place at strategic points at pilot sites.

2. Acknowledge grievance

All grievances will be acknowledged by telephone or in writing by the Project Manager (PM) using the Grievance Acknowledgment Form (GAF) (Annex1) within 48 hours of receipt and the complainant informed of the approximate timeline for addressing the complaint, if it can't be addressed immediately. The PM will work with the safeguard team to ensure the speedy resolution of the grievance. If the complaint cannot be resolved at this level it is taken to the next level.

3. Register/Log

After receiving and recording the grievance on the GAF, it will be registered in the Grievance Registry (Annex 2).

4. Screen

The E&S specialist reviews the complaint and assign a grievance owner. The complaint will be forwarded to the grievance owner who will be responsible for investigating the claim and liaising with both the aggrieved party and project technical team in order to come to a mutually acceptable resolution. The aggrieved will be informed about the estimated timeline for resolving the claim. Meetings with grievant/complainant will be held, if necessary, in an attempt to resolve the matter. All meetings should be recorded.

5. Investigate

The grievance owner will investigate the complaint. This investigation will include, but is not limited to, meetings with the grievant/complainant, site visits, 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 4. Community representatives or representatives of the complainant will be allowed to sit in at these meetings.

6. Classification of Grievance

Level 1	When an answer can be provided immediately and/or the safeguards team is already working on a resolution	E&S specialist & Project Manager
Level 2	One off event	E&S specialist & Project Manager
Level 3	Complaint is repeated.	Grievance Redress Committee
	Any complaint that indicates breach of law or applicable policy/regulation	

High-profile grievances that if not resolved promptly may represent significant risks to the environment or community.

7. Resolution

The resolution level 1 grievances should normally be completed within 15 working days of receipt of grievance and notified to the concerned party in writing. If the grievance is not being resolved within this period, it can be referred to the next level of the GRM. However, once it is determined that progress is being made towards a resolution, the grievance will be retained at this level 1. 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 or the proposed resolution is not accepted, it will be transferred to the level 2. Once a resolution has been agreed and accepted, the complainant's acceptance will be obtained in writing via the Grievance Closure Form (Annex 5).

Table 8: GRM Timeframe

Step	Process	Timeframe
1	Receive grievance & log	Within 1 day
2	Acknowledge grievance	Within 1 day
3	Screen	Within 1 day
4.	Investigate	Within 10-15 days
5	Resolution	Within 25 days
6	GRC	30 days
7	Close grievance	

11.4.11.4. Addressing SEA/SH complaints

The Social specialist at the PSIPMU 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**.

11.5. Building GM Awareness

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

The Project Manager or Environmental Specialist and Social Specialist will brief project stakeholders on the GM of the project and explain the procedures and formats to be used, including reporting procedures. Awareness campaigns will be conducted targeting project stakeholders to inform them on the availability of the mechanism; various mediums will be used- as detailed in previous sections of the SEP. The GM will also be published on the Government websites. Contact information for the GM will be posted/disseminated within beneficiary communities.

11.6. Monitoring and Reporting

The E&S Specialists will prepare the 6-month Reports on the GM, including any grievances addressed by the Grievance Redress Committee. The GRC may review the nature of grievances that have been represented and if grievances are repeated, recommend suitable changes. The 6-month report will be submitted to the Bank as part of the Project reporting.

Annex 1 - Grievance Form

Grievance No.: _____

REGISTRATION OF GRIEVANCE

*Section A: Personal Information**

The information in this section is optional. Anonymous Complaints are also accepted.

Please use capitals:

Name: _____

Contact No: _____

Address: _____

(Detail where to find you)

E-mail Address: _____

Gender: _____

NIS Number: _____

Age Group: _____

(5-19) (20-39) (40-59) (60 +)

National ID No: _____

Name of Project Site: _____

Section B: Details of Grievance

As per the SEP of the Coastal and Marine, Ecosystems Management Strengthening project Grievance Redressal, I register my grievance as detailed:

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

(b) If land or other properties are being affected e.g. (agriculture) include copies of relevant documentation you have, to support your claim.

