

Caribbean Renewable Energy Infrastructure Investment Facility (P180831)

Stakeholder Engagement Plan (SEP)

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ACRONYMS

BESS	Battery energy storage system
CDB	Caribbean Development Bank
CERC	Contingency Emergency Response Component
CLO	Community Liaison Officer
ECPCGC	Eastern Caribbean Partial Guarantee Corporation
ECCU	Eastern Caribbean Currency Union
E&S	Environmental and social
ESA	Electricity Supply Act
ESCP	Environmental and Social Commitment Plan
ESMF	Environmental and Social Management Framework
GDP	Gross Domestic Product
GHG	Greenhouse gas
GoSVG	Government of Saint Vincent and the Grenadines
GRID	World Bank's agenda for Green, Resilient and Inclusive Development
IDA	International Development Association
IPF	Investment Project Financing
IPF DDO	Investment Project Financing with a Deferred Drawdown Option
IPP	independent power producers
LMP	Labor Management Procedures
MoF	Ministry of Finance
NDC	National Determined Contribution
NETS	National Energy Transition Strategy
NURC	National Utilities Regulatory Commission
OECS	Organisation of Eastern Caribbean States
PAP	Project-affected parties
PBC	Performance-based Conditions
PIU	Project implementation unit
PPP	Public private partnership
PSC	Project Steering Committee
RCU	Regional Coordination Unit
RE	Renewable Energy
REIIF	Renewable Energy Infrastructure Investment Facility
RSC	Regional Steering Committee
SEP	Stakeholder Engagement Plan
SLA	Service level agreements
SoP	Series of Projects
T&D	Transmission and distribution

1. INTRODUCTION AND PROJECT DESCRIPTION

Regional and Country Context

The economies of the countries in the Caribbean region limit options for offsetting the high cost of dependence on imported fossil fuels. Countries of the region do not benefit from economic diversification, varied composition of international trade, and economies of scale that can help larger countries deal with high energy costs. Additionally, some countries in the Caribbean Region are highly vulnerable to extreme weather events and climate change, which has taken a massive toll on their economies in recent years. Located in the Atlantic hurricane belt, the region is exposed to recurrent extreme weather events such as hurricanes, floods, and rising sea levels as well as subject to substantial seismic activities and associated risks such as earthquakes and volcanic eruptions. Disasters due to severe weather are estimated to have cost the Eastern Caribbean countries an average of 3.6 percent of Gross Domestic Product (GDP) between 1997 and 2016, well above the average for small states.

Caribbean countries have already made substantial strides in regional integration to overcome shared challenges but much more is required to implement the regional clean-energy transition. While regional structures are in place to address common development problems of countries in the Organisation of Eastern Caribbean States (OECS), there are multiple barriers to developing the utility-scale RE projects necessary to reduce high dependence on costly imported fuel for diesel-fired power plants and meet targets for a clean-energy transition.

Caribbean countries are committed to establishing policies and regulatory frameworks to meet their National Determined Contribution (NDC) targets, but progress could be faster. IDA member countries in the OECS remain committed to their NDC targets, with a long-term strategy towards a clean energy transition. SVG has submitted its Intended NDC, targeting reductions in GHG emissions, by 2025, at 22 percent of what they would be in the country's business-as-usual scenario. However, despite these plans, results in reducing GHG have been insignificant in the Caribbean Region so far due to: (i) the lack of consistent and effective implementation by the government agencies, (ii) regulatory frameworks not yet fully functional in support of the clean-energy transition, and (iii) inadequate financial incentives as well as integration capacity of national utilities to support new RE investments.

The Resilient Renewable Energy Infrastructure Investment Facility (RREIFF) Project provides countries access to regional IDA to address funding needs for more renewable energy integration investment in their grids. The regional support will allow these countries to address their barriers related to scale and leverage regional IDA support, and it will ensure that national IDA will be focused on the immediate needs of these countries in terms of social sectors and disaster management. The proposed RREIFF Project is designed for the countries in the Caribbean region to address shared and interlinked challenges in their energy sector and accelerate the decarbonization of the energy sector by mobilizing public and private sector financing for utility-scale RE projects.

The RREIFF Project is designed as a regional program with a goal of creating an enabling environment for renewable energy and attracting major companies and investors into small island nations. This will encourage the development of interest and momentum in the countries to implement the necessary policies and infrastructure to fully benefit from regional developments. RREIFF's approach of aggregating capacity needs across member countries will create a significant enough demand for leading private players interested in deploying renewable energy projects in these countries.

Project Description, Development Objective, and Components

The Resilient Renewable Energy Infrastructure Investment Facility (RREIIF) Project (hereafter referred to as the Project) is a regional Series of Projects (SoP) to create an enabling environment for renewable energy and attract major companies and investors into smaller island-countries. The SoP's programmatic framework is scalable, allowing countries in the region to join at different times. A regional approach will create interests and momentum in project countries to put in place the right policy and enabling infrastructure to take full advantage of regional developments. The Project's approach of aggregating capacity needs across countries will provide a large enough demand for leading private players to be interested in deploying solar energy in these countries. The first set of activities in the Project will be implemented at the regional level through a Regional Entity within the Eastern Caribbean Partial Guarantee Corporation (ECPCGC) and at the national level in Grenada, Saint Lucia, and Saint Vincent and the Grenadines.

