

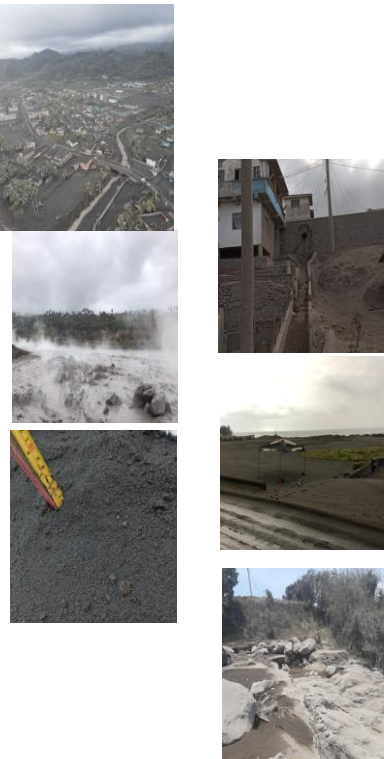
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*Government of Saint Vincent and the Grenadines*

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**Saint Vincent and the Grenadines Volcanic Eruption  
Emergency Project (P176943)**

**Stakeholder  
Engagement  
Plan**



24 September, 2021

## **Ministry of Finance, Economic Planning and Information Technology (MoFEPIT)**

### **Cover photos**

A portion of Georgetown near Caratal Bridge covered in ash high-temperature water flowing through the Rabacca River towards the Rabacca Bridge after the Volcanic Eruption in April 2021

Measurement of ashfall in the Yellow Zone

Drains blocked by ash deposits in Sandy Bay

Brownstown Playing Field covered in ash

Destroyed section of the roadway on the bridge at Orange Hill

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## Acronyms

API	Agency for Public Information
CBO	Community Based Organization
CWSA	Central Water and Sewage Authority
ESF	Environmental and Social Framework
ESMF	Environment and Social Management Framework
ESS	Environment and Social Standard
GBV	Gender Based Violence
GEF	Global Environment Facility
GRM	Grievance Redress mechanism
GRS	Grievance Redress Service
IPF	Investment project Financing
ITSD	Information and Telecommunication Service Division
KAP	Knowledge Attitude and Practice
LMP	Labour Management Procedures
NGO	Non-Government Organization
NOCC	National Ocean Coordinating Committee
OIP	Other Interested Parties
PAP	Project Affected Parties
PAI	Project Area of Influence
PSIPMU	Public Sector Investment Programme Management Unit
RAP	Resettlement Action Plan
SDU	Sustainable Development Unit
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

On 9<sup>th</sup> April, 2021 the La Soufriere volcano entered into explosive eruption phase at approximately 8:41am, On April 20<sup>th</sup>, 2021, The National Emergency Management Organization (NEMO) reported that 88 shelters housing 6,208 evacuees were activated, while some 6,567 persons were housed in private homes and a total of 13,303 registered individuals have been displaced which resulted in the evacuation of over 22,000 residents ( see **Error! Reference source not found.**) and the displacement of the entire 110,000 population of Saint Vincent and the Grenadines. To date, there were no fatalities.

Table 1: Demographic details on placement of displaced families

Indicator	Quantity
Number of registered displaced families/ groups in private homes	1441
Number of persons of registered displaced families/ groups in private homes	17,932
Number of children of displaced families/groups in private homes	TBC
Number of food packages distributed to displaced families in private homes	1575
Number of food vouchers distributed to displaced families in private homes	50
Number of registered displaced families in public shelters	1703
Number of persons of registered displaced families in public shelters	4,456
Number of children of displaced families in public shelters	1589
Number of registered displaced families in informal public shelters	356
Number of persons of displaced families in informal shelters	1302
Number of registered displaced families in hotel accommodation	24
Number of persons of registered displaced families in hotel accommodation	144
Number of vulnerable (elderly/disabled/chronically ill) persons of displaced families in public shelters	637
Number of vulnerable (elderly/disabled/chronically ill) persons of displaced families in private homes	TBC
Number of vulnerable (elderly/disabled/chronically ill) persons of displaced families in hotel accommodation	TBC
Total number of displaced families in public or private placement	3644
Total number of persons of displaced families in public or private placement	22,440

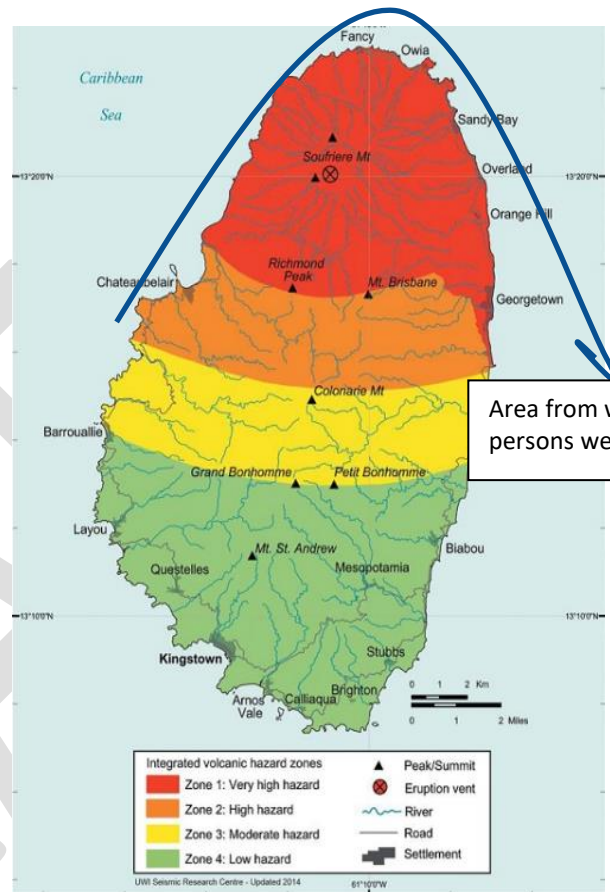
Source: NEMO, April 2021.

