
Government of Saint Vincent and the Grenadines

Beryl Emergency Recovery Project (P507316)



DRAFT Stakeholder Engagement Plan



Cover photos

September 04, 2024

Above photo: Satellite imagery of Hurricane Beryl over the Lesser Antilles. The box highlights the location of Saint Vincent and the Grenadines. Source: NOAA

Below photo: View of Hurricane Beryl from the International Space Station on July 1
[tropical storm beryl 2024 - Search Images \(bing.com\)](#)

Acronyms

API	Agency for Public Information
CBO	Community Based Organization
CDEMA	Caribbean Disaster Emergency Management Agency
CWSA	Central Water and Sewage Authority
EEZ	Exclusive economic zone
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
NEMO	National Emergency Management Organization
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
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SUSGREN	Sustainable Grenadines
SVG	Saint Vincent and the Grenadines
SVGCC	St. Vincent and the Grenadines Community College
USD	United States Dollar
VINLEC	Saint Vincent Electricity Services Limited
WB	World Bank

XCD Eastern Caribbean Dollar

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Section I: Introduction

a) Background

St. Vincent and the Grenadines is among the most disaster-prone countries in the world, regularly suffering disasters related to natural events such as earthquakes, hurricanes, landslides, rain and drought. The country is an archipelagic state in the Eastern Caribbean, comprised of a main island- (Saint Vincent) and a chain of 32 islands and cays (the Grenadines) of which only seven are inhabited (Bequia, Mustique, Canouan, Mayreau, Union Island, Palm Island and Petit Saint Vincent) (*see fig 1*)¹.

The total area of the country is 150 sq. miles (389 km²) of which the main island is 133 sq. miles (344 km²). The country has a territorial sea of 12 nautical miles and an exclusive economic zone (EEZ) and continental shelf of 200 nautical miles. The marine space is 70 times the land area. The terrain of the main island and several of the Grenadines is mountainous. The highest point on the main island is La Soufriere at 4,048sq.ft (1,234m). Forests cover between 25 percent and 30 percent of the country. The active volcano on the main island, La Soufriere, last erupted on the 9th April, 2021 damaging the agricultural sector and disrupting life throughout the country.



Figure 1: Map of Saint Vincent and the Grenadines

On the 1st of July 2024, Hurricane Beryl underwent an eyewall replacement cycle² and struck Saint Vincent and the Grenadines (SVG) with high-end Category 4 hurricane force winds of 130 mph (215 km/h)³, causing severe destruction. The greatest damage was sustained on the islands of Union Island Canouan, and Mayreau, , where over 90% of homes were damaged or destroyed⁴. Palm Island, Petit Saint Vincent (both private resort islands) and Bequia were exposed to Category 3 and 4 hurricane winds and suffered damages. Various communities throughout the main island of Saint Vincent sustained considerable damages. To date, 8 fatalities have been confirmed and a 150ft long

¹ Source: https://upload.wikimedia.org/wikipedia/commons/thumb/8/86/Saint_Vincent_and_the_Grenadines.svg/330px-Saint_Vincent_and_the_Grenadines.svg.png

² In meteorology, **eyewall replacement cycles**, also called **concentric eyewall cycles**, naturally occur in intense tropical cyclones, generally with winds greater than 185 km/h (115 mph), or major hurricanes (Category 3 or above).

³ Cangialosi, John (June 30, 2024). [Hurricane Beryl Tropical Cyclone Update](#) (Report). Miami, Florida: National Hurricane Center. [Archived](#) from the original on June 30, 2024. Retrieved June 30, 2024.

⁴ ["Hurricane Beryl leaves trail of devastation in southeast Caribbean islands: 'The situation is grim'". CBS News. AP. July 2, 2024. Archived from the original on July 3, 2024. Retrieved July 3, 2024.](#)

(46m) ferry with five crew members on board, has been missing from near Canouan harbour since July 1.

Hurricane Beryl exposed 56 percent of the nation's population to winds between tropical storm and Category 4 hurricane strength. The World Bank Rapid and remote assessments estimate that more than 2,000 residential and non-residential buildings were damaged (824) or destroyed (1,259)⁵, directly affecting approximately 4,050 persons or 3.7 percent of the national population⁶. Population most directly affected are in the southern areas of Saint Vincent (South [Arnos Vale, Walveroo, Sion Hill, Kingstown] South East [Glen, Calliaqua] North East [Sandy Bay, Owia,] and Northern Western Communities [Chateaubelair, Petit Bordel, Rose Hall, Rose Bank, Troumaca, Coulls Hill and Spring Village) and the Grenadines islands [Bequia, Mayreau, Canouan and Union Island]]. CDEMA recorded that the island sustained major damages to homes, , tourist facilities, schools, health facilities, national security facilities, churches, ports of entry (airport and jetties), commercial buildings, as well as, the agriculture and fisheries sectors, and the service sector namely telecommunication, electricity and water access.

The government of Saint Vincent and the Grenadines, guided by the report of Beryl by CDEMA and the GRID, is committed to strengthening the overall resilience of the country to climate change and future disaster to this the governments sought finance from the World Bank to prepare the Beryl Emergency Recovery Project. The Project is designed to (i) provide short-term income and restore economic activity, and (ii) Build Back Better critical infrastructure and services impacted by Hurricane Beryl.

b) World Bank Requirements for Stakeholder Engagement- ESS10 Stakeholder Engagement and Information Disclosure

Stakeholder engagement is critical at all stages of World Bank-funded projects; it is an inclusive process conducted throughout the project life cycle. 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". The ESF ensures that World Bank-financed projects are guided by transparency, non-discrimination, social inclusion, public participation and accountability. ESS10 emphasizes that effective stakeholder engagement can significantly improve projects' environmental and social sustainability, enhance project acceptance, and contribute significantly to successful project design and implementation. When properly designed and implemented, stakeholder engagement supports the development of strong, constructive, and responsive relationships that are important for successfully managing a project's environmental and social risks.

c) Objectives of the Stakeholder Engagement Plan (SEP)

⁵ Hurricane Beryl 2024, Global Rapid Post-Disaster Damage Estimation (GRADE) Report, July, 2024, World Bank

⁶ 2012 Population and Housing Census

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

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

- To identify stakeholders, build and maintain a constructive relationship with them, particularly project-affected parties (PAPs).
- To assess the level of stakeholder interest and support for the project and ensure stakeholders' views are considered in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties (PAPs) on issues that could potentially affect them throughout the project life cycle.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to raise issues and a grievances redress mechanism to respond to and manage grievances.

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.

d) Outline

This document outlines the Stakeholder Engagement Plan (SEP) for the Saint Vincent and the Grenadines Beryl Emergency Recovery Project Preparation. The SEP describes stakeholders' timing and engagement methods throughout the project's lifecycle. The SEP aims to ensure adequate communication with all project stakeholders. It informs stakeholders of anticipated environmental and social risks and impacts, mitigation measures, and associated Environmental and Social Framework (ESF⁷) instruments.

The outline of the document is as follows; Section I provides an introduction to the project as well as the environmental and social framework of the World Bank, Section II outlines a summary of the project description; Section III provides an overview of stakeholders identified and an analysis; in Section IV there is the stakeholder engagement programme; Section V presents the resources and responsibilities for implementing the stakeholder engagement activities, Section VI, offers a detailed Grievance Redress Mechanism enabling the Public Sector Investment Programme Management Unit (PSIPMU) to respond to concerns and grievances of project-affected parties related to the

⁷ The World Bank's ESF consists of: The World Bank's Vision for Sustainable Development; The World Bank's Environmental and Social Policy for Investment Project for Investment Project Financing, which sets out the requirements that apply to the Bank: Ten Environmental and Social Standards (ESS), setting out requirements applying to Borrowers; Environmental and Social Directive for Investment Project Financing; and, Directive Addressing Risks and Impacts on Disadvantaged or Vulnerable Individuals or groups.

implementation of the project in a timely manner. The final section, Section VII, will provide guidelines on reporting to stakeholders.

e) Previous Stakeholder Engagement Activities

Stakeholder Engagement Activities during early project preparation

During the project's identification and preparation stage, a number of stakeholder engagement activities were undertaken. During the first project preparation mission held in August 2024, meetings were held with key government stakeholders to identify the key priority activities across different sectors. Other consultations will include individual meetings with key personnel from Ministries and other government agencies and other development partners.