The Project Development Objective is to increase the share of utility-scale renewable energy generation and private-sector participation in renewable energy development in the participating Caribbean countries.

The Project consists of 4 components that aim to address common regional barriers to RE development in the Caribbean countries. Across all components, measures to strengthen resilience have been integrated given the vulnerability of these countries to climate and natural disaster risks.

Component 1: Regional RE Coordination Unit (RCU), Institutional Strengthening, and Implementation Support. This component will establish the regional entity for: (i) coordinating the aggregation of RE projects to achieve economies of scale, lowering the cost of individual projects, and (ii) providing technical support to national entities of the three participating countries, as well as to the Eastern Caribbean Partial Credit Guarantee Corporation (ECPCGC).

Subcomponent 1.1: The RCU and the Institutional Strengthening Mechanism (US\$2.00 million). In line with the ECCU's Monetary Council's decision (dated October 18, 2024), the RCU will be responsible for the aggregation of RE projects across the participating countries along with national regulators. The RCU will assist national PIUs in identifying and preparing bankable RE projects and be responsible for coordinating their development, from conception to completion, regularly reporting on progress. Climate resilient considerations will be embedded in the appraisal of these projects. The RCU's operating costs to ensure that it is sustainable after the conclusion of support from the World Bank.

Subcomponent 1.2: Technical Assistance (USD 5.50 million). This subcomponent will provide technical support to the regional and national stakeholders of the three participating countries, in the following areas: capacity-building, standardization of documentation, advisory services, technical assistance to ECPCGC, support for hiring specialized staff, coordination with and capacity building for participating banks and assistance in the development of an insurance product. Furthermore, the TA activities will support the ECCB in the design and establishment of an umbrella fund for mobilizing climate finance to support the regional green-energy transition.

Component 2: Risk Mitigation Mechanism: Equity Capital in the RREIIF Risk Mitigation Fund for Partial Credit Guarantees (Estimated Cost: USD30.00 million). The RREIIF will provide risk mitigation solutions for participating banks in the region via a new RE window with multiple product offerings, e.g. partial

credit guarantee (PCG), implemented by the Eastern Caribbean Partial Credit Guarantee Corporation (ECPCGC). This component will also address physical risks by supporting RE projects that have resilient design.

Component 3: Renewable Energy Integration and Infrastructure Modernization, Institutional Strengthening, and National Implementation Support (Estimated Cost: US \$81.24 million). This component focuses on modernizing electricity grids to support the integration of RE sources and enhance the reliability and resilience of energy infrastructure. It will finance the optimization and strengthening of transmission and distribution (T&D) networks in participating countries, preparing the grid to accommodate increased RE generation, including battery energy storage. The investment will cover works to expand the capacity of existing sub transmission lines, upgrade current substations, or establish new primary substations. All infrastructure design and construction will incorporate climate-resilient measures to enhance the grid's durability against climate hazards.

Subcomponent 3.3: Supply, installation of T&D lines, upgrade of substations and modernization of grid control centers in St. Vincent and the Grenadines (US\$23.00 million). This subcomponent focuses on modernizing electricity grids to support the integration of RE sources and enhance the reliability and resilience of energy infrastructure. It will finance the procurement and installation of (i) T&D network reinforcements to accommodate more generation capacity, (ii) upgrading substations by increasing their capacity and or optimizing voltage levels, and (iii) modernization of existing distribution and transmission control centers and/or the construction of new ones. This subcomponent will finance specifically in this phase (i) tools for operation and planning including modelling tools to build a more resilient transmission network, such as the installation of an outage management system to more efficiently restore infrastructure after natural disasters; AI-based daily projection and dispatch tool; assistance in building complete model for different island. (iii) elaboration of standards with an aim to improving resilience and training T&D Construction (iv) Supply, installation of 6MWh BESS and T&D for the BESS integration in the utility grid as well as SCADA system to monitor the renewables' dispatch.

(Subcomponent 3.1 and 3.2 of the Project provides similar support to Grenada and Saint Lucia respectively.)

Sub-Component 3.4: Institutional strengthening and Implementation Support to National PIUs (US\$9.15 million): The subcomponent will focus on supporting the national PIUs in the implementation of the project including gender activities. Each country's PIU will be responsible for managing its subcomponent. This subcomponent will help countries in the procurement of supervisory engineers, consultancy services, and the preparation of any E&S instruments that might be required; it will also help countries fund PIU staff and operations. The sub-component also aims to address gender disparities through a multifaceted approach, aiming to create sustainable pathways for women's participation in the energy sector. This sub-component includes: (i) the provision of targeted scholarships for women pursuing electrical and mechanical engineering degrees; (ii) the creation of apprenticeship/internship opportunities to empower women with practical skills and industry experience; (iii) the implementation of professional development initiatives (e.g. job fairs, training), mentorship programs and career advising; (iv) early outreach campaigns; and (v) the creation of the Women's Renewable Energy Entrepreneurship Program offering specialized workshops to equip women with business fundamentals, technical knowledge, and networking opportunities. Each country's PIU will have designated funds based on support activities that need to be carried out.