The population most directly affected ( see figure 1) are the Northern Eastern [Fancy, Overland, Sandy Bay, Owia, Magum, Georgetown, Touroma, Orange Hill] and Northern Western Communities [ Fitzhughes, Chateaubelair, Petit Bordel, Rose Hall, Rose Bank, Troumaca, Coulls Hill and Spring Village ]. Prior to the eruption, the estimated population projected to evacuate from the northern region was approximately 15,691 residents<sup>1</sup>.

<sup>1</sup> Saint Vincent and the Grenadines National Housing and Population CENSUS 2012

- (A) Map showing the entire island of Saint Vincent and the Grenadines
- (B) Map showing the different volcanic hazard zones

Figure 1: Map of Saint Vincent and the Grenadines <sup>2 3 4</sup>



(A)

(B)



<sup>2</sup> Source:

[https://upload.wikimedia.org/wikipedia/commons/thumb/8/86/Saint\\_Vincent\\_and\\_the\\_Grenadines.svg/330px-Saint\\_Vincent\\_and\\_the\\_Grenadines.svg.png](https://upload.wikimedia.org/wikipedia/commons/thumb/8/86/Saint_Vincent_and_the_Grenadines.svg/330px-Saint_Vincent_and_the_Grenadines.svg.png)

<sup>3</sup> <https://www.facebook.com/nemosvg/photos/a.365217540188875/2083525418358070/?type=3>

<sup>4</sup> [https://reliefweb.int/sites/reliefweb.int/files/resources/ECDM\\_20210409\\_Soufriere\\_Volcano.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/ECDM_20210409_Soufriere_Volcano.pdf)



In addition to the displacement of human lives, the volcanic eruption directly affected the road network in the northern regions, the accumulated ash collapsed a number of residential roofs and disrupted a number of the essential services. The project is designed to support Saint Vincent and the Grenadines' efforts for restoration and delivery of critical services and support resilient reconstruction. World Bank Requirements for Stakeholder Engagement- ESS10 Stakeholder Engagement and Information Disclosure

Stakeholder engagement is critical at all stages of 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. ESS 10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution 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 successful management of a project's environmental and social risks.

#### **(b) Objectives of the Stakeholder Engagement Plan**

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

- To identify stakeholders and build and maintain a constructive relationship with them, in particular project affected parties;
- To assess the level of stakeholder interest and support for the project and to ensure stakeholders views are taken into account in project design and environmental and social performance;
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them;
- To ensure that appropriate project information on 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 grievances redress mechanism to respond 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.

### **(c) Outline**

This document outlines the Stakeholder Engagement Plan (SEP) for the Saint Vincent and the Grenadines Emergency Recovery Project Preparation. The SEP describes the timing and methods of engagement with stakeholders throughout the lifecycle of the project. The outline of the document is as follows; section one provides an introduction to the project as well as the environmental and social framework of the World Bank, section two outlines a summary of the project description; section three provides an overview of stakeholders identified and an analysis; in section four there is the stakeholder engagement programme; section five presents the resources and responsibilities for implementing the stakeholder engagement activities, section six, 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 implementation of the project in a timely manner. The final section will provide guidelines on reporting to stakeholders. The SEP aims to ensure that there is adequate communication with all project stakeholders. It serves to inform stakeholders of anticipated environmental and social risks and impacts, mitigation measures, and associated Environmental and Social Framework (ESF<sup>5</sup>) instruments.

The World Bank Standards relevant to the Volcanic Eruption Emergency Project are: ESS1: Assessment and Management of Environmental and Social Risks and Impacts; ESS2; Labour and Working Conditions; ESS3: Resource Efficiency and Pollution Prevention and Management; ESS4; Community Health and Safety; ESS5: Land Acquisition, Restrictions on Land Use and Involuntary

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<sup>5</sup> 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.

Resettlement; ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources; ESS7: Indigenous Peoples/Sub-Saharan African Historically underserved Traditional Local communities; ESS8; Cultural Heritage and ESS10 Stakeholder Engagement and information Disclosure. These are addressed within the context of the Projects ESMF document.

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## Section II: Project Description

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### (a) Project Components

The project will be delivered through three components:

**Component 1: Immediate restoration of critical services and supporting emergency social protection programs** Sub-component 1.1: Repair and restoration of critical services including debris management

- Sub-component 1.2: Supporting emergency social safety programs
- Sub-component 1.3: Strengthening the Government's capacity to prepare for and respond to emergencies

**Component 2: Supporting the resilient reconstruction of key sectors and strengthening the Government's capacity to deliver infrastructure services**

- Sub-component 2.1: Support the development of a reconstruction plan, technical studies, and final designs
- Sub-component 2.2: Reconstruction and strengthening of infrastructure assets and systems
- Sub-component 2.3: Recovery and reconstruction of the agricultural production and assets

**Component 3: Project Management**

### (b) Previous Stakeholder Engagement Activities

During project identification and preparation stage, a number of stakeholder engagement activities were undertaken, inclusive of informal interviews of evacuees in private homes, to date over 8,000 registration forms were filled of both evacuees and non-evacuees, the main items solicited by evacuees were; (a) food and water (b) bed mattresses (c) clothing., In May 2021 consultation meetings were held with key government stakeholders<sup>6</sup> (see Table 2) to identify the key priority activities on different sectors. Other activities will include individual meetings with key personnel from the relevant Ministries and other government agencies, displaced persons. A public consultation was held with members of the Sandy Bay community on August 19, 2021 more than 104 persons (annex 4). This community meeting informed the project activities as it relates to the cash transfer aspect. Please see Table 5 the table that follows provides a list of action and/or activities undertaken, all activities were led by the PSIPMU. The objectives of the stakeholder engagements were to:

- Provide updates and the current gov't's priorities in the context of the project;
- Discuss the next steps including the timeline for project preparation, and agree on a strategy for engagement with the line ministries

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<sup>6</sup> Table of attendees included as annex 1