Public consultations were held in Saint Vincent and on Union Island, Canouan, and Mayreau. These community meeting informed the project activities related to the cash transfer aspect (Please see xxx)

Section II: Project Description

The Project Development Objective (PDO) for the Beryl Emergency Recovery Project – P07316, (the Project) is to support Saint Vincent and the Grenadines to (i) provide short-term income and livelihood support, and (ii) resilient reconstruction and restoration of critical infrastructure and services impacted by Hurricane Beryl.

Specifically, the project includes the following components:

Component 1: Early recovery income support and enhancement of income generating activities

- i. Temporary income support grants to affected people
- ii. Temporary grants and support services for small business recovery
- iii. Labour Intensive Temporary employment program
- iv. Temporary accommodation for housing displaced persons
- v. Provision of access to basic amenities (Ferry barge service and other transportation cost to and from the Southern Grenadines)

Component 2: Resilient Reconstruction and Restoration of critical infrastructure and services

- i. Immediate response and repair of damage infrastructure and disrupted services
 - (a) clean-up and debris removal,
 - (b) repair of infrastructure and services,
 - (c) repair of damaged public facilities, and
 - (d) purchase/leasing of machinery and equipment for debris management and immediate response and recovery of critical services.)
- ii. Support to the reconstruction of damaged infrastructure and restoration of services

Component 3: Project Management

- i. Project Management

Environmental and Social Risks

The project's Environmental and Social Risk Classification has been rated as Substantial under the World Bank's ESF. A more detailed assessment of the known environmental and social risks will be presented in the accompanying ESMF for this project, and the risks for each activity will be determined upon screening each site by the PIU during the implementation phase.

Table 1 summarises the main risks related to each of the project's components.

Table 1: Main Social Risks Related to Each Project Component

Project Component	Environmental and Social Risk
Component 1:	
Early recovery income support and enhancement of income generating activities	
Supporting emergency social safety programs	Participation / alienation / exclusion /equity Increase vulnerability / dependency Inadequate management of SEA/SH procedures
Strengthening the community capacity to prepare for and respond to emergencies	Access /exclusion Labour & Working Conditions: Risks may include those related to worker safety affecting local contractors, including the risk of contracting Covid-19. Primary supply workers may face child and/or forced labour and worker safety risks. Worker code of conduct Inadequate management of SEA/SH procedures
Debris Management	Access /exclusion Pollution Prevention: dust generation, noise Community Health & Safety: Project-related risks associated with implementing sub-project activities at the community level, which could result in the transmission of communicable diseases, such as COVID-19. For construction activities, there is also the risk of increased traffic, dust and noise in project communities
Temporary relocation??/ Housing	Not all of the affected populations are included
Component 2:	
Resilient Reconstruction and Restoration of critical infrastructure and services	
Repair and restoration of critical services,	Access /exclusion Pollution Prevention: dust generation, noise
Immediate restoration of critical services	These activities may result in significant environmental and social risks and impacts related to labour influx, sexual exploitation and abuse and sexual harassment (SEA/SH) risks, contamination and affectation on communities if not properly managed; economic displacements as a result of possible temporary restriction of use of

Project Component	Environmental and Social Risk
	land during construction related activities, impact on surrounding biodiversity, impact on tangible and intangible cultural heritage if not properly managed and social exclusion of the most vulnerable in the stakeholder engagement processes and from the project's benefits Risks from pollution during the clearing and removal of debris
Component 3	
Project management	
Project Management, Monitoring & Evaluation and Communication	The primary risk relates to the health and safety of workers and contractors.

Section III: Stakeholder Identification and Analysis

In Saint Vincent and the Grenadines, all development sectors' portfolios and responsibilities were analyzed, including different line ministries, academic institutions, and NGOs. Stakeholder identification for the project was initiated during the scoping meetings and will be further developed during the technical stakeholder workshop.

a) Methodology for Identification of Stakeholders

There are two steps in the identification of stakeholders

1. A collaborative approach amongst the relevant sectors, government agencies and users in the project area was applied to identify the input from key stakeholders. This approach included (i) consultation with relevant Government Ministries/agencies or departments; (ii) consultation with relevant NGOs and CBOs; International Organization and finally, (iii) research of secondary data was also utilized.
2. Analyze the level of impact the Project has on each stakeholder group, their level of interest, influence, and importance, to identify the level of engagement required for each group; and identify engagement strategy with each stakeholder group and assign responsibility to team members

b) Categories of Stakeholders

The stakeholders were grouped into three categories: Project Affected People (PAPS), other interested parties (OIPs) and Disadvantaged/Vulnerable groups,

Project Affected Parties (PAPS)⁸:

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

Other Interested Parties (OIP):

The stakeholders includes individuals /groups/entities/that may not experience direct impacts from the project but who could potentially influence the project and its outcomes. Civil society organizations are considered part of the Other Interested Parties (OIP) category of stakeholders. Civil society groups consist of various organizations that contributed directly to the three project sectors, including non-governmental organizations (NGOs), community-based organizations

⁸ 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.

(CBOs), universities and technical schools, and the media. Examples of civil society groups/organizations in the project area include:

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

Potentially vulnerable/disadvantaged stakeholders as part of the project affected parties

Disadvantaged persons, adversely impacted persons or persons further disadvantaged by the project's activity as compared with any other groups due to, for example, their age, gender, ethnicity, religion, physical, mental or other disability, social, civic or health status, sexual orientation, gender identity, economic disadvantage, location, and/or dependence on unique natural resources, may be more likely to be adversely affected or left out of the benefits of the project. These groups include the poor, women, young girls, youth at risk, LGBTI people, people with disabilities and the elderly, among others.

Several key vulnerable groups within the Project Area of Influence (PAI) include the following residents of Bequia, Mayreau, Canouan, Union Island, Palm Island,

- Fisherfolk: female fisherfolk who may not have access to their boats or engines and other fishing traps or resources; some of these vessels, inclusive of water taxi operators are still either missing, destroyed or damaged hereby impacting livelihood.
- Livestock farmers in the Grenadines who cannot locate the animals as well as other farmers may not have access to their lands or may have lost topsoil and cannot plant vegetables for a period.
- Persons with disabilities (including visual and audio)
- LGBTI people who may be impaired from accessing information and participating in the project's benefits due to lack of adequate coordination or by not taking adequate measures to include them in the stakeholder engagement processes.
- Poor households: the 2008 Country Poverty Assessment (CPA) classified the northern region of Saint Vincent and the Grenadines with a high poverty index.
- Single female-headed households who are more likely to be food-insecure and live in poverty than other households.