Component 4: Contingent Emergency Response Component (US\$0). This component, known as the Contingent Emergency Response Component (CERC), will be available if needed, to redeploy some of the project resources alongside those of other projects in specific country project portfolio to respond to an emergency. The available resources will be made available to finance emergency response activities and to address crisis and emergency needs.

Project Cost and Financing. The lending instrument for the proposed project is Investment Project Financing (IPF). The total project cost is estimated at US\$118.74 million.

The Project is being prepared under the World Bank's Environment and Social Framework (ESF). As per the Environmental and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure, Saint Lucia's PIU has prepared this Stakeholder Engagement Plan (SEP). This SEP should be read together with other plans prepared for the Project, including the Environmental and Social Management Framework (ESMF), the Labor Management Procedures (LMP) and the Environmental and Social Commitment Plan (ESCP).

2. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Objective

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 scope and level of detail of the SEP should be commensurate with and proportionate to the nature and scale, potential risks, and impacts of the project and the concerns of the stakeholders who may be affected by or are interested in the project. This SEP is a strategic communication plan that outlines a step-by-step process on how the Project team will communicate with their stakeholders to increase the likelihood of positive project outcomes.

Methodology

Through the activities outlined in this SEP, the Project will provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, and intimidation. This SEP is a living document that will be revised as needed and throughout the project cycle based on feedback from project stakeholders. This SEP will be implemented through the following activities:

- Public consultations, such as community meetings, information sessions and focus group meetings.
- A grievance mechanism.
- Public awareness campaigns.

Public consultations are an important step to identify and evaluate the project's environmental and social risks and impacts. These consultations aim to:

- Disclose information on the project and the results of the environmental and social aspects.
- Assess the level of risk as perceived by stakeholders.
- Identify challenges and limitations.

For the purposes of effective and tailored engagement, stakeholders of the project have been identified and are divided into the following core categories: project-affected parties, other interested parties, and disadvantaged/vulnerable groups. Table 2 details these three categories at each of the types of proposed institutions.

Project-affected parties

Project-affected parties (PAPs) include persons, groups, and other entities within the project's area of influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project. They need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. Under the Project, PAPs include a wide range of individuals and organizations engaged throughout the project cycle.

Direct beneficiaries will be the **electricity consumers and citizens** with greater access to affordable, reliable, resilient, and clean electricity and other social and economic infrastructure. Transitioning away from fossil fuel electricity generation is critical not only to boost long-term growth but also to ensure that households – particularly those that are low-income and vulnerable – can access affordable clean energy through reliable access to electricity.

Given the particular focus on renewable energy, it is expected that the consumers would benefit from enhanced security against power outages through BESS systems that address the intermittent nature of solar power. This will be especially beneficial for any **critical infrastructure such as health centers, water supply, transport**. The new renewable energy additions facilitated by the RREIF offer a cleaner and more affordable alternative to existing fuel-based generation, making the grid more reliable and resilient in the face of fluctuating oil prices and climate hazards. Residents will also benefit from a cleaner environment and reduced air pollution from lower fossil fuel combustion in power plants.

The Project's direct beneficiaries will also be **national governments** as they will benefit from reduced import bills linked with fossil fuel imports for electricity generation that will reduce the national fiscal burden. The Project will also help reduce the pressure on foreign exchange reserves that the ECPCGC may need to maintain for fossil fuel imports. Additionally, mobilization of private capital for investments in renewable energy will also reduce fiscal pressure on public finance.

The Project beneficiaries will also be the **private firms and labor force** involved in supply, construction, and operation of RE infrastructure projects. By financing transformational, gender-informed, and poverty focused infrastructure interventions in the region, the RREIF will directly create jobs and other income-generating opportunities. This should directly contribute to increased consumption of selected low-income and vulnerable groups, particularly young people who experience low labor rate participation rates and precarious employment.

Private firms in countries will benefit from RREIF's long-term risk mitigation, and through technology transfers and know-how, which is an indicator that is being tracked by ECPCGC and countries to measure the impact of the Project's intervention.

The **ECPCGC, the governments, national utilities, and regulators** will directly benefit from the RREIF's interventions. The facility will be able to mobilize greater amounts of investment from private developers to boost the development of utility scale renewable energy in member countries. Similarly, participating countries (Ministries, national utilities, and regulators) and the RCU in the ECPCGC will benefit from the

institutional strengthening activities envisioned under Component 1 and Component 3, thereby enhancing their ability to support infrastructure finance in the region.

Youth and women will benefit from support activities included in the Project. The capacity building activities under Component 3 will help improve women and youth employability in the energy sector's technical jobs. These jobs could be across the energy sector, including within the utility, private sector companies, or the public sector.