Table 2: Previous Stakeholder Engagement Activities

TEAM	TIME	OBJECTIVE	SVG Participants	LOCATION
<b>Tuesday, May 18 2021</b>				
<b>Ministry of Finance, Economic Planning etc.</b>	Morning: 10:00-12:00	<b>Project Preparation meeting:</b> Discussion on procurement, FM and safeguards as it relates to the proposed project.	Procurement, FM, Social and Environment Safeguards officers	EPSDD
<b>Ministry of National Security/NEMO</b>	Afternoon: 2:00-4:00	<b>Project Development Meeting:</b> Discussion on the Government's priorities and sector needs.	PS/National Security & Director/NEMO, Economic Planning Team	EPSDD
<b>Wednesday, May 19 2021</b>				
<b>Ministry of Agriculture, etc</b>	Morning: 10:00-12:00	<b>Project Development Meeting:</b> Discussion on the Government's priorities and needs.	PS/Agriculture and technical team, Economic Planning Team	EPSDD
<b>Ministry of Health/CWSA</b>	Afternoon: 2:00-4:00	<b>Project Development Meeting:</b> Discussion on the Government's priorities and sector needs.	PS/Health & General Manager/CWSA, Economic Planning Team	EPSDD
<b>Thursday, May 20 2021</b>				
<b>Ministry of Transport, Works, etc/BRAGSA</b>	Morning: 10:00-12:00	<b>Project Development Meeting:</b> Discussion on the Government's priorities and sector needs.	PS/Transport & Works, Chief Engineer, CEO/BRAGSA, Economic Planning Team	EPSDD
<b>Ministry of National Mobilisation</b>	Afternoon: 2:00-4:00	<b>Project Development Meeting:</b> Discussion on the Government's priorities and sector needs.	PS/Mobilisation and team, Economic Planning Team	EPSDD
<b>Friday, May 21 2021</b>				
<b>Ministry of Finance, Economic Planning etc.</b>	Morning: 11:00-12:00	Wrap up and discussion on next steps	Ministry of Finance, etc. Team	EPSDD

### Emergency Recovery - August, 2021

TEAM	TIME	OBJECTIVE	Political REP		LOCATION
<b>Thursday, August 19, 2021</b>					
<b>NEMO</b> Physical Planning Ministry of National Mobilisation, Housing.	3:00 pm	<b>Outline community risk maps and danger zones. .</b>	Minister of Transport and Works Minister of National Mobilisation		Sandy Bay community

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### (c) Environmental and Social Risk

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. Table 3 below summarizes the main risks related to the four project components.

*Table 3: Main Social Risks Related to Each Project Component*

Project Component	Environmental and Social Risk
Component 1: Immediate restoration of critical services and supporting emergency social protection programs	These activities may result in significant environmental and social risk and impacts related to labor influx, sexual exploitation and abuse and sexual harassment (SEA/SH) risks, contamination and affectation on communities if not managed properly; physical and economic displacements as a result of land acquisition, impact on surrounding biodiversity, impact on tangible and intangible cultural heritage if not managed properly and social exclusion of the most vulnerable in the stakeholder engagement processes and from the project's benefits
<b>Repair and restoration of critical services including debris management</b>	Access /exclusion Pollution Prevention: dust generation, noise
<b>Supporting emergency social safety programs</b>	Participation / alienation / exclusion /equity Increase vulnerability / dependency Inadequate management of SEA/SH procedures
<b>Strengthening the Government's capacity to prepare for and respond to emergencies</b>	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 risks of child and/or forced labour as well as worker safety. Worker code of conduct Inadequate management of SEA/SH procedures
Component 2: Supporting the resilient reconstruction of key sectors and strengthening the Government's capacity to deliver infrastructure services	Land acquisition and land use natural habitat  <u>Resettlement:</u> Activities of this component may result in significant environmental and social risk and impacts related to labour influx, SEA/SH risks, contamination and affectation on communities if not managed properly; economic displacements and temporary land requirement for construction camps, impact on surrounding biodiversity, impact on tangible and intangible cultural heritage if not managed properly and social exclusion of the most vulnerable in the stakeholder engagement processes and from the project's benefits

Project Component	Environmental and Social Risk
	<p><u>Labour &amp; Working Conditions</u>: Risks may include those related to worker safety affecting local contractors, including the risk of contracting Covid-19. Primary supply workers may face risks of child and/or forced labour as well as worker safety.</p> <p><u>Community Health &amp; Safety</u>: Project-related risks associated with the implementation of sub-project activities at the community level, which could result in 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.</p>
<p><b>4- Project Management, Monitoring &amp; Evaluation and Communication</b></p>	<p>The primary risk relates to the health and safety of workers and contractors.</p>

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## Section III: Stakeholder Identification and Analysis

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In Saint Vincent and the Grenadines, all development sectors portfolios and responsibilities were analysed, this includes 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. These include (i) Relevant Government Ministries/agencies or departments; (ii) Relevant NGOs and CBOs; and (iii) Research of secondary data was also important
2. Analyze the level of impact the Project have 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 in three categories; PAPS, other interested parties and Vulnerable groups

#### PROJECT AFFECTED PARTIES (PAPS) 7:

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

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

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<sup>7</sup> 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.

### **(c) Other Interested Parties (OIP):**

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

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

### POTENTIALLY VULNERABLE / DISADVANTAGED STAKEHOLDERS AS PART OF THE PROJECT AFFECTED PARTIES

Persons who are disadvantaged or may be adversely impacted or 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 risks, LGBTI people, people with disabilities and the elderly, among others. The vulnerable groups within the Project Area of Influence (PAI) [Fancy, Overland, Sandy Bay, Owia, Magum, Georgetown, Touroma, Orange Hill] and Northern Western Communities [ Fitzhughes, Chateaubelair, Petit Bordel, Rose Hall, Rose Bank, Troumaca, Coulls Hill and Spring Village ]. will be further confirmed and consulted throughout the project life cycle. Vulnerable or disadvantaged groups in these communities could possibly, be:

- Fisher folk; female fisher folk, who may not have accesses to their boats and other fishing traps or resources, due to time constraint these vessels may not have been evacuated with the persons,
- Farmers, who may not have access to their lands or livestock because their farms are located within the red or orange zones from which they had to be evacuated. Additionally, due to

policy directive livestock cannot be reared in the capital city, additionally lands for farming may not be available where evacuees are being housed.