Table 2 details the various stakeholders impacted by the Hurricane Beryl, via information gathered in the initial stakeholder meetings (See Table 1)

Table 2: Affected stakeholders

Sector	Region	Affected Entity/organization	Impact level Affected			
			No ne	Slightly	Moderately	Severely
Education	Union Island	Check for early childhood centres				
		Stephanie Browne Primary				X
		Mary Hutchinson Primary				X
		Union Island Secondary Schools				X
	Mayreau	Check Early Childhood Facilities				
		Mayreau Government Schools				X
	Canouan	Early Childhood Facilities				
		Canouan Government Schools				x
		Canouan Secondary Schools				x
	Bequia	Early Childhood Facilities				
		Lower Bay Primary Schools				x
		Paget Farm Government School				x
	St. Vincent Main Island)	Early Childhood Education Facilities	????			
		Primary Schools				
		Brighton Methodist				
		Calder Government				
		Lodge Village Government				X
		Owia Government and Early Childhood				X
		Secondary Schools				
		Bishop's College Kingstown				X
		Emmanuel High Mesopotamia				X
		New Adelphi Secondary				X
		St. Joseph Convent Kingstown				X

Sector	Region	Affected Entity/organization	Impact level Affected			
			No ne	Slightly	Moderately	Severely
		St. Joseph Convent Marriaqua				X
		Troumaca Ontario Secondary				X
		TVET Centre				
		Campden Park Technical Institute				X
		Kingstown Technical Institute				X
		Tertiary				
		SVG Community College				
Health	Canouan	Canouan Staff Quarters				X
		Canouan Health Centre				
		Canouan Morgue				
	Mayreau	Mayreau Health Centre and Staff quarters				
	Union Island	Ashton Health Centre and staff quarters			x	
		Celena Clouden Smart Hospital			x	
		Staff quarters Union Island			x	
		Containerised Lab unit				x
		Union Island Morgue			x	
Health	Bequia	Bequia Morgue				
		Bequia Staff Quarters				
	St. Vincent	Calder Health Centre and Staff Quarters				
		Byera Health Centre				
		Mental Health Rehabilitation Centre				
		Levi Latham Health Centre				

Sector	Region	Affected Entity/organization	Impact level Affected			
			No ne	Slightly	Moderately	Severely
Security	Union Island	Airport				x
		Police Station				x
		Rapid Response Unit				x
	Bequia	Airport				
Tourism		Guest house Accommodation for displaced persons				
Agriculture						
Urban Development	Union Island	District Council Office				
	Canouan	Jetty	-			
	Bequia	Solar Pv Plant Bequia				
Telecommunications	Union Island	Flow				100%
		Digicel				100%
	Canouan	Flow				95%
		Digicel				95%
	Mayreau	Flow				95%
		Digicel				
Transportation Roads Bridges Drains Government Building		Clean UP and Debris removal	-	-	-	2
		Equipment and tools				
		Bridges				
		Bragas Building				
		Sea defence Shipping Bay				
		Repairs of other Government Buildings				
NEMO	Bequia	Satellite Warehouse				

Sector	Region	Affected Entity/organization	Impact level Affected			
			No ne	Slightly	Moderately	Severely
	Union Island	Satellite Warehouse				
	Canouan	Satellite Warehouse???				
Water System		Failed water system I Rose Hall, Vermont, Cruise Ship				
		Water production Union Island				
		Water distribution Union Island				
		Repair of Public Catchment				
		Scrap Metal				
		Sheddar				
Electricity	Public	Union Island Power Station Building				x
		Security Fencing				x
		Transmission and Distribution				
		Solar PV				
Private sector businesses						
		Private / Commercial Buildings	-			

A general list of stakeholders is identified in Table 5

Table 3: 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	Office of the Prime Minister, Foreign Affairs, National Security, Legal Affairs and Information					
	NEMO	Coordinate activities related to pre and post-disaster management	????	Disaster management	High	High
	Legal Affairs	Provide legal advice for the government	Legal drafting	Legislative framework Training Resettlement	High	High
	Agency for Public Information (API)	Communication of activities to the public	Mass communication	Communication strategy prepare bulletins to be disseminated via radio, television, print and social media	High	Medium
	Police force	Citizen and physical security	Law enforcement	Enforcement of environmental regulations	Medium	Low
Ministry of Finance Economic Planning and Information Technology						

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
	PSIPMU	Monitor and evaluate all government projects	Mobilize resources for socio-economic development, interface with development partners	Fiduciary M&E Social Safeguards Biodiversity friendly tourism – taxes and penalties Livelihood options	High	High
	ITSD	Governs the telecommunications sector	Government web and IT infrastructure maintenance	Public Disclosure NEDIP platform	High	High
	Statistical Department	National data management	Statistical data collection, analysis and information repository	Data management	High	High
	Ministry of Tourism, Civil Aviation, Sustainable Development and Culture					
	Ministry of Tourism – Administration	Accommodation of relocated persons	Provide Temporary housing		High	Medium
	Sustainable Development Unit	To safeguard the environment	The focal point for multilateral environmental agreement (i.e., UNCBD, UNFCCC, Basel, Stockholm and Rotterdam Conventions, Montreal Protocol)	Policy advocacy Awareness campaigns Coordinate actions with relevant ministries Training	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
	National Parks, Rivers and Beaches	To promote eco-tourism and promote the conservation and preservation of natural resources	Beaches Flooding Erosion Endemic species Protected Areas eco-tourism	Coastline defence s Shoreline protection Promote biodiversity-friendly tourism	High	High
	Culture	Preserve and conserve cultural heritage	Historical and cultural resources	Cultural heritage advocacy	Medium	Low
	SVG Tourism Authority	To formulate policies and strategies, build awareness and promote the tourism sector	Eco-tourism promotion	Marketing of SVG and standards	High	Medium
	Ministry of National Mobilisation, Social Development, Family, Gender Affairs and Persons with disability					
	Social protection	Work with the vulnerable sector of the society	Vulnerable groups	Implement programmes for marginalized and vulnerable Training	High	High
	Community Division	Community	Consultation Community meetings	Consultation Community governance Livelihood options	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
	Gender Affairs	To engage in the social transformation of people through empowerment	GBV matters	Gender impact	Medium	Medium
	Ministry of Housing, Informal Human Settlement, Youth and Sports					
	Housing	To provide reasonable housing to all	Informal settlement		High	High
	Ministry of Transport, Works, Lands and Physical Planning					
	Lands and Surveys	To provide service on land survey, cadastre, mapping, land and geographical information, land management	Coastal developments	Provide guidelines for land zoning	High	High
	Physical Planning	To facilitate sustainable national development through effective land use planning and regulations	Local Area Plans; Development Control; Geographic Information Systems Management Building codes t	GIS mapping	Medium	High
	BRAGSA	To rehabilitate the infrastructure	Construction	Construction	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
	Ministry of Agriculture, Forestry, Fisheries, Rural Transformation, Industry and Labour					
	Fisheries	To develop and manage the fisheries sector and protect the marine environment	Reefs, seagrass, mangroves Sea turtles Seabirds/shorebird areas	Conduct research on adaptive aquaculture. Monitor fish sanctuaries Monitor coastal activities Stock assessment of marine and aquatic life	High	High
	Forestry	To coordinate and supervise the management of the national forest estate, wildlife, watershed and other resources and to ensure the sustainability of the forest resources, ensuring the sustainability of livelihood	Ecosystem services	Ecosystem restoration; revegetation	High	High
	Industry	Formulation of policy goals and objectives for	Oversite of all industries	Livelihood options Monitor the discharge of effluents	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		industrial development				
	Labour	The administration of industrial relation laws and the promotion of efficient employment services	Employment/ Livelihoods Employee rights Occupational Health and Safety	Livelihood options Health and safety	Medium	Medium
	Urban Development, Energy, Seaports, Grenadines Affairs and Local Government					
	Administration 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			Community governance	Medium	Medium
	Ministry of Education and National Reconciliation					
	Adult Education Unit	To educate the population	Sensitization	Training	Medium	Medium
	Education Administration		Available spaces to operate school			
	St. Vincent and the Grenadines	Tertiary training and information	Previous studies and research	Research and knowledge	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
	Community College (SVGCC)			Citizen science (student involvement in monitoring)		
	Ministry of Health, Wellness and the Environment					
	Environmental health	Pollution control	Environmental quality	Sanitation and Waste management and advisory service for pollution Monitor the discharge of effluents	Medium	Medium
	Consultants		Implementation of the project	????	Medium	High
	Workers		Implementation of the project	????	Medium	High
	Communities of project Implementation		Community participation	????	Medium	Medium
	NGOs CBO					
	Owia Disaster Risk Management Group	Community groups	Community /interest group involvement	Represents the interest of different interested parties	Medium	Medium
	GEMS	Community groups	Community participation		Medium	Medium
	Sandy Bay Disaster Risk	Community groups	Community participation		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
	Management Group					
	North Leeward Community	Community groups	Community participation		Medium	Medium
	Colonaire Sea Turtle Monitors	Community groups	Community participation		Medium	Medium
	National Fisherfolk Organization	Community groups	Community participation		Medium	Medium
	SusGren	NGOs	Conservation of the coastal and marine environment and sustainable livelihoods for the people of the Grenadines	To empower communities through capacity building and increased awareness of the environment	High	High
	Private sector					
	Private Commercial Entities	Retail shops Bars Restaurants Supermarkets	Business Service	????	Medium	High
(OIP) Secondary Other Interested Parties	SVG Hotel and Tourism Association	Ensure efficiency and strengthening of the institutional and regulatory framework for tourism development	?????	Hotel Owners/operators	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
	CWSA	Supplies SVG with pipe-borne water and is responsible for sewage and solid waste management	Pollution	Monitoring, planning and management of water resource	Medium	Low
	National Trust	The preservation of the cultural, natural and architectural heritage	Cultural heritage identification	Cultural heritage protection	Medium	Medium
	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	Economically interested business entities, consumer	Medium	Low
	Media	Mass Communication	Public Awareness Raising	Public Awareness	High	High
	Regional and International Organization					
	World Bank					
	CDEMA					
	CARICOM					