Other interested parties

The projects' stakeholders also include individuals/groups/entities that may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and implementation in some way. The following stakeholders under this category will also be included in the stakeholder engagement activities:

- NGOs and civil society groups, especially those working on energy efficiency, climate change, environment, and other related issues
- Local government entities and other community leaders that represent the local communities/PAPs, to protect the rights of inhabitants in the project area and to receive and address any project-related feedback and grievances from them
- Private sector entities that would be interested in procurement and supply chain issues related to the project as well in supporting the transition to EE/RE technologies
- Development partners that currently have projects in in the energy sector
- Mass media outlets, to inform residents in the project area and the wider public about planned project activities
- The general public, to inform them of the general socio-economic impacts of the project
- Finally, internal interested parties with stakes in the project include project staff; supervision consultants; contractors; sub-contractors; service providers, suppliers, and their workers.

Disadvantaged/vulnerable individuals or groups

Disadvantaged/vulnerable individuals or groups are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies. These stakeholders may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. As the Project progresses, vulnerable groups within the communities affected by Project activities will be further confirmed and consulted through appropriate means.

Within the Project, the vulnerable or disadvantaged groups may include but are not limited to the following:

- **Low income and vulnerable households:** These communities will benefit from project activities by improving access to more reliable, affordable, and cleaner energy.
- **Youth and women:** Capacity building activities will improve women and youth employability in the energy sector's technical jobs.
- Persons affected by **land acquisition or economic displacement** from Project activities could also potentially be included in this category of stakeholders.

Table 1 Project Stakeholder Disaggregation

Category of Activity	Project Affected Parties	Other Interested Parties	Disadvantaged/ Vulnerable Groups/individuals
General and Cross-cutting Stakeholders	<ul style="list-style-type: none"> Electrical Inspectorate Division Physical Planning Department Ministry of Transport, Works, Land and Surveys and Physical Planning St. Vincent Electricity Services Limited (VINLEC) Chamber of Industry and Commerce and other private sector entities 	(External) <ul style="list-style-type: none"> General public Ministries and Government agencies Local government entities Agency for Public Information (API) Media Private Sector NGOs /Civil Society Development partners 	<ul style="list-style-type: none"> Low income and vulnerable households Youth and women Stakeholders impacted by land acquisition and/or economic displacement
Component 3: Renewable Energy Integration and Infrastructure Modernization, Institutional Strengthening, and National Implementation Support (Exact sub-projects TBC)			
Sub-project specific stakeholders	<ul style="list-style-type: none"> Stakeholders impacted by land acquisition and/or economic displacement Landowners from whom land would be potentially purchased Nearby residents/businesses where works will take place Drivers using the roadway where works will take place Bus Drivers Association Traffic Department, the Royal SVG Police Force Solid Waste Management Authority Water and Sewerage Authority Department of Grenadines Affairs 	(Internal) <ul style="list-style-type: none"> Project Staff Supervision Consultants Contractors Sub-contractors Service providers, suppliers, and their workers 	
Component 4: Contingent Emergency Response Component			
Emergency Response Activities	<ul style="list-style-type: none"> The National Emergency Management Organization (NEMO) 		

3. STAKEHOLDER ENGAGEMENT ACTIVITIES

The project will utilize a variety of stakeholder-specific mediums in the stakeholder engagement process such as national-level public consultations, focus groups and information disclosure throughout design, implementation, and operational phases of the project.

The objectives of the stakeholders' consultations during project preparation are as follows:

- To inform stakeholders of the proposed Project
- To garner stakeholders' input on the Project's design and activities
- To identify or clarify project-affected persons, other interested parties, and disadvantaged/vulnerable groups
- To foster broad based ownership of Project and its outcomes

Consultations were not conducted during the project preparation process. However, a series of consultations, both technical as well as to the broader public, are scheduled to take place. During these

initial consultations, the Project will be presented to gather feedback on the Project's objectives and activities, the grievance management process, and potential impacts and risks related to the proposed Project activities. These first consultations serve as an opportunity to gather feedback on other potential impacts and risks not yet identified in the disclosed ESMF and LMP. (The ESMF and LMP will be disclosed via the Project's website.) This feedback will be recorded and considered by Project staff and a summary of the main recommendations received and to be integrated into the SEP.

Summary of methods, tools, and techniques for stakeholder engagement

The stakeholder engagement activities under the project have two objectives: information disclosure on the project activities and gathering feedback from stakeholders. To this end, the proposed engagement activities employ a range of formats, depending on the activity objective and the needs of stakeholders. These include formal, in-person meetings with government counterparts, site-level consultations, focus group meetings, and site visits/walk-throughs.

Stakeholder engagement program

Table 2 outlines the timeline of stakeholder activities that will take place under the project.

Table 2 Stakeholder Engagement Activities

Timeline (Project stage)	Topics	Methods Used (Objective: Information disclosure, Feedback, Behavior Change)	Target stakeholders	Responsibilities
Prior to commencement of project activities (Preparation)	Project Objectives/ Activities Stakeholder Engagement Plan and Grievance Management Mechanism Environmental and Social Management Framework (ESMF) Labor Management Procedure and Grievance Mechanism for workers	Information will be disclosed, and feedback gathered via: - Face-to-face meetings and presentations, including a national-level public consultation (Annex 1 provides guidance on conducting national consultation) - Email communication - The Project's website and social media	PAPs include stakeholders such as renewable energy entities, regulatory entity, relevant government agencies and civil society organizations working in the energy and environment sectors.	PIU Social and Environmental Specialists, CLO
Prior to start of civil works and especially during construction activities Monthly (Implementation)	Environmental and Social Management Framework and any possible plans that may be applied to the sub-project works ESMPs, Resettlement Action Plans, Cultural Heritage Plan, etc. Stakeholder engagement activities	Prior to the start of civil works: - On-site interviews and walk-throughs with stakeholders - Informational meetings for neighboring communities on sub-project works (Annex 2 provides guidance on site-specific consultations)	(External) PAPs, including site-specific groups and communities NGO/Civil society groups Neighboring residents, and businesses	PIU Social and Environmental Specialist, CLOs