List documents:

A: _____

B: _____

C: _____

D: _____

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)
(continue overleaf if necessary)

Annex 2 - Labour Grievance Form

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 VEEP 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 3. - 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 4- 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: _____ **Signature:** _____
(Please print)

Annex 5 - Stakeholder Consultation – 22 July, 2021

Report on the Community Stakeholder Consultation for the GEF 7: SVG Coastal and Marine Ecosystems Strengthening Project

Thursday 22nd July, 2021

5:30pm-7:30pm

Venue: Zoom Virtual Meeting Platform

1. Introduction

Due to Covid-19 restrictions, the meeting was held virtually. However, attendance was satisfactory, with 39 people in attendance, representing all 4 pilot sites as well as a range of national civil society and public sector organizations. The list of participants is presented in Appendix 1.

The consultation began with welcome remarks from the Permanent Secretary in the Ministry of Tourism, Civil Aviation, Sustainable Development and Culture, followed by three brief presentations on: the objectives of the project; the site selection process and proposed interventions; and the environmental and social safeguards framework.

Participants were allowed time to give general feedback on these presentations before separating into site-specific break-out groups to give specific feedback on the proposed interventions for each site and suggestions for improvement. Specifically, each group was asked to reflect on the following four questions before reporting back during the final plenary session:

1. What do you see as the main threats to coastal and marine ecosystems in your area?
2. How can the project best address these threats?
3. What are the potential economic benefits of the project (focusing on creation of new jobs and improved quality of life)?
4. Who are the key stakeholders/ who else should be involved in the implementation of this project?

2. General Feedback/ Questions

Participant's Question/Comment	Facilitators' Response
<ul style="list-style-type: none">• A representative from the Southern Grenadines noted that sargassum seaweed influxes are having a significant impact on the sea moss industry and asked whether this was taken into consideration in the project design.• The representative from SusGren noted that her organization worked with the TNC to undertake spatial mapping of areas suitable for growing sea moss. She indicated that she asked the scientists to	<ul style="list-style-type: none">• The project does not directly address the issue of sargassum since it is almost impossible to stop it from coming onto shore, but it may be necessary to look into uses for this seaweed in order to incentivize clean-up and to generate economic benefits.• May not be possible under this project, but something to keep in mind for future projects.

<p>consider the impacts of sargassum in this mapping exercise in order to reduce its effect on the industry in the future. She also shared a report produced by the University of the West Indies on the Barbados Sargassum Adaptive Management Strategy, which may be useful for SVG⁵.</p> <ul style="list-style-type: none"> The representative of the SVG Conservation Fund indicated that the organization would be interested in funding proposals from CSOs related to the issue of sargassum management. He shared that Antigua recently shipped sargassum to Finland for the production of biochemicals, highlighting that there are economic opportunities to be explored. 	
<ul style="list-style-type: none"> The representative of the National Fisherfolk Organization stated that the organization is currently wrapping up an extensive public education campaign about the marine sources of pollution from fisheries. Since, this is something that they would like to see continue, he asked whether this is something the project would be able to support. 	<ul style="list-style-type: none"> Facilitators explained that such communication/public awareness activities could possibly be supported under component 3 of the project.

3. Site-specific Discussions/ Feedback

Group 1- Southern Grenadines

<p>What do you see as the main threats to coastal and marine ecosystems in your area?</p>	<ul style="list-style-type: none"> Conflicts also exist among tourism stakeholders, seabathers, beach users (e.g. picnics) and sea moss growers. When the cruise lines return post-covid19, this may be a major challenge. Zoning is critical for addressing this. Not certain if sea moss farming has any impact on yachting industry. Needs to be ascertained because farms are being done horizontally, taking up more space and exaggerating the space-use conflicts.
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https://www.cavehill.uwi.edu/cermes/projects/sargassum/docs/sams/draft_vol_01_barbados_sams_12feb21.aspx

	<ul style="list-style-type: none"> • Richmond beach: Sargassum has overwhelmed the coastline. This is a main location for teaching people to swim, for picnics etc. • The bottles used for seamoss farming is unsightly. Conflicts with efforts by tourism board to turn it into a recreational site. Zoning critical! • Praedial larceny • Pollution/Contamination of marine waters: This is affecting the quality of sea moss produced. • Poor Quality control re. LBS Pollution and Processing Facilities
How can the project best address these threats?	<ul style="list-style-type: none"> • Enforcement will be critical. • Institute a Fishermen/farmers ID system where there is a defined process for application for licenses. Needs to be regulated. <ul style="list-style-type: none"> • There is a key role for Fisheries/Ministry of Agri) • Tobago Cays Marine Park rangers? (E.g. Giving them authority to enforce licenses in Mayreau) • License fees could be used to support enforcement • Formation of an association and particular requirements/standards for licensing –Training is part of criteria for obtaining licenses • Resource Governance issues: <ul style="list-style-type: none"> • Moratorium on licenses at some point? • Criteria for selection of licensees to be decided • Standards/Regulations: If regulations are not followed, can't operate/ licenses revoked • Look at what works well in other sectors and see what can be applied • Bureau of Standards / Public Health need to be involved– Testing and Monitoring of water quality and standards at facilities