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
	CDB					
	CDRU					
	WORLD FOOD PROGRAM					
	WORLD CENTRAL KITCHEN					
	UNICEF					

Section IV: Stakeholder Engagement Programme

a) Description of Engagement Methods

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

Information communicated in advance of public consultations primarily includes an announcement via the public media –national (radio and television), print (newspaper) or text blast and the distribution of invitations with full details of the forthcoming meeting well in advance; it may also include the agenda. The information will be widely available, readily accessible and clearly outlined to ensure that it reaches all areas and segments of the target community.

The following approach shall be taken with respect to stakeholder consultations.

i) *Advance public notification of an upcoming consultation will be made available;*

- 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 accountability and reporting purposes;
- Targeted invitations to identified stakeholders can be an option once stakeholder contact information (telephone or email) is available; and
- Record meetings (minutes and/or audio recording) and photographing

ii) Communication

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

iii) *Grievance / project concerns /suggestions/comments*

- Provide a box at the project signboard to receive all grievances; this can be used by any member of the affected community and the general public to provide their written feedback on the contents of the presented materials.
- Provide a register to note all grievances 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 difficulty with providing comments in the written form
- Grievances can also be received via telephone or email (see the section on Grievance Redress).

iv) Beneficiary feedback

At the end of the public meeting, provide participants with evaluation forms to be completed. The objective is to capture individual 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 / or activity?
- 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 whole community?
- Is there anything in the Project and its design solutions they would like to change or improve?
- Do they think that the consultation meeting has been useful in understanding the Project's specific activities and associated impacts and mitigation measures?
 - Are the methods of consultation appropriate?

What aspects of the meeting do they appreciate or would recommend for improvement?

v) Covid-19 consideration

- Make a short video (which can be transmitted by WhatsApp); the video should present the objectives of the project and the main risks and benefits
- Share the link from where the documents are available on the website
- Distribute feedback form on participants' opinions on the main risks and benefits
- 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. Other more traditional forms of information dissemination to reach a wider range of stakeholders who may not have access to the technology needed, such as radio, local TV programs, distribution of leaflets, etc.

b) Methods and Tools for Engagement

Table 4: Methods and Tools of Engagement

Instrument	Description and Use	Contents	Dissemination Method	Target groups
Types to Disseminate Information				
Flyers Social Media Email Radio Programmes Text blasts Posters	They convey the project's information and regular updates on its progress to stakeholders.	Objective of project Feedback options - Printed materials present illustrative and written information on Project activities, facilities, technologies, design solutions, and 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, meetings with stakeholders, and household visits in remote areas. Placement at the offices of local administrations and NGOs, libraries, and other public venues.	Households
Types to Receive Feedback				
Phone # Email Direct Suggestion box Website Internet /digital media Surveys, interviews /questionnaires	Placement of Project-related information and printed materials in /at dedicated/designated locations that can be used by the public to obtain information, make enquiries, or provide feedback on the Project	Any issues that concern the project. Various Project-related materials, 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. The project's designated staff should be assigned to answer and respond to the calls, direct callers to specialist experts, or offer a call-back if a question requires detailed consideration.	Nationally Affected Community
Types for Community Consultation				
Public consultation (direct /virtual) Television broadcast Round table discussion	Project technical staff, the affected public, authorities, regulatory bodies, and other stakeholders for a detailed discussion on a specific activity or facility planned by the Project and subject to the	Detailed information on the activity, including a presentation and an interactive Questions & Answers session with the audience.	Public disclosure of Project materials and associated impact assessment documentation in directly affected communities in the Project Area of Influence. Other communities within the Project Area of Influence. Residents in the Project Area of Influence advance of	Project Affected Persons (PAPs)

Instrument	Description and Use	Contents	Dissemination Method	Target groups
	statutory expert review.		the hearing. Viewers/readers of the materials are also given free access to a register of comments and suggestions made available during the disclosure period.	
Extra due Diligence Communication with Vulnerable Population				
Household visit	Provide information to vulnerable households	Detailed information on the activity, including a presentation and an interactive	Verbal communication using clear, effective nontechnical language. Information provided in braille for the visually impaired. Brochures to household	Vulnerable population

c) Strategy for Information Disclosure

As described in the methods and tools of engagement, various methods will be utilized to disclose information. The disclosure of the stakeholder engagement strategy will follow the standard practice of all World Bank Project materials (ESMF, ESMP, RFP or RAP). Releases for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the project implementation unit in a formal manner. The SEP will be released in the public domain simultaneously with the ESMF and ESMP reports and will be available for stakeholder review during the same period. (For more details, please see the section on methods and tools of engagement.)

Electronic copies of the ESMF, ESMP, and SEP will be placed on the Government of Saint Vincent and the Grenadines website www.gov.vc and the project's website.....(Direct link will be included here once documents have been disclosed). Printed copies of the documents will be available at the Public Sector Investment Project Management Unit (PSIPMU) at the Ministry of Finance, Economic Planning and Information Technology (MoFEPIT) to allow stakeholders to view information about the planned development and initiate their involvement in the public consultation process. The website will be equipped with an online feedback feature that will enable readers to leave their comments about the disclosed materials.

General information to be provided to stakeholders include:

- a) The purpose, nature, and scale of the project;
- b) The 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) The proposed stakeholder engagement process highlighting the ways in which stakeholders can participate;
- e) The time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarised, and reported; and
- f) The process and means by which grievances can be raised and will be addressed.

Table Seven (7) 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, and other interested parties.

Project stage	Topic and purpose of consultation	Method	Target Stakeholders	Responsible Entity	Timeframe
Preparation					
Implementation					
Closure					

Table 6 : Engagement and 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	PSIPMU
		Project components	Stakeholder consultations	Weekly during preparation	PSIPMU
		Environmental and Social Standard Instruments: Stakeholder Engagement Plan and Environmental and Social Commitment Plan , ESMPs, LMPs, RAPs etc	Public meetings, including virtual, Use of social media, Website information,	During project preparation	PSIPMU
		ESMF, ESMP, SEP, RAP disclosures Project E&S principles Resettlement and livelihood restoration options, Resettlement Policy Framework : 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	The frequency of consultations will be defined in the SEP that will be updated no later than ninety (60) days after project effectiveness.	PSIPMU
	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 the vulnerable Face-to-face meetings, and 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 the government website	PSIPMU Safeguard team

Stage	stakeholders	Topic(s) of Engagement	Method (s) used	Frequency	Responsible
Implementation of activities	Project Affected Persons	Public Project training workshops	Internet Newspaper Social media Government website	As needed	
		Technical training workshops	Invitation (emails, letters etc.)		
	Other Interested Parties	Grievance mechanism for project workers	Disclosure of written information: brochures, posters, flyers, website Information boards	Throughout the project implementation stage and will be promoted meetings with project workers and as part of workers' training activities. Quarterly reports	PSIPMU
		Health and safety impacts (EMF, community H&S, community concerns)			E&S team
		Employment opportunities Project status Project scope, rationale and E&S principles Project level Grievance mechanism Project status World Bank compensation requirements			
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
	Other Interested Parties	Grievance mechanism process Issues of concern Status and compliance reports			

d) Proposed Strategy to Incorporate the Views of Vulnerable Groups

While some vulnerable groups have been identified in the SEP, any additional groups that will be identified will be effectively and meaningfully consulted to ensure they have opportunities to participate in the project's decision-making process. The project will include methods to remove obstacles to their participation, e.g., having consultations in areas that are easily accessible to them, providing safe space and ensuring that they can access the project benefits. Additionally, a separate grievance mechanism will be available to vulnerable groups if needed. (See methods and tools of engagement).