	Grievance Mechanism	<p>Information will be disseminated via:</p> <ul style="list-style-type: none"> - The project's website - The project's social media - Mass media content (News stories/TV/radio programs on EE/RE) - Community bulletin boards - Posters <p>Feedback from end users will be collected through:</p> <ul style="list-style-type: none"> - The PIU staff - Grievance mechanism - Project website - Contractors on the sub-project site 	<p>General public</p> <p>Ministries and Government agencies</p> <p>Local government entities</p> <p>Media</p> <p>Private Sector</p> <p>The Government Information Service (GIS)</p> <p>Development partners</p> <p>(Internal)</p> <ul style="list-style-type: none"> • Project Staff • Supervision Consultants • Contractors • Sub-contractors 	
<p>Post-construction phase</p> <p>Quarterly information disclosure, feedback, behavior change activities</p> <p>(Implementation)</p>	<p>Project Impacts</p> <p>Grievance Redress Mechanism</p>	<p>Once the works are completed:</p> <p>Information will be disseminated via:</p> <ul style="list-style-type: none"> - The project's website - The project's social media <p>Feedback will be collected through:</p> <p>Focus groups with cross-sections of energy consumers</p>	<p>PAPs, including site-specific groups and communities, building managers, building users</p> <p>General Public</p> <p>(External)</p> <p>Ministries and Government agencies, Local government entities, Media, Private Sector, Development partners,</p>	<p>PIU Social and Environmental Specialist, CLOs</p>

Proposed strategy to incorporate the views of vulnerable groups

The Project will include targeted stakeholder engagement with vulnerable groups. The strategies that will be adopted to effectively engage and communicate to these vulnerable group will be considered during project implementation. Outreach activities will ensure that these groups are engaged in a manner that is appropriate to their needs. Examples include gender-balanced community engagement teams; provisions for childcare, transport, and safety; online and in-person engagement activities so that

stakeholders in unpaid care work can participate; communication materials and meeting formats that are child friendly or appropriate for those that are physically or visually impaired.

Reporting back to stakeholders

Stakeholders will be kept informed as the Project develops, including reporting on the Project's environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism, and on the Project's overall implementation progress. Potential means for reporting back to stakeholders include via:

- The Project's Social and Environmental Specialists (via the Project website, meetings, etc.)
- During site-level meetings
- Theme-based social media
- Mass media channels – news stories, press releases and radio programs

Data Privacy

Personal data, personally identifiable information and sensitive data are likely to be collected and used by the Project in connection with the management of environmental and social risks under circumstances where measures to ensure the legitimate, appropriate, and proportionate use and processing of that data may not feature in national law or data governance regulations. Personal data is expected to be collected and processed¹ in the following ways:

- Stakeholder identification and consultations
- Investigation of incidents and accidents related to project activities through grievance management
- Complaints raised by individuals at the project-level

To guard against abuse of that data, the Project will incorporate best international practices for dealing with such data in such circumstances. Such measures may include, by way of example, data minimization (collecting only data that is necessary for the purpose); data accuracy (correct or erase data that are not necessary or are inaccurate); use limitations (data are only used for legitimate and related purposes); data retention (retain data only for as long as they are necessary); informing data subjects of use and processing of data; and allowing data subjects the opportunity to correct information about them, etc.

In practical terms, the Project will ensure that these principles apply through assessments of existing or development of new data governance mechanisms and data standards for processing personal data in connection with parties involved in Project implementation (project implementation units, contractors, consultancy firms, etc.), including assessment or development of data sharing protocols, rules or regulations, revision of relevant regulations, and training on personal data protection.

4. BUDGET AND IMPLEMENTATION OF STAKEHOLDER ENGAGEMENT ACTIVITIES

¹ Personal Data Processing is any operation or set of operations, automated or not, which is performed on personal data, including but not limited to collection, storage, use, transmission, disclosure, or deletion.

SEP Implementation Budget

A tentative budget for implementing the stakeholder engagement plan is detailed in in Table 3. The PIU will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. If so, the plan and budget will be updated and a new revision distributed.