What are the potential economic benefits of the project (focusing on creation of new jobs and improved quality of life)?	<ul style="list-style-type: none"> • Risk: Will people leave the industry once the tourism industry reopens post-covid19? • Other types of jobs in the sector: processing of by-products rather than just raw materials <ul style="list-style-type: none"> • Capsules • Shampoos, soaps, skin-care • Higher value products/ added-value • Marketing/ branding
Who are the key stakeholders/ who else should be involved in the implementation of this project?	<ul style="list-style-type: none"> • SusGren • Fisheries • TCMP • Tourism • Bureau of Standards (Quality assurance? Water and air) • Seamos Growers • Public Health • National Parks, Rivers and Beaches Authority • Consumer Affairs? • Cooperatives/ Small Businesses- Chamber of Industry and Commerce?

Group 2- South Eastern St. Vincent⁶

What do you see as the main threats to coastal and marine ecosystems in your area?	<ul style="list-style-type: none"> • Stubbs Bay erosion for the construction of the AIA • No consultation with community • River mouth blockage • Recreational area is gone/lost • Lost Diamond Brighton bay – sand minding
How can the project best address these threats?	<ul style="list-style-type: none"> • Fuel boat mooring for the airport (Oil spill risk) • Sand re-establishing in the form of putting back • Restoration of Stubbs Bay and creation of recreational facilities •

⁶ A follow-up consultation is required with South East Development Inc. because of technical difficulties experienced by the facilitator during breakout group session.

What are the potential economic benefits of the project (focusing on creation of new jobs and improved quality of life)?	<ul style="list-style-type: none"> • Turtles will return for nesting • Point look-out can be developed • Installation of bathroom facility
Who are the key stakeholders/ who else should be involved in the implementation of this project?	<ul style="list-style-type: none"> • South East Development Inc. is very willing to work with us on project implementation.

Group 4- Colonaire

What do you see as the main threats to coastal and marine ecosystems in your area?	<ul style="list-style-type: none"> • High amounts of plastics/garbage being dumped upstream that ends up on the coast and garbage that is collected from the drains • Debris (tree) from the upper watershed washing down during heavy rainfall • Garbage washing up on shore from outside of SVG • Coastal erosion
How can the project best address these threats?	<ul style="list-style-type: none"> • Public education and awareness • Community involvement in project implementation • Better enforcement of the sand mining ban including more signage on the main road • Give workers from National Parks more visibility and monitoring power • Strengthen institutional arrangements of community groups
What are the potential economic benefits of the project (focusing on creation of new jobs and improved quality of life)?	<ul style="list-style-type: none"> • Persons to be trained in turtle handling (gaining a certificate which is recognized throughout the region). They will be paid a stipend for monitoring duties. • Camping under the stars as a potential eco-tourism activity • Revenue earned by recycling plastics found on the beach
Who are the key stakeholders/ who else should be involved in the implementation of this project?	<ul style="list-style-type: none"> • The area representative as the champion of the "Colonaire Turtle Sanctuary" • National Parks, Rivers and Beaches Authority • Colonaire Conservation Group

	<ul style="list-style-type: none"> • Fisheries • Forestry • SVG Conservation Fund • SVG Environment Fund • Business owners in the area • Schools in the area • Residents • Church groups • Police
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*Group 3 – North Leeward**

*This group had a general discussion rather than answering the pre-set questions.