- Persons with disability (inclusive of visual and audio), and LGBTI people who may be impaired from accessing information and participating in the benefits of the project and due to factors of discrimination or by not taking adequate measures to include them in the stakeholder engagement processes.
- The Garifuna, who may also not have access to their land and assets as a result of being evacuated.
- 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.

The Table 4 that follows displays the various stakeholders impacted by the volcanic eruption and who are directly impacted by the eruption within the northern zone see Figure 1.

*Table 4: Affected stakeholders in the Northern Zone*

Table 4 to be completed based on results of consultations as part of the update within 30 days post effectiveness.

Sector	Region	Affected Entity/organization	Impact level Affected			
			Not	Slightly	Moderately	Severely
Education	West	Fitz Hughes Government School				
		Chateaubelair Methodist				
		Petit Bordel Secondary				
	East	Fancy Government				
		Sandy Government				
		Sandy Bay Secondary				
		Georgetown School for Children with Special Needs		x		
		Georgetown Secondary School		x		
		Georgetown Primary School		x		
		Georgetown Technical and Vocational Centre				
St. Benedict Day Nursery						

Sector	Region	Affected Entity/organization	Impact level Affected			
			Not	Slightly	Moderately	Severely
		Preschool and other Daycare centres in the area				
		Other educational facilities				
Health	West	Chateaubelair Hospital and Clinic				
		Troumaca Clinic				
		Rose Hall Health Centre				
		Coulls Hill Health Centre				
		Spring Village Health Centre				
	East	Fancy Clinic				
		Owia Clinic				
		Sandy Bay Clinic				
		Overland Health Centre				
		Georgetown Health Centre			x	
		Georgetown Modern Medical Complex			x	
		Other health facilities				
Security	West	Chateaubelair				
		Rose Hall				
		Spring				
	East	Sandy Bay				x
		Owia				
		Georgetown				
Tourism	East	Owia Salt Pond				
		Hell's gate Falls				
	West	Falls of Baleine				
		La Soufriere				
		Trinity Falls				
		Dark View Falls				
		Tourism Facilities				
Agriculture	East	Tissue culture plant in Orange Hill			x	
		Arrowroot Factory in Owia				x
		Owia Fisheries centre				
	West	Richmond Vale Academy			x	
Housing	Red zone	TBD				

Sector	Region	Affected Entity/organization	Impact level Affected				
			Not	Slightly	Moderately	Severely	
	Orange zone						
	Yellow zone						
	Green zone						
<b>Telecommunications</b>		TBD					
<b>Transportation Roads Bridges Drains Other Government Building</b>		TBD					
	West	Satellite Warehouse Rose Hall					
	East	Satellite Warehouse Georgetown					
		Satellite Warehouse Magum					
	<b>Water System</b>	East	Sandy Bay Fancy				
		West	Fitzhughes Chateaubelair				
<b>Power</b>		Vinlec Plant in Fitzhughes					
<b>Private sector businesses</b>							
<b>Micro businesses</b>					x		
<b>Retail shops</b>					x		
<b>Garifuna Bakery</b>						x	

To be finalized

(d) **A general list of stakeholders** is identified in Table 5

Table 5: Stakeholder identification

Table 5 to be completed based on results of consultations as part of the update within 30 days post effectiveness

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
<b>Project affected Parties (PAP) Primary</b>	<ul style="list-style-type: none"> <li>• <b>Office of the Prime Minister, Foreign Affairs, National Security, Legal Affairs and Information</b></li> </ul>					
	• NEMO	<ul style="list-style-type: none"> <li>• Coordinate activities related to pre and post disaster management</li> </ul>	•	<ul style="list-style-type: none"> <li>• Disaster management</li> </ul>	HIGH	HIGH
	•	•	•	•		
	• Legal Affairs	<ul style="list-style-type: none"> <li>• Provide legal advice for the government</li> </ul>	• Legal drafting	Legislative framework <ul style="list-style-type: none"> <li>• Training</li> </ul>	High	High
	• Agency for Public Information (API )	<ul style="list-style-type: none"> <li>• Communication of activities to the public</li> </ul>	• Mass communication	<ul style="list-style-type: none"> <li>• Communication strategy prepare bulletins to be disseminated via radio, television, print and social media</li> </ul>	High	Medium
	• Coast Guard	<ul style="list-style-type: none"> <li>• Secures the ocean and seas</li> </ul>	<ul style="list-style-type: none"> <li>• Enforcement of maritime security, safety at sea</li> </ul>	Coastline defence s <ul style="list-style-type: none"> <li>• Shoreline protection</li> <li>• Training in safety at sea</li> <li>• Enforcement of laws/regulations</li> </ul>	High	High
	• Maritime Administration	<ul style="list-style-type: none"> <li>• Maritime governance</li> </ul>	• Regulation of maritime activities	<ul style="list-style-type: none"> <li>• Registration /licensing of water taxies/boating</li> </ul>	Medium	Low