*Table 3 Budget for SEP**

STAKEHOLDER ENGAGEMENT ACTIVITIES	TOTAL COST (USD)	REMARKS
<i>Training on social/environmental issues for PIU and contractor staff</i>	8,000	
<i>Contingency (10%)</i>	800	
Subtotal	8,800	
National Consultations <i>(Venue, Catering, materials, travel)</i>	24,000	Consultations before project works begin, 1 during, 1 after completion
Community/Stakeholder Meetings <i>(Catering, materials, travel)</i>	30,000	Site-level meetings (before project works begin, 1 during, 1 after completion) Meetings with vulnerable groups
Communications Materials <i>(TV/Radio content, advertisements, Print Materials, Site-based posters/banners/notice boards, Project Paraphernalia, etc.)</i>	30,000	Overall budget for communications materials
<i>Contingency (10%)</i>	8,400	
Subtotal	92,400	
<i>Internal GR training for staff and contractors, (transport, catering, materials)</i>	4,000	Led by GRM Focal point and CLO
<i>Contingency (10%)</i>	400	
Subtotal	4,400	
TOTAL	105,600	

*The budget detailed here is tentative and likely to change once the stakeholder engagement activities are further defined.

**Costs for the Environmental Specialist salary, the Social Specialist salary, and travel and meeting costs are included in the overall Project budget

Project Implementation Arrangements

The Project will be implemented at the national and regional level, under a regional coordination framework. The implementation arrangements are designed to ensure strong ownership of the PDO and the implementation of components by the participating countries, facilitate synergy and economies of scale, and strengthen coordination among countries at the regional level. At the national level, the line ministries and agency responsible for the energy sector of the participating countries will be responsible for the execution of the Project, working in close collaboration with the Ministry of Finance (MoF) and other ministries in the national cabinets for their respective project sub-components. Each participating country will have a PIU that will be responsible for planning and implementing all activities in the country and reporting to the responsible line ministry.

Regional Entity: The project will be anchored within the Eastern Caribbean Partial Credit Guarantee Corporation (ECPCGC) as the Regional Entity that will set up Regional Steering Committee (RSC) with a designated chairman.

Regional Steering Committee (RSC): The project will be hosted by ECPCGC with the Regional Steering Committee (RSC) that includes senior representatives of the government of each participating country

participants and ECCB. The RSC will oversee project implementation and provide strategic guidance and facilitate decision-making on critical matter. The RSC will approve annual work plans, and facilitate collaboration, meeting at least annually to assess implementation progress.

The Regional Renewable Energy Coordinating Unit (RCU), hosted within the ECPCGC and under the strategic guidance of the RSC, will coordinate the overall project implementation, carry out the Component 1 and Component 2 and support national PIUs to execute the Components 3 and 4.

For Component 2, the RCU will support national PIUs in identifying a pipeline of high-priority, utility-scale RE projects and aid in the preparation of these projects via feasibility studies and other assistance to ensure their readiness for an internationally competitive bidding process.

The RCU will include E&S aspects in and sign service level agreements (SLAs) with national PIUs to manage E&S risks and impacts of the Project.

A National PIU in Saint Vincent and the Grenadines. A dedicated national PIU will be established in the Energy unit in Ministry of Urban Development and Energy. This will include a Project coordinator along with an environmental specialist, a social specialist, a community liaison officer, a financial management specialist, and procurement specialist.

At the national level, a **Project Steering Committee (PSC)** under the supervision of the Ministry will be established and will include representatives of the MoF, National Utilities, Regulatory Commission, and other government stakeholders. The PSC will coordinate and oversee the project activities at the national level.

A Grievance Management Committee will address complicated complaints, as needed (See Section 5). The stakeholder engagement activities will be documented through a Project-specific website, a grievance/feedback database, and a stakeholder engagement log.

5. GRIEVANCE AND FEEDBACK MECHANISM

Objectives of the Grievance Mechanism

The Government of Saint Vincent and the Grenadines and the WB are committed to enhancing opportunities for grievance management, collaborative problem solving, and alternative dispute resolution for the Project. The Government of Saint Vincent and the Grenadines' National Economic and Social Development Plan (2013-2025), Goal 3 promotes good governance and increases the effectiveness of public administration and Outcome 3.3 solicits avenues to educate the public about their legal rights and avenues for redress.

The Project and its associated activities may have some short term and reversible impacts. The grievance mechanism is a tool for early identification, assessment, and resolution of complaints regarding any anticipated and unanticipated risks that would be encountered during implementation as well as for receiving feedback to inform project activities. The grievance mechanism aims to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

Implementation Structure

The implementation structure for the Grievance Mechanism is the following:

PIU level: The Social Specialist will be the Project's Grievance Coordinator. With the support of the CLO, the Grievance Coordinator will receive and examine grievances/feedback at the PIU level, maintain a project-wide database of filed grievances and their redressal process, monitor the project activities of contractors and consultants on management of grievances, and prepare quarterly progress reports on grievances received. The Grievance Coordinator will be tasked with the following:

- Establish the grievance mechanism before the commencement of any project activities
- Act as the Focal Point on grievance mechanism issues
- Socialize and create awareness of the grievance mechanism 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

The Grievance Management Committee: The Grievance Management Committee is chaired by the PS and can include agencies and entities such as the Physical Planning Unit, Lands and Surveys Department, the Public Health Department, Gender Affairs Division, the Labour Department, Marion House, the Community Development Unit, or other agencies as needed. The Committee will review complicated grievances that cannot be resolved through the Grievance Coordinator/PM and E&S specialists. Others will be included in Committee meetings as needed and depending on the nature of the complaint.