Considerations for full participation

Table 5: Consideration for full participation

Factors	Consideration	Mitigation measures
Language	If the person is hearing impaired or impaired vision	Translate information using sign language, braille or pictorial, depending on the disability
Time	Advance notice for community meetings two (2) weeks minimum.	Socio-economic status might determine the availability of time
Caregiving service	If persons are not available because they need a caregiver for children or elderly parents and the person's contribution is essential to the meeting, then.	(a) Provide caregiving service for the hours required or (b) Arrange to have a televised recording of the person's contribution
Transportation	A person may need transportation before and after the meeting.	(a) Monetary allocation to reimburse participants or (b) Provide transportation from different districts
Meal	Light refreshments, including water.	(a) Monetary allocation to provide light refreshments or meals for participants
Safe space	Safe spaces for ethnic minorities, LGBTI and other minorities can provide a break from judgment, unsolicited opinions, and having to explain yourself. It also allows people to feel supported and respected.	Have separate meetings with minorities that require safe space and do not disclose their identities.
Location		Project site consultation: Virtual presentations

e) Timelines for consultation

Consultations and stakeholder engagement will be key features from the start of the project and even after the project is rolled out. At various stages of the project, the team will engage stakeholders to obtain their views and perceptions on the project, obtain data, build capacity, and share documents and other outputs for review and feedback. Consultations and engagement that are face to face will be undertaken through country missions, but it is expected that there will be engagement through emails, teleconferences and also via social media platforms.

Table 6: Project Timelines

Project stage	Timeline /date
Design and preparation	3 rd and 4 th quarter 2024
Implementation	Ongoing throughout the project life
Closure	?????

Review of Stakeholder Comments

Feedback from stakeholders will be solicited at every stage of the project life cycle. For public meetings, workshops, and focus groups, comments will be recorded through detailed meeting minutes. Additionally, the Social Specialist at the PSIPMU will be responsible for receiving and recording any queries, concerns, or complaints against 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 related to the comments 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 have access 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 logs, notes, interviews, meeting minutes, release forms, etc., will also be stored.

f) Implementing stakeholder Engagement activities

Implementation and monitoring of Stakeholder Engagement Plan (SEP).

The Social and Environmental Specialists that will be contracted or assigned to the project will be responsible for supporting the implementation and monitoring of the SEP.

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

Table 7: SEP Roles and Responsibilities

Role / position title	Responsibilities
Project Coordinator	<ul style="list-style-type: none"> • Manage and implement the SEP • Dissemination of Project Information • Record grievances • Has the overall responsibility for oversight of development and execution of the SEP

Role / position title	Responsibilities
	<ul style="list-style-type: none"> Responsible for including the annual budget required for implementation
Safeguard Team	
Social Safeguards Specialist	<ul style="list-style-type: none"> Interface with stakeholders and respond to comments or questions about the project or consultation process. Provide contact information if stakeholders have questions or comments about the project or consultation process. Document interactions with stakeholders Maintain database, records for SEP Coordinate public meetings, workshops, and group discussions. Manage grievance redress mechanism 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 SEA/SH 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
	<ul style="list-style-type: none"> Identify, assess, and manage the potential environmental and social risks and impacts of the project. Ensure that relevant measures related to the code of conduct, impacts on livelihoods, citizen engagement, and social inclusion are adhered to. Promote safety and health at work Promote fair treatment, non-discrimination, and equal opportunity for project workers.

Role / position title	Responsibilities
	<ul style="list-style-type: none"> • Provide project workers with accessible means to raise workplace concerns. • Ensure that relevant elements of Occupational Health and Safety (OSH) that fall under ESS2 are implemented. • Anticipate to avoid/mitigate adverse impacts on the health and safety of project-affected communities. • Provide opportunities for stakeholder views to be considered throughout the project life cycle.
Environment Specialist	<ul style="list-style-type: none"> • Monitor measures related to pollution and how it affects communities. • Monitor impacts on surrounding biodiversity • Occupational and community health and safety • Review measures to avoid/mitigate potential impacts of natural habitats and ecosystem services.
	<ul style="list-style-type: none"> • Assess and Manage Environmental Risks and Impacts. • Anticipate to avoid/mitigate community environmental adverse impacts. • Ensure that relevant Measures to address potential environmental impacts are defined.
Communication Specialist	<ul style="list-style-type: none"> • Develop and implement effective communication strategies • Plan and manage the content of all material to be communicated • Respond to communication -related issues in a timely manner • Ensure that employees are aware of changes and implementation status of projects components • Develop and disseminate public relations material that increases visibility of the project

Role / position title	Responsibilities
	<p>implementation</p> <ul style="list-style-type: none"> • Manage internal communication • Draft content (e.g press releases) doe mass media or project websites • Laise with media and

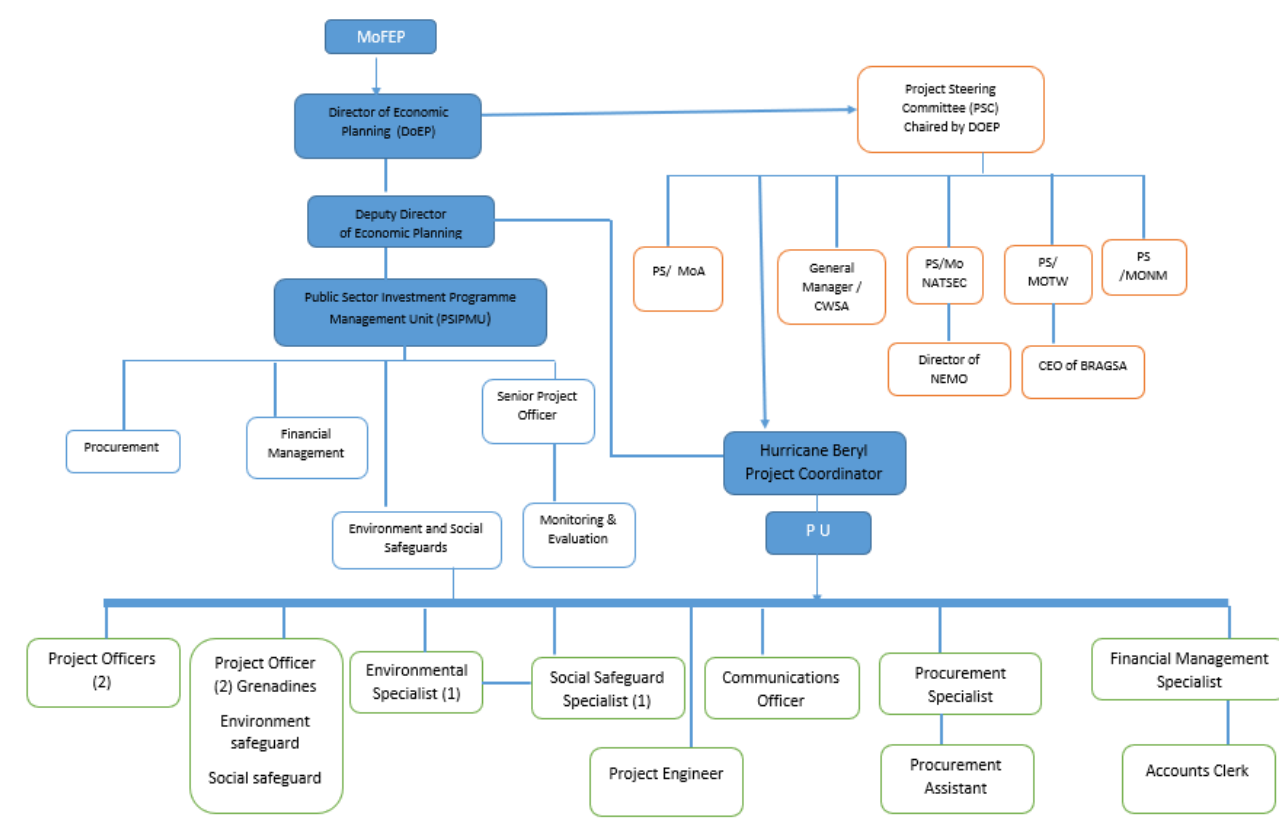
Section V Resources and Responsibilities for Implementing Stakeholder Engagement Activities