Key SH	Stakeholder (SH)	Description	Interest	Expectations from the SH	Importance of the SH HIGH, medium , low	Influence on the Project Outcome High; medium; low
	• Police force	• Citizen and physical security	• Law enforcement	• Enforcement of environmental regulations	Medium	Low
	•	•	•	•		
	• <b>Ministry of Finance Economic Planning and Information Technology</b>					
	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
				•	High	High
	ITSD	Governs the telecommunications sector	Government web and IT infrastructure maintenance	• Public Disclosure • NEDIP platform		
	Statistical Department	National data management for	Statistical data collection, analysis and information repository	• Data management		
				•		
	<b>Ministry of Tourism , Civil Aviation , Sustainable Development and Culture</b>					
	Sustainable Development Unit	To safeguard the environment	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 econ-tourism and promote the conservation and preservation of natural resources	Beaches Flooding Erosion Endemic species Protected Areas ecotourism	<ul style="list-style-type: none"> <li>• Coastline defence s</li> <li>• Shoreline protection</li> <li>• Promote biodiversity friendly tourism</li> </ul>	High	High	
	Culture	Preserve and conserve cultural heritage	Historical and cultural resources	<ul style="list-style-type: none"> <li>• Cultural heritage advocacy</li> </ul>	Medium	Low	
	SVG Tourism Authority	To formulate policies and strategies, build awareness and promote the tourism sector	Ecotourism promotion	<ul style="list-style-type: none"> <li>• Marketing of SVG and standards</li> </ul>	high	Medium	
				<ul style="list-style-type: none"> <li>•</li> </ul>			
	<ul style="list-style-type: none"> <li>• <b>Ministry of National Mobilisation, Social Development, Family, Gender Affairs and Housing</b></li> </ul>						
	Social protection	Work with the vulnerable sector of the society	Vulnerable groups	Implement programmes for marginalized and vulnerable Training <ul style="list-style-type: none"> <li>•</li> </ul>	High	High	
	Community Division	Community	Consultation Community meetings	Consultation Community governance <ul style="list-style-type: none"> <li>• Livelihood options</li> </ul>	Medium	Medium	
	Gender Affairs	To engage in the social transformation of people through empowerment	GBV matters	Gender impact	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	
	Housing	To provide reasonable housing to all	Informal settlement	•	HIGH	HIGH	
	<b>Ministry of Transport, Works, Lands and Physical Planning</b>					High	High
				•			
	Lands and Surveys	To provide service on land survey, cadaster, mapping, land and geographical information, land management	Coastal developments	• Provide guidelines land zoning			
	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	
				•			
				•			
	<b>Ministry of Agriculture , Forestry, Fisheries, Rural Transformation, Industry and labour</b>					High	High
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	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
				Stock assessment of marine and aquatic life		
	Forestry	To coordinate and supervise the management of the national forest estate, wild life, watershed and other resources and to ensure sustainability of the forest resources , ensuring the sustainability of livelihood	Ecosystem services	Ecosystem restoration; revegetation	High	High
	Industry	Formulation of policy goals and objectives for the industrial development	Oversite of all industries	Livelihood options Monitor the discharge of effluents	Medium	Medium
	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
	<b>Urban Development, Energy, Airports, Seaports, Grenadines Affairs and Local Government</b>					
	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
	<b>Ministry of Education and Reconciliation</b>					

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	
<b>Project affected Parties (PAP) Primary</b>	Adult Education Unit	To educate the population	Sensitization	Training	Medium	Medium	
	St. Vincent and the Grenadines Community College(SVGCC)	Tertiary training and formation	Previous studies and research	Research and knowledge Citizen science (student involvement in monitoring)	Medium	Medium	
	<b>Ministry of Health, Wellness and the Environment</b>						
	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 NGOs CBO		Community participation		Medium	Medium	
	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 Management Group	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
	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
					Medium	Medium
	<b>Private sector</b>					
	Retail shops					
	Garifuna Bakery					
	Supermarkets					
<b>Other Interested Parties (OIP)</b> <b>Secondary</b>	SVG Hotel and Tourism Association	ensure efficiency and strengthening of the institutional and regulatory framework for tourism development		Hotel Owners/ operators	Medium	Medium
	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

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
	NEMO	Coordinate activities related to pre and post disaster management		Disaster management	Medium	Low
	Mustique Company Ltd	Environmental management in Mustique	Potential for co-finance and learning exchanges	Knowledge exchange (ecosystem restoration)	Medium	Low
	Chamber of Industry and Commerce	Business development	Business development opportunities	Economically interested business entities, consumer	Medium	Low
	Media	Mass Communication	Public Awareness Raising	Public Awareness	High	High

## Section IV: Stakeholder Engagement Programme

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### (a) Description of Engagement Methods

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

Information that is communicated in advance of public consultations primarily includes an announcement thereof in the public media –national, as well as the distribution of invitations and full details of the forthcoming meeting well in advance, it may also include the agenda. The information will be widely available, readily accessible, 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. **It must be noted that any consultation activities will follow proper COVID-19 protocols as detailed in the Bank's technical guidance “Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings,(March 20, 2020)” along with national guidelines.**

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

ii) ***Methodology of communication***

- Consideration for literacy levels, persons with disabilities and any other aspects, particularly as they relate to vulnerable groups;
- Oral communication most effective via radio or television and making direct calls (in case fixed-line or mobile phone communication is available);
- Provide safe space when consulting with LGBTI people are groups.
- Selected day and time for project updates (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 project sign board to receive all grievances. This can be used by any member of the affected community and general public to provide their written feedback on the contents of the presented materials.
- Provide a register to note all grievance and suggestions – transferred to an excel file .
- Where necessary, a project representative or an appointed consultant should be made available to receive and record any verbal feedback in case some stakeholders experience a difficulty with providing comments in the written form
- Grievances can also be received via telephone, email (see section on Grievance Redress)

iv) ***Beneficiary feedback***

At the end of the public meeting provide evaluation forms to be completed by participants. The objective is to capture the 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?;
- What are their main concerns or expectations/hopes associated with the Project or the particular activity discussed at the meeting?;
- Do they think the Project will bring some advantages to their community as a whole?;
- Is there anything in the Project and its design solutions that they would like to change or improve?;
- Do they think that the consultation meeting has been useful in understanding the

specific activities of the Project, as well as associated impacts and mitigation measures?;

- What aspects of the meeting they particularly appreciated or would recommend for improvement?

v) **Covid-19 consideration**

- Make a short video (that 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.
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## (b) Methods and Tools for Engagement