Sub-project site level: The designated CLO will receive and record grievances from stakeholders. Once received, the grievance is relayed to the Grievance Coordinator within the PIU.

Contractor level: Contractors will designate a Grievance Manager to receive, record and investigate grievances.

The Grievance Redress Process

The process for grievance management is as follows:

1. **Receive grievance/feedback:** All grievances/feedback can be received by the PIU staff, a contractor or other designated person. Through the consultation process, stakeholders will be informed of various avenues through which grievances/feedback can be filed, including at the sub-project level (suggestion/grievance boxes will be available in each building during construction works) or directly to the Ministry. At the contractor/subcontractor level, the Environmental and Social Management Plans (ESMPs) will reflect site specific channels and contact point of entry for grievances. The points of receipt of grievances/feedback are detailed in Table 4.
2. **Processing:** Within 3 working days of receipt, the Grievance Coordinator will categorize the grievance (high, medium, low priority) and forward grievances/feedback to relevant persons at the sub-project level or within the PIU.
3. **Acknowledgement of grievance:** All grievances will be acknowledged by telephone or in writing by the Grievance Coordinator within 3 working days of receipt of the grievance. The grievant should be

informed of the approximate timeline for addressing the complaint if it cannot be addressed immediately.

4. **Verification, investigation, action:** The Grievance Coordinator will investigate the complaint. This investigation will include, but is not limited to, meetings with the grievant, 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 a Meeting Record Form. Community representatives or representatives of the grievant will be allowed to sit in at these meetings.

The Grievance Coordinator will work with the relevant authorities and with project contractors to ensure speedy resolution of grievances. If the complaint cannot be resolved by the Grievance Coordinator, it will be reviewed by the Grievance Management Committee.

5. **Monitoring and evaluation:** Data on complaints will be collected in the Grievance Management Registration and Monitoring Sheet and reported to the NCC and WB on a quarterly basis.
6. **Provision of feedback:** Feedback from grievant regarding their satisfaction with complaint resolution is collected within a month after the grievance is resolved.

Table 4 Grievance Management Process

Step	Grievance Management Process	Responsible Entity	Time Frame
1. Receiving Grievance/ Feedback	PIU level Intake channels: In-person, in writing, Project site telephone, fax, emails, SMS, Whatsapp, Facebook page, Grievance submission form (Annex 3)	Grievance Coordinator National Grievance Mechanism Email: wbgrievances@gov.vc Tel: (784) 494-3000 (also via WhatsApp)	Ongoing and available to project stakeholders during all stages of project
	Sub-project site level Intake channels: in person, in writing, telephone, SMS, Whatsapp, suggestion/grievance box	CLO/ Grievance Coordinator National Grievance Mechanism Email: wbgrievances@gov.vc Tel: (784) 494-3000 (also via WhatsApp)	
	Intake channels: grievants may file a complaint at a sub-project site via a suggestion/grievance box or in-person in writing, telephone, SMS, or Whatsapp with the contractor	Contractor's Designated Grievance Manager	
2. Processing	Any complaint received is categorized (high, medium, low priority) and forwarded to relevant sub-project focal points or PIU. Then the grievance is logged in the Grievance Management Registration and Monitoring Sheet (Annex 4)	Grievance Coordinator	Within 3 working days of receipt
3. Acknowledgement	Receipt of the grievance is acknowledged to the grievant and informed of the approximate timeline for addressing the complaint if it cannot be addressed immediately.	Grievance Coordinator	Within 3 working days of receipt

4. Verification, investigation, action	Investigation of the complaint is led by the Grievance Coordinator (and if needed, the Grievance Management Committee) and a proposed resolution is formulated and communicated to the grievant	Grievance Coordinator in collaboration with relevant Ministries, and Grievance Management Committee (for complex cases)	No later than 60 working days from receipt of the filing of the complaint
5. Monitoring and evaluation	Data on complaints collected in the Grievance Management Registration and Monitoring Sheet (Annex 4) is reported to the NCC and WB	Grievance Coordinator	Quarterly reporting
6. Provision of feedback	Feedback from grievant regarding their satisfaction with complaint resolution is collected	Grievance Coordinator	Within 1 month after resolution

Meetings with the grievant will be recorded and decisions will be communicated to the grievant formally. If she/he accepts the resolutions, the grievant's acceptance will be obtained on the disclosure format in Annex 5. It is expected that the complaint will be resolved at this level no later than 30 working days of receipt of the original complaint. If the affected party does not agree with the resolution by the Grievance Management process, or there is a time delay of more than 60 working days in resolving the issue, the grievant can opt to consider taking legal recourse within the local courts.

6. MONITORING AND REPORTING

Monitoring SEP implementation

A number of key performance indicators will also be monitored by the project on a regular basis, including the following parameters:

General:

- The number of consultation meetings and public discussions conducted quarterly

Information Dissemination:

- The number of national broadcasts related to the Project (such as notices, radio and tv talk shows)
- The number of WhatsApp groups engaged
- Number of press materials published/broadcasted

Feedback Gathering:

- The number of recommendations gathered in consultations
- The number of recommendations that were integrated into the project design
- The number of participants in site-level meetings

Grievance Management:

- The number of grievances received within a quarterly period
- The number of grievances resolved within the prescribed timeline

Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary during project implementation. Quarterly summaries on stakeholder engagement activities and reports on public suggestions and grievances, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project.