This section presents the budget and displays the responsibilities for the SEP activities.

Administration

The Ministry of Finance and Economic Planning will provide the appropriate resources necessary for implementing the SEP, which could be entirely or partially part of the project's budget.

Either this



g) Budget

The budget for 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

The total indicative Budget for the implementation of this SEP is XCD 246,300 disaggregated as

follows:

Table 8: Proposed Budget for project cycle

Activity	Quantity	Unit	Total
Public consultation (venue and decorations, PA system etc)	10	150	1,500.00
Discussion – Public consultation Grenadines	20	250	5,000.00
Travel and accommodation to Grenadines	50*	1766	88,300.00
Information production and dissemination:	400	50	20,000.00
Advertisement	50	500.00	25,000.00
Transport (50 persons at each consultation at XCD 20)	1700	20	34,000.00
Refreshment (50 persons at each consultation at XCD 50)	2500	25	62,500.00
Miscellaneous			10,000.00
			246,300.00

- 50 this represents for both safeguards and communication to travel (airfare, accommodation to the Islands)

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

h) Contact details

Before project implementation, the following contact persons may be reached by stakeholders with any questions, concerns, recommendations etc., regarding the project at the level of each implementing entity.

Table 9: Contacts for information

Name	Title	Telephone	Email address	Physical location
Roxanne John	Senior Project Officer	457-1746	rjohn@svgcpd.com	Administrative Building, Kingstown
Janelle Horne	Senior Project Officer	4571746	jhannaway@svgcpd.com	Administrative Building, Kingstown
Nyasha Hamilton	Environment Specialist	4571746	nhamilton@svgcpd.com	Administrative Building, Kingstown
Alex Harry	Environment Officer	4571746	aharry@svgcpd.com	Administrative Building, Kingstown
De-Anna Ralph	Social Safeguard Specialist	4571746	dralph@svgcpd.com	Administrative Building Kingstown

f) Planned stakeholder engagement activities

The implementation schedule is intended to capture all the major activities of this project, ranging from the preparation stage to the project's implementation stage. The table below is the implementation schedule relating to this project:

Implementation Schedule

Table 10: Stakeholder Engagement Activities 2021-2023

	Task	2024						2025												2026			Responsible Agency
		July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
1.	Project design and preparation				X																		PSIPMU
2.	Draft Stakeholder Engagement Plan			X																			PSIPMU
3.	Grievance Redress Mechanism				X																		PSIPMU
4.	Disclosure of SEP				X									X									PSIPMU
5.	Disclosure of LMP				X																		PSIPMU
6.	Disclosure of ESMF				X																		PSIPMU
7.	Technical Working Groups	X	X	X	X	X	X	X															PSIPMU
8.	Community / sector Consultations (Ongoing)					X	X				X				X					X			PSIPMU
9.	Beneficiary feedback Mechanism							X			X				X					X			PSIPMU
10.	Resettlement Policy Framework				X																		PSIPMU
11.	Public relations (Ongoing)		X			X					X				X					X			PSIPMU
12.	Monitoring (Ongoing)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	PSIPMU
13.	Implementation						X																PSIPMU

Section VI Grievance Mechanism

To ensure the implementation of the Project in a timely manner and effectively address any anticipated and unanticipated risks encountered during implementation, including the development of the necessary actions of mitigation and avoidance, a robust Grievance Mechanism (GM) was developed. The GM will allow for anonymous/confidential submissions from all stakeholders. The GM will enable the Project Authorities to address any grievances against the Project. It must be noted that this GM covers grievances that relate to the impacts that the project will have on its stakeholders, and the public. Grievances related to project workers will be handled by a separate mechanism included in the project's Labour Management Procedures (LMP).

A ***grievance*** refers to an issue, concern, problem or claim, whether actual or perceived, that affects individuals and communities' physical, social, and economic conditions 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-fulfilment of project activities or harm from the project

a) Objectives of the Grievance 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. 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.
5. Create transparency among stakeholders, including affected persons, through an established communication system.
6. Bolster the relationship trust between the project staff and the affected parties.

The GRM will have a separate GRM confidential channel that vulnerable people can use, if they so choose. This channel with its contact information will be defined before implementing project activities".

g) Responsibility for Grievance Redressal

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

- Establishing the Grievance Mechanism (GM) before the commencement of any project activities;
- Acting as the Focal Point on Grievance Redressal issues and facilitate access at the level of the PSIPMU
- Creating awareness of the Grievance Mechanism (GM) amongst all the stakeholders through awareness activities;
- Receiving and examining grievances;
- Assisting in the redressal of all grievances by coordinating with the concerned parties;
- Maintaining a database/information of grievances and redressal;
- Monitoring the project activities of contractors and consultants on redressal of grievances;
- Regularly contacting all points of receipt of complaints;
- Preparing monthly/quarterly progress reports on grievances received.

h) 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:

- Temporary Access
- Lack of Access
- Disruption of services
- Inadequate care
- Noise
- Dust or chemical pollution, waste management issues (solid or liquids)
- Other environmental incidents
- Community health and safety concerns, including those related to labor influx
- Incidences of Sexual Exploitation and Abuse / Sexual Harassment experienced by community members or other external stakeholders
- Lack of information

Non-fulfilment of contracts, compensation levels, or seizure of assets without compensation shall preferably be made in writing and addressed to the Grievance Redressal Committee (GRC). Copies of the complaint shall be sent to the Project Coordinator (PC).

i) Grievance process

1. Receive grievance

All complaints should be received by the Project Coordinator (PC). Through the consultation process in each participating country, stakeholders will be informed of various avenues through which the mechanism can be accessed.

Mode of receiving grievances

Complaints can be made in person, in writing, verbally over the phone, via fax, emails, or other media.

Contact information to submit email grievances is as follows:

Table 11: Email contact to submit a grievance:

Name	Title	Telephone	Email address: Cenplan@svgcpd.com	Physical location
Roxanne John	Senior Project Officer	457-1746		Administrative Building, Kingstown
Nyasha Hamilton	Environment Specialist	4571746		Administrative Building, Kingstown
Alex Harry	Environment Officer	4571746		Administrative Building, Kingstown
De-Anna Ralph	Social Safeguard Specialist	4571746		Administrative Building Kingstown

Sample Notification to the Public on how to submit a grievance

All grievances relating to the development of this project are to be directed to:
 Project Grievance Officer
 Project Hurricane Beryl Project
 Ministry of officer: Ministry of Finance, Planning and Information Technology
 Location Bay Street
 Telephone: 784 457 1746
 Email –
 cc. Cenplan@svgcpd.com

This sample notification can be placed at strategic points at each facility that is financed under the project.