Table 6: Methods and Tools of Engagement

Instrument	Description and Use	Contents	Dissemination Method	Target groups
<b>Types to Disseminate Information</b>				
Flyers Social Media Email Radio Programmes Text blasts Posters	Used to convey information on the Project and regular updates on its progress to stakeholders.	Printed materials present illustrative and written information on Project activities, facilities, technologies and design solutions, as well as impact mitigation measures. Presented contents are concise and adapted to a layperson reader. Graphics and pictorials . Objective of project Feedback options	Distribution as part of consultation meetings, public hearings, discussions and meetings with stakeholders, as well as household visits in remote areas. Placement at the offices of local administrations and NGOs, libraries and other public venues.	Households
<b>Types to Receive Feedback</b>				
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, environmental and social action plans.	Telephone numbers are specified on the printed materials distributed to Project stakeholders and are mentioned during public meetings. Project's designated staff should be assigned to answer and respond to the calls, and to direct callers to specialist experts or to offer a call-back if a question requires detailed consideration.	Nationally Affected Community
<b>Types for Community Consultation</b>				
Public consultation (direct /virtual) Television broadcast Round table discussion	Project technical staff, the affected public, authorities, regulatory bodies and other stakeholders for detailed discussion on a specific activity or facility that is planned by the Project and which is 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 the hearing. Viewers/readers of the	

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

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## **(c) Strategy for Information Disclosure**

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A variety of methods as described in the methods and tools of engagement 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) released 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 of time. (for more details, please see 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 web-site [www.gov.vc](http://www.gov.vc). (Direct link will be included here once documents have been disclosed, for SEP it would be prior to appraisal) Once updated with the link information, and before appraisal, the SEP will be immediately re-disclosed. Printed copies of the documents will be available at the Public Sector Investment Project Management Unit (PSIPMU) at Ministry of Finance, Economic Planning and Information Technology (MoFEPIT). This will allow stakeholders to view information about the planned development and to initiate their involvement in the public consultation process. The web-site will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

General information to be provided to stakeholder 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, summarized, and reported; and (f) The process and means by which grievances can be raised and will be addressed.

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

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Table 7: Information Disclosure Strategy

Stage	stakeholders	Topic(s) of engagement	Method (s) used	Frequency	Responsible
project preparation ( Project design, Scoping, ESMF/RPF/SEP Disclosure	<b>Project Affected persons</b>	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	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	During project preparation and During project preparation and throughout project implementation.  The frequency of consultations will be defined in the SEP that will be updated no later than ninety (90) days after project effectiveness.	PSIPMU
	<b>Other Interested Parties</b>	ESMF, ESMP, SEP, RAP disclosures Project E&S principles Resettlement and livelihood restoration options, Resettlement Policy Framework : Grievance Redress mechanism process	Public meetings, separate meetings for women and vulnerable Face-to-face meetings Mass/social media communication (as needed) Disclosure of written information: brochures, posters, flyers, website Information boards or desks	During project preparation. Documents will be available on government website	PSIPMU Safeguard team
<b>Implementation</b>	<b>Project Affected</b>	Public Project training workshops	Internet Newspaper Social media Government website	As needed	

Table 7: Information Disclosure Strategy

Stage	stakeholders	Topic(s) of engagement	Method (s) used	Frequency	Responsible
	<b>persons</b>	Technical training workshops	Invitation (emails, letters etc)		
	<b>Other Interested Parties</b>	Grievance mechanism for project workers Health and safety impacts (EMF, community H&S, community concerns) Employment opportunities Project status Project scope, rationale and E&S principles Project level Grievance mechanism Project status World Bank compensation requirements	Disclosure of written information: brochures, posters, flyers, website Information boards	Throughout the project implementation and will be promoted meetings with project workers, and also as part of workers training activities.  Quarterly reports	PSIPMU  E&S team
<b>Monitoring and evaluation</b>	<b>Project Affected persons</b>	Beneficiary feedback GRM Grievance mechanism process	Reports	<b>Throughout the project implementation and will be promoted in all project activities.</b>  <b>Quarterly reporting</b>	PSIPMU
	<b>Other Interested Parties</b>	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 proposed in the SEP, any additional groups will be identified throughout the consultation 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, if needed, a separate grievance mechanism will be made available to vulnerable groups. (see methods and tools of engagement)

### Considerations for full participation

Table 8: Consideration for full participation

Factors	Consideration	Mitigation measures
Language	If the person is hearing impaired or impaired vision	Translate information using sign language, or braille or pictorial depending on the disability
Time	Advance notice for community meeting 2 weeks minimum	Socio-economic status might determine availability of time
Caregiving service	If persons not available because they are need a caregiver for children or elderly parents and the persons 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 persons contribution
Transportation	Person may need transportation before and after the meeting	(a) Monetary allocation to reimburse participants or (b) Provide transportation from different districts
Meal	Light refreshment included water	(a) Monetary allocation to provide light refreshment 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 not disclosing their identities.
Location		Project site consultation: Virtual presentations

### (e) Timelines for consultation

From the start of the project and even after the product is rolled out consultations and stakeholder engagement will be a key feature. At various points of the project the team will engage stakeholders to obtain their views and perceptions on the project, obtain data, build capacity share documents and other outputs for review and feedback. Consultations and

Project stage	Timeline /date
Design and preparation	2 <sup>nd</sup> and 3 <sup>rd</sup> quarter 2021
Implementation	3 <sup>rd</sup> quarter 2021
Closure	Q3-Q4 2026

Table 9: Project timelines

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.

**(f) Review of Stakeholder Comments**

Feedback from stakeholders will be solicited at every stage of the project life cycle. For public meetings, workshops, focus groups, comments will be recorded through 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 be allowed to file complaints against the project through the Grievance Redress Mechanism detailed in a later section of this plan. All records relating to this mechanism including, grievance forms, grievance log, notes, interviews, meeting minutes, release forms etc. will be also be stored.