The quarterly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year will be conveyed to stakeholders through publication of a standalone annual report on the Project's interaction with stakeholders.

ANNEX 1: DRAFT NATIONAL PUBLIC CONSULTATION MEETING AGENDA

LOCATION	National level public consultations were held on (date) at (location), from (time) to (time).
OBJECTIVE	National level public consultations aimed to present the main development goals of the Project to key local and national-level stakeholders. The consultations are designed to encourage open, transparent, and active public participation to integrate concerns, comments and remarks on the project and the draft SEP.
INVITEES AND FORMAT	Stakeholders will be invited via e-mail to participate in a hybrid (in-person/videoconference) consultation process that included participants from the main island as well from sister islands. The public announcement for the consultations will be posted on (website).
AGENDA	Project Presentation: Context (why the need for the project), Project objectives, Project activities Preliminary, selected project sites Overview of site-specific project interventions Positive/negative impacts for stakeholders GRM process (GRM objectives, Channels for filing grievances/feedback, GR process/timeline) Closing Remarks
STAKEHOLDER COMMENTS	The discussion after the presentation of the project and the SEP included the following comments/recommendations:
RESPONSE TO COMMENTS	<i>(A summary of the main recommendations integrated into the Stakeholder Engagement Plan)</i>
NEXT STEPS	<i>(Describe finalization/disclosure process of the SEP/ Environmental and Social Management Framework)</i>
CONSULTATION MATERIALS	<i>(Photos, links to video recordings, materials shared during meeting)</i>
ATTENDANCE LOG	<i>(List of participants/organizations invited and in attendance)</i>

ANNEX 2: SITE SPECIFIC CONSULTATION AGENDA

The Project will conduct consultations with stakeholders at the site-level during the preparation, implementation, and post-construction phases. These consultations will be carried out by Project staff (the Environmental Specialist, the Social Specialist, the site-designated CLO as well as assisted by sub-project site focal persons) in identifying and convening stakeholders as well as organizing the consultations.

Project Presentation:

- Context (why the need for the project)
- Project objectives
- Project activities

Specific project interventions at the site

Positive/negative impacts for sub-project site stakeholders

GRM process:

- GRM objectives
- Channels for filing grievances/feedback
- GR process/timeline
-

Q&A/Discussion:

- Do these interventions align with your needs?
- What other interventions can be added?
- How can incentives be integrated to reduce energy costs and support the project objectives generally?

Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps

ANNEX 3: GRIEVANCE SUBMISSION FORM

Date received:	Date: (dd-mm-yyyy)	
Grievant Name		<input type="checkbox"/> Please keep my name confidential
Other Information:		
Contact Information:	Phone: Email address: Address: (Please indicate the preferred method of communication)	
Details of grievance: (Who, what, when, where)	<input type="checkbox"/> One-time incident/complaint <input type="checkbox"/> Happened more than once (indicate how many times): _____ <input type="checkbox"/> Ongoing (a currently existing problem)	
How would you like to see the issue resolved?		
Attachments to the grievance: (E.g., pictures, reports etc.)	List here:	

Grievant Signature (if applicable)

Date (DD/MM/YYYY)

Signature-Project personnel (to confirm receipt only)

Date (DD/MM/YYYY)

<p>For PIU use only:</p> <p>Grievance Category:</p> <p><input type="checkbox"/> Power outages</p> <p><input type="checkbox"/> Waste Management</p> <p><input type="checkbox"/> Construction Quality/Equipment</p> <p><input type="checkbox"/> Traffic/Road Access</p> <p><input type="checkbox"/> Worker Safety</p> <p><input type="checkbox"/> Consultations</p> <p><input type="checkbox"/> Trainings</p> <p><input type="checkbox"/> Other (specify) _____</p> <p>Grievance No: _____</p> <p>Priority Level: Low/Medium/High _____</p> <p>Grievance Owner/ Department: _____</p>
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ANNEX 4: GRIEVANCE MANAGEMENT REGISTRATION AND MONITORING SHEET

No.	Name of Grievant	Date Received	Grievance uptake channel used	Location/ sub-project site, if applicable	Gender of grievant/	Grievance category	Grievance Description	Further Intervention?	Action(s) taken by PIU	Resolution Accepted/ Not Accepted Y/N	Date	Grievant Satisfaction score (1: Highly Unsatisfied-5: Highly Satisfied)

ANNEX 5: GRIEVANCE DISCLOSURE AND RELEASE FORM

Result of Grievance Management

Grievance No:	
Name of Grievant:	
Date Filed:	
Summary of Grievance:	
Summary of Resolution:	
Satisfaction Score of Grievant (1: highly unsatisfied – 5: highly satisfied)	
Date of grievance resolution (DD/MM/YYYY):	
Signature of Grievant in acceptance of the suggested grievance resolution:	Name:
ID type and number:	Date (DD/MM/YYYY):
Signature of Social Development Specialist	Signature of PIU Head:
Name: Place: Date (DD/MM/YYYY):	Name: Place: Date (DD/MM/YYYY):