2. Acknowledge grievance

All grievances will be acknowledged by telephone or in writing by the Project Coordinator using

the Grievance Acknowledgment Form (Annex1) within forty–eight (48) hours of receipt. The complainant will be informed of the approximate timeline for addressing the complaint if it can't be immediately addressed. The Project Coordinator will work with the safeguards team to ensure the speedy resolution of the grievance. If the complaint cannot be resolved at this level, it will be taken to the next level.

3. Register/Log

After receiving and recording the grievance on the GIF, it will be registered in the Grievance Redressal Registration.

4. Screen

The concerned reviews the complaint and assigns a grievance owner. The complaint will be forwarded to the grievance owner responsible for investigating the claim and liaising with the aggrieved party and the project technical team to reach a mutually acceptable resolution. The aggrieved will be given a specific timeline for resolving the claim. Meetings with the grievant/complainant will be held, if necessary, 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, the site existence, meetings/interviews with project staff and collection of relevant documentation and other forms of evidence. For meetings, the deliberations and decisions 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 on these meetings.

6. Classification of Grievance

	Level Definition	Responsibility for co-ordinating
Level 1	When an answer can be provided immediately	SET Team & Project Manager

	and/or the safeguards team is already working on a resolution	
Level 2	One-off event	SET Team & Project Manager
Level 3	<p>The complaint is repeated.</p> <p>Any complaint that indicates a breach of law or applicable policy/regulation</p> <p>High-profile grievances that, if not resolved promptly, may represent significant risks to the environment or community.</p>	Grievance Redress Committee

7. Resolution

The resolution at the first tier should normally be completed within fifteen (15) working days of receiving the grievance and notified to the concerned party through the Disclosure Form.

If the grievance is not resolved within this period, it can be referred to the next grievance classification level. 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 twenty-five (25) working days, it will be transferred to the next level. Once a resolution has been agreed upon and accepted, the complainant's acceptance will be obtained on the Disclosure Form. If the proposed resolution is not accepted, the grievance will be escalated to level 2.

Table 12: GRM Timeframe

Step	Process	Timeframe
1	Receive grievance & log	Within 1 day of receipt
2	Acknowledge grievance	Within 1 day of logging

3	Screen	Within 2 day of
4.	Investigate	Within 10-15 days of
5	Resolution	Within 25 days of
6	GRC	30 days
7	Close grievance	

The Grievance Mechanism for the project is summarised below.

1. Signage on the GM will be strategically placed at the locations for the project.
2. Grievances will be received in writing, by telephone or by email. All grievances in writing can be addressed to Project Grievance Officer.
3. All grievances shall be registered in the grievance log. Contact with the aggrieved must be within ten (10) days (please see GRM for Health Project for further detail).

j) World Bank Grievance Redressal Service (GRS)

The complainant has the option of approaching the World Bank. **It must be noted that this GRS should ideally only be accessed once the project's grievance mechanism has first been utilized without an acceptable resolution.** World Bank Procedures requires the complainant to express their grievances in writing to World Bank office in Washington DC by completing the bank's [GRS complaint form](http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#5) which can be found at the following URL link: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#5> . Completed forms will be accepted by email, fax, letter, and by hand delivery to the GRS at the World Bank Headquarters in Washington or World Bank Country Offices.

Email: grievances@worldbank.org
Fax: +1-202-614-7313
By letter: The World Bank
Grievance Redress Service (GRS)
MSN MC 10-1018 NW,
Washington, DC 20433, USA

k) Addressing Sexual Exploitation and Abuse and Sexual Harassment

The specific nature of sexual exploitation and abuse and of sexual harassment (SEA/SH) requires tailored measures for the reporting and safe and ethical handling of such allegations. A survivor-centered approach aims to ensure that anyone who has been the target of SEA/SH is treated with dignity and that the person's rights, privacy, needs and wishes are respected and prioritized in any and all interactions.

The GM will specify who will be responsible for dealing with any SEA/SH issues, should they arise.

A list of SEA/SH service providers will be kept available by the project. The GM should assist SEA/SH survivors by referring them to Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

To address SEA/SH, the project will follow the guidance provided on the World Bank Technical Note “Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing Involving Civil Works”. This GM will follow the official WB definitions described on the Technical Note as shown below:

Sexual Abuse (SA) is an actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Sexual Exploitation (SE) refers to any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual harassment (SH)

Sexual Harassment (SH) is any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation to another, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment.

Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) service provider

An organization offering specific services for SEA/SH survivors, such as health services, psychosocial support, shelter, legal aid, safety/security services, etc.

Survivor-centered approach

The survivor-centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor-centered approach aims to create a supportive environment in which the survivor’s interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor’s recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor’s capacity to make decisions about possible interventions.

SEA/SH grievances can be received through any of the available channels and will be considered level 3 grievances investigated and addressed by the GRC., If an incident occurs, it will be reported as appropriate, keeping the anonymity and confidentiality of the complainant and applying the

survivor-centered approach⁹. Any cases of SEA/SH brought through the GM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The WB will be notified as soon as the Project Manager and the E&S specialist learn about the complaint.

If a SEA/SH related incident occurs, it will be reported through the GM, as appropriate and keeping the survivor information confidential. Specifically, the following steps will be taken once an incident occurs:

ACTION 1: COMPLAINT INTAKE AND REFERRAL

If the survivor gives consent, the PIU safeguards specialist fills in a complaints form excluding any information that can identify the survivor:

- The nature of the allegation (what the complainant says in her/his own words without direct questioning)
- If the alleged perpetrator was/is, to the survivor's best knowledge, associated with the project (yes/no)
- The survivor's age and/or sex (if disclosed); and,
- If the survivor was referred to services

If the survivor does not want to provide written consent, her consent can be verbally received. If needed or desired by the survivor, the PIU Safeguards Specialist refers her/him to relevant SEA/SH service providers, identified in the mapping of SEA/SH service providers and according to preestablished and confidential referral procedures. The survivor's consent must be documented even if it is received verbally. The service providers will be able to direct survivors to other service providers in case the survivor wishes to access other services. The PIU safeguards specialist will keep the survivor informed about any actions taken by the perpetrator's employer. If the survivor has been referred to the relevant SEA/SH service providers, received adequate assistance, and no longer requires support; and if appropriate actions have been taken against the perpetrator or if the survivor does not wish to submit an official grievance with the employer, the PIU Safeguards Specialist can close the case.

ACTION 2: INCIDENT REPORTING

⁹ The survivor-centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor centered approach aims to create a supportive environment in which the survivor's interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor's recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor's capacity to make decisions about possible interventions.

The PIU Social Safeguards Specialist needs to report the anonymized SEA/SH incident as soon as it becomes known, to the Project Manager, who will, in turn, inform the World Bank Task Team Leader (TTL) or directly to the TTL.

Complaint Forms and other detailed information should be filed in a safe location by the PIU social Specialist. Neither the PIU social specialist nor the Project Manager should seek additional information from the survivor.

SEA/SH incident reporting is not subject to survivors' consent but the PIU Safeguards Specialist needs to provide ongoing feedback to the survivor at several points in time: (1) when the grievance is received; (2) when the case is reported to the PIU and WB; (3) when the verification commences or when a determination is made that there is insufficient basis to proceed; and (4) when the verification concludes or when any outcomes are achieved or disciplinary action taken.

As long as the SEA/SH remains open, the PIU Safeguards Specialist and/or Project Manager should update the World Bank TTL on the measures taken to close the incident.

ACTION 3: GRIEVANCE VERIFICATION AND INVESTIGATION

Each SEA/SH incident should be verified to determine if it was related to the WB financed project. The PIU safeguards specialist should form a SEA/SH verification committee comprised by her/him, one member of the PIU, one member of a local service provider and a representative of the contractor (if relevant). The PIU Safeguards Specialist should notify the SEA/SH Committee of the incident within 24 hours of its creation. The SEA/SH verification committee will consider the SEA/SH allegation to determine the likelihood that the grievance is related to the project.