**(g) 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 for the SEP

*Table 10: SEP Roles and Responsibilities*

<b>Role/position title</b>	<b>Responsibilities</b>	<b>Name of the person</b>
<b>Project Manager</b>	Manage and implement the SEP Dissemination of Project Information Record grievances Has the overall responsibility for oversight of development and execution of the SEP Responsible for including the annual budget required for implementation	<b>TBD</b>
<b>Safeguard Team</b>		
<b>Social Specialist</b>	Interface with stakeholders and respond to comments or questions about the project or consultation process Provide contact information if stakeholders have questions or	<b>TBD</b>



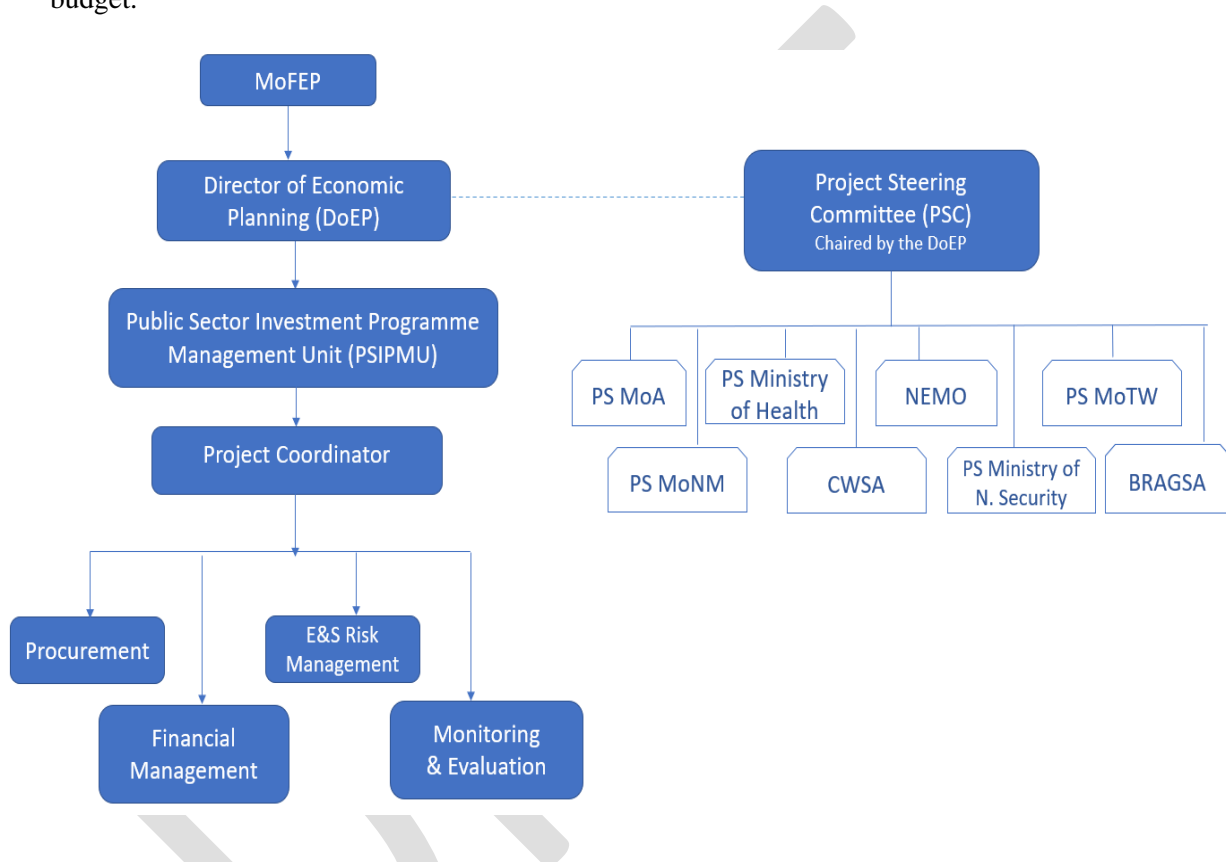
Role/position title	Responsibilities	Name of the person
	comments about the project or consultation process Document interactions with stakeholders Maintain database , records for SEP Coordinate public meetings, workshops , group discussions Manage grievance redress mechanism Monitor the implementation 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	
<b>Environment specialist</b>	Monitor measure related to the contamination and affection of communities. Monitor impacts on surrounding biodiversity Occupational and community health and safety Review the measures to avoid/mitigate potential impacts of natural habitats and ecosystem Services.	<b>TBD</b>

## Section V Resources and Responsibilities for Implementing Stakeholder Engagement Activities

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

### (a) Administration

The Ministry of the Finance and Economic Planning will provide the appropriate resources necessary for the implementation of the SEP, and that could be completely or partially part of the project’s budget.



### (b) 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 \$127,000 disaggregated as follows:

Table 11: Proposed Budget for project cycle

Activity	Quantity	Unit	Total
Public consultation (venue and decorations, PA system etc)	30	150	4,500.00
Focal group discussion	20	200	4,000.00
family interviews ( tokens )	100*	100	10,000.00
Information production and dissemination:	200	10	2,000.00
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 20)	1500	25	37,500.00
Miscellaneous			10,000.00
			127,000.00

- 50 families in private shelter and 50 families in public shelter

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

### (c) Contact details

Prior to 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 12: Contacts for information*

<b>Name</b>	<b>Title</b>	<b>Telephone</b>	<b>Email address</b>	<b>Physical location</b>
Roxanne John	Senior Project Officer	457-1746	<a href="mailto:rjohn@svgepd.com">rjohn@svgepd.com</a>	Administrative Building, Kingstown
Janelle Hannaway Horne	Economist	457-1746	<a href="mailto:jhannaway@svgepd.com">jhannaway@svgepd.com</a>	Administrative Building, Kingstown
Janelle Quow		4571746	<a href="mailto:jquow@svgepd.com">jquow@svgepd.com</a>	Administrative Building Kingstown

## (d)Planned stakeholder engagement activities

The implementation schedule is intended to capture all the major activities of this project ranging from the preparation stage through to the implementation of the project. Table below is the implementation schedule relating to this project:

### Implementation Schedule

Table 13: Stakeholder Engagement Activities 2021-2022

	Task	2021								2022								2023			Responsible Agency					
		May	Jun	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																							
2.	Stakeholder Engagement Plan		X																							
3.	Grievance Redress Mechanism		X																							PSIPMU
4.	Disclosure of SEP					X																				
5.	Disclosure of LMP					X																				
6.	Disclosure of ESMF					X																				
7.	Technical Working Groups		X	X	X	X	X	X	X	X																
8.	Community / sector Consultations (Ongoing)	X			X			X					X				X					X				
9.	Beneficiary feedback Mechanism				X			X					X				X					X				
10.	Resettlement Policy Framework					X																				
11.	Public relations (Ongoing)																									
12.	Monitoring (Ongoing)																									
13.	Implementation								X																	
14.																										