- RVA had done white mangrove reforestation in the site before but efforts were not successfully as they died. Animals ate some plants, but Forestry Department previously indicated that the area was not suitable for mangrove establishment.
- Troumaca Bay jetty should be reestablished so that yachties can also use the area. This will give rise to opportunities for tour guides that are already in the Rose Hall group to offer this service. There is a trail that runs from Troumaca to rose hall that can be linked back to Chateaubelair. This Trail is not only physical but there are historic and cultural heritage to be shared.
- The Troumaca Bay area can also be developed further. Currently there are guest houses (2), that are on the site, if the site is open to yachts then more can be added. The site needs to be upgraded with trees, entertainment area etc but has potential for livelihood and sustainable tourism development.
- The North leeward tourism association was responsible for the bar and restaurant in the Richmond area. They have paraphernalia that they bought and wish to revamp the site. The project could assist with this.
- 'Community shared' activities is preferred and encouraged, as each community in the North
- Leeward area has different things that pertain to them and can offer, so the benefits/opportunities must by shared.
- A need for data was highlighted
- FADS are welcomed by the NFO as this should have been done many years ago. This will support the 'fish fry' festival nights.
- Participants were somewhat opposed to the processing plant/fisheries complex, as they would not like to see fish from the area exported when there is a deficiency of fresh fish on the local market. Access to local fish is preferred since many imported products aren't naturally grown or may be chemically contaminated etc. They explained that the former attempt at the fisheries complex died because of the political involvement in it and there didn't see to be equity.

- Stone picking (i.e. gravel/pumice harvesting) should be maintained at Richmond, but the activity should be zoned and confined to a particular area, so as not to interfere with tourism-related livelihoods.
- Educational programs need to be done extensively
- Community Tourism Management Plan will be needed to ensure that all communities are included and there is a management mechanism in place to avoid conflict and maximize benefits, minimizing duplication.
- Zoning plan for activities is required. Categories can include:
 - terrestrial, cultural, marine, environmental and agro-tourism
- Tour bus packages can be done in a way that when the tourist takes a tour, there are stops along the way so that they get a bit from every community for a full experience

4. Conclusion

Stakeholders were generally pleased with the consultation and asked to be kept informed during project development. Whilst CBOs on mainland St. Vincent are generally weaker than those in the Grenadines, there was strong community representation and buy-in from the various pilot site communities. North Leeward has an established community organization, but there might be a need to work with several organisations in the area through a project steering committee for the pilot site, given the diverse set of interests represented.

South East Development Inc. seems to be an active CBO that has a keen interest in the South East St. Vincent pilot and could be a possible partner for implementation. However, capacity building and implementation support may be necessary since it is an entirely voluntary organization with no full-time staff. Institutional assessment should ascertain needs and risks. The Brighton Salt Pond group led by My Elroy “Huffles” Arthum has been actively involved in beach clean-ups at the site and should also be included in activities. Given the technical issues faced by this group during the break-out session, a follow-up consultation should be planned.

The Colonaire Conservation group is a newly formed organization that is not yet registered. However, group members had some very good ideas about what they would like to see happen and should be given the necessary capacity building and institutional support to implement the project.

Appendix 1- Participants List

	Pilot Site/ Community	Organisation Represented
1	North Leeward	North Leeward Tourism Association
2		Fisheries Division Data Collector for North Leeward
3		South East Development Inc.
4		Social/ Community Activist
5		Rosehall Cultural and Development Organisation
5		Richmond Vales Academy
7		NLTA
8	Colonaire	Colonarie Conservation Group
9		Colonarie Conservation Group
10		Colonarie Conservation Group
11		Colonarie Conservation Group
12		Colonarie Conservation Group
13	St. Vincent South-East	South East Development Inc.
14		South East Development Inc.
15		South East Development Inc.
16		South East Development Inc.
17		Brighton Salt Pond Group
18		South East Development Inc.
19	Southern Grenadines	Tobago Cays Marine Park
20		Union Island Tourist Board
21		Radio Grenadines/ Union Island Tourist Board / NPRBA
22		(No mic, did not introduce themselves)
23		Sustainable Grenadines Inc.
	National	
24	Sustainable Development Unit	
28	Environmental Consultant	
29	Environmental Consultant	
31	World Bank, Social Development Specialist	
33	SVG Environment Fund	
34	Ministry of Tourism, etc.	
36	National Fisherfolk Organisation	
37	Physical Planning Division	
38	National Parks, Rivers and Beaches Authority	
39	SVG Conservation Fund	

Annex 6 – Preliminary list of GBV/SEA/SH services

Name	GBV/SEA/SH 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 Organisations		
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 .