If after the committee review, SEA/SH allegation is confirmed and it is determined that it is linked to a project¹⁰, the verification committee discusses appropriate actions to be recommended to the appropriate party—i.e., the employer of the perpetrator, which could be the PIU or a contractor. The PIU will ask contractors to take appropriate action. The committee reports the incident to the perpetrator's employers to implement the remedy/disciplinary action in accordance with local labor legislation, the employment contract of the perpetrator, and their codes of conduct as per the standard procurement documents.

For SEA/SH incidents where the survivor did not consent to an investigation, the appropriate steps should be taken to ensure the survivor is referred to/made aware of available services and that the

¹⁰ Project actors are: (a) people employed or engaged directly by the Borrower (including the project proponent and the project implementing agencies) to work specifically in relation to the project (direct workers); (b) people employed or engaged through third parties (Project staff, subcontractors, brokers, agents or intermediaries) to perform work related to core functions of the project, regardless of location (contracted workers); (c) people employed or engaged by the Borrower's primary suppliers (primary supply workers); and (d) people employed or engaged in providing community labor such as voluntary services or participation in project activities and processes (community workers).

project mitigation measures are reviewed to determine if they remain adequate and appropriate or if they require strengthening.

If the survivor is interested in seeking redress and wishes to submit an official complaint with the employer, or with entities in SVG legal system, the PIU Safeguards Specialist should provide linkages to the relevant institutions. Ensuring due legal process is up to the police and the courts, not the SEA/SH verification committee. Unlike other types of issues, the PIU Safeguards Specialist does not conduct investigations, make any announcements, or judge the veracity of an allegation.

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

- Refer complainants to the SEA/SH Services Provider; and
- Record the resolution of the complaint

The GM will also immediately notify both the Implementing Agency and the World Bank of any SEA/SH complaints **WITH THE CONSENT OF THE SURVIVOR**.

l) Building Grievance Mechanism Awareness

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

The Project Coordinator or Environmental and Social Specialist/Social Specialist will brief all project stakeholders on the GM 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 mediums will be used- as detailed in previous sections of the SEP. The GM will also be published on the Government websites and/or Facebook page if available. Contact information for the GM will be posted/disseminated within beneficiary communities.

m) Monitoring and Reporting

The Environmental Safeguards Specialist and/or Social Specialist/s will prepare the Monthly and Quarterly Reports on the Grievance Redress issues of the project's periodic review by the Grievance Redress Committee. The Grievance Redressal Committee may review the nature of grievances represented and recommend suitable changes if grievances are repeated.

Section VII Monitoring and Reporting

The SEP will be periodically revised and updated as necessary during project implementation. The Environmental and Social team will prepare the **Quarterly Reports** on stakeholder engagement activities and include the Grievance Redressal issues of the Project. These reports will provide input into the semi-annual reporting to the World Bank.

Annex 1 Grievance form

Grievance No.:

REGISTRATION OF GRIEVANCE

Please use capitals:

Personal details are
Optional, this information
is use to contact you

Name: _____ **Contact No:** _____

Address: _____ **E-mail Address:** _____
(Detail where to find you)

National Identification _____ **NIS Number** _____

Gender: _____ **Age Group:** _____

Name of Project Site: _____

I register my grievance as detailed:

Details of Grievance

(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:** _____ (optional)

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

(continue overleaf if necessary)

Overleaf of Grievance registration form

Please capture information here

Annex 2 Grievance Registration

Notes:

1. Complainants should be provided with an acknowledgement of grievance within seven (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 typically be settled within four (4) weeks of initial receipt. If not, reasons for the 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

Item Number	Officer Recording the Complaint	Claim Number	Name of subproject Site	Date Complaint Received	Name & Contact Information of Person Making Complaint	Date of Acknowledgement of Receipt of Complaint (Issue involve) (informing complainant of response time) / Response to Complaint for Simple Issues	Actions Taken to Resolve Complaint	How Complaint Resolved	Date Complaint Resolved	If Not Resolved, Date Sent for Appeal	Status of Appeal	Date Resolved	Comment

Annex 3

List of attendees in previous consultations

Annex 4: Consultations during Pre-appraisal mission

The table that follows provides a list of actions and/or activities undertaken, the concerns raised, and the responses given.

Beryl Emergency Recovery Loan (ERL) Project			
World Bank Scoping Mission Schedule			
August 5-9, 2024			
Time	Meetings	Participants	Comments
Monday August 5, 2024			
9:30 a.m. - 10:30 a.m.	Kick-off meeting with the Director of Economic Planning and Team	World Bank's team, Director of Economic Planning, Deputy Director of Planning & EPD Team	
10:30 a.m.-12:00 p.m.	Ministry of National Security/NEMO	World Bank's Team, NS/NEMO & EPD Team	
12:15 p.m. - 1:15 p.m.	Lunch		
1:30 p.m. - 3:30 p.m.	Ministry of Health, Wellness and the Environment	World Bank's Team, Health & EPD Team	
3:30 p.m. - 4:15 p.m.	Central Water and Sewerage Authority (CWSA)	World Bank's Team, CWSA & EPD Team	
Tuesday August 6, 2024			
8:00 a.m. - 5:30 p.m.	Site Visit: Union Mayreau Canouan	World Bank's team, Director of Economic Planning, Deputy Director of Planning & EPD Team	Amongst other sites, we would like to see public buildings, powerhouse, solar fields, and piers.
Wednesday August 7, 2024			

Beryl Emergency Recovery Loan (ERL) Project			
World Bank Scoping Mission Schedule			
August 5-9, 2024			
Time	Meetings	Participants	Comments
10:30 a.m.-12:00 p.m.	Ministry of Urban Development, Energy, Seaports, Grenadines Affairs and Local Government (UD) and St.Vincent Electricity Services Ltd. (VINLEC)	World Bank's Team,UD/ VINLEC & EPD Team	
12:15 p.m. - 1:15 p.m.	Lunch		
1:30 p.m. - 3:30 p.m.	Min. of Education and National Reconciliation	World Bank's Team, Education & EPD Team	
3:30pm - 4:15pm	EPD		FM, Procurement, E&S, Implementation arrangements
Thursday August 8, 2024			
8:30 a.m. - 9:30 a.m.	Ministry of Tourism, Civil Aviation, Sustainable Development and Culture	World Bank's Team, Tourism & EPD Team	
10:00 a.m. - 5:30 p.m.	Site Visit: Bequia	World Bank's team, Director of Economic Planning, Deputy Director of Planning & EPD Team	visit the fisheries centre, airport and other sites
Friday August 9, 2024			
8:00 a.m. -8:45 a.m.	Meeting with Agriculture Forestry, Fisheries, Rural Transformation, Industry & Labour	World Bank, Agriculture and PIU teams	
9:00 a.m.	Wrap up meeting with the Prime Minister/Minister of Finance	World Bank and PIU teams	At Cabinet Room

Beryl Emergency Recovery Loan (ERL) Project			
World Bank Scoping Mission Schedule			
August 5-9, 2024			
Time	Meetings	Participants	Comments
11:30 a.m. - 12:30 p.m.	Ministry of National Mobilisation, Social Development, Gender Affairs and Persons with Disabilities (MONM)	World Bank's Team, MONM & EPD Team	
1:30 p.m. - 2:30 p.m.	Meeting with Ministry of Transport, Works, Lands, and Physical Planning (MTW) and BRAGSA	World Bank's Team, MTW/BRAGSA & EPD Team	
Saturday August 10, 2024			
9:00 a.m – 11:00 am	Meeting with Bragsa to discuss components for inclusion	World Bank's Team, MTW/BRAGSA & EPD Team	
Tuesday August 20, 2024			
9:00 a.m -	Meeting with Bragsa to discuss components for retroactive financing	World Bank's Team, MTW/BRAGSA & EPD Team	