## Section VI Grievance Mechanism

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

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

Grievances can occur at various stages in the project cycle:

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

### (a) Objectives of the Grievance Redress Mechanism

The objectives of the Grievance Redress Mechanism are as follows:

1. Ensure that the Government of Saint Vincent and Grenadines' regulations and the World Bank Environmental and Social Standards are adhered to in all project activities;
2. 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 amongst the project staff and the affected parties.

The GRM will have a separate GRM confidential channel that vulnerable peoples can use if chosen to. This channel with its contact information will be defined before implementing project activities".

### **(b) Responsibility for Grievance Redressal**

The Project Manager (PM) 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:

- Establish the Grievance Redressal Mechanism (GRM) before the commencement of any project activities;
- Act as the Focal Point on Grievance Redressal issues and facilitate access at the level of the PSIPMU
- Create awareness of the Grievance Redressal Mechanism (GRM) amongst all the stakeholders through awareness activities;
- 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.

### **(c) 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:

- Land Acquisition
- Temporary Access
- Lack of Access
- Disruption of services Inadequate care
- Noise
- Dust or chemical pollution, waste management issues (solid or liquids)
- Lack of information

Non-fulfilment of contracts, levels of compensation, or seizure of assets without compensation shall be made in writing, and addressed to the GRC. Copies of the complaint shall be sent to the Project Manager.

### **(d) Grievance process**

#### **1. Receive grievance**

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

#### **Mode of receiving grievances**

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

Contact information to submit email grievances are as follows. Additional specific uptake channels for the receipt of grievances will be part of the updated GRM which will be in place within 45 days of project effectiveness. The updated SEP will have multiple confidential channels, including to address Gender Based Violence and activities

Table 14: Email contact to submit grievance

Name	Title	Telephone	Email address	Physical location
Roxanne John	Senior Project Officer	457-1746	<a href="mailto:rjohn@svgcpd.com">rjohn@svgcpd.com</a>	Administrative Building, Kingstown
Janelle Hannaway Horne	Economist	457-1746	<a href="mailto:jhannaway@svgcpd.com">jhannaway@svgcpd.com</a>	Administrative Building, Kingstown
Janelle Quow		4571746	<a href="mailto:jqow@svgcpd.com">jqow@svgcpd.com</a>	Administrative Building, Kingstown

### Sample Notification to the Public on how to submit grievance

All grievances relating to the development of this project are to be directed to:  
 Project Grievance Officer  
 Project: Volcano Eruption Emergency Project  
 Ministry of Officer: Ministry of Finance, Economic Planning and Information Technology  
 Location: 1<sup>st</sup> Floor, Administrative Building, Bay Street, Kingstown  
 Telephone: 784 457 1746  
 Email –  
 c.c. [Cenplan@svgcpd.com](mailto:Cenplan@svgcpd.com)

This sample notification can be place at strategic points at each facility.

2. Acknowledge grievance  
 All grievances will be acknowledged by telephone or in writing by the PC using the Grievance Acknowledgment Form (Annex1) within 48 hours of receipt and the complainant informed of the approximate timeline for addressing the complaint, if it can't be addressed immediately. The PC will work with the safeguard team to ensure the speedy resolution of the grievance. If the complaint cannot be resolved at this level it is taken to the next level.
3. Register/Log  
 After receiving and recording the grievance on the GIF, it will be registered in the Grievance Redressal Registration.
4. Screen

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

5. Investigate

The grievance owner will investigate the complaint. This investigation will include, but is not limited to, meetings with the grievant/complainant, site visits, meetings/interviews with project staff and collection of relevant documentation and other forms of evidence. For meetings, the deliberations and decision will be recorded on the Meeting Record Form included as Annex 4. Community representatives or representatives of the complainant will be allowed to sit in on these meetings.

6. Classification of Grievance

<b>Level 1</b>	<b>When an answer can be provided immediately and/or the safeguards team is already working on a resolution</b>	<b>SET Team &amp; Project Manager</b>
<b>Level 2</b>	One off event	SET Team & Project Manager
<b>Level 3</b>	Complaint is repeated.  Any complaint that indicates breach of law or applicable policy/regulation  High-profile grievances that if not resolved promptly may represent significant risks to the environment or community.	Grievance Redress Committee

7. Resolution

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

If the grievance is not being resolved within this period, it can be referred to the next level of the



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

*Table 15: GRM Timeframe*

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

**The Grievance Mechanism for the project is summarized below.**

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

**(e) World Bank Grievance Redressal Service (GRS)**

The Grievance Redress Service (GRS) is an alternative avenue for individuals and communities to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to have adverse effects on them, their community, or their environment. The World Bank GRS can be found at the following URL link: <https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>

Complaints must be completed in writing and addressed to the GRS. They can be submitted using \_

the following methods:

1. Online, by completing the online form:

<https://pubdocs.worldbank.org/en/743201426857500569/Grievance-Redress-Service-GRS-complaint-form.docx>

2. By email to [grievances@worldbank.org](mailto:grievances@worldbank.org)

3. By letter or by hand delivery to the World Bank Headquarters in Washington D.C., United States or any World Bank Country Office- printing and using this form:

<https://pubdocs.worldbank.org/en/743201426857500569/Grievance-Redress-Service-GRS-complaint-form.docx>

#### **(f) Addressing Gender-Based Violence**

The GRM will specify an individual who will be responsible for dealing with any gender-based violence (GBV) issues, should they arise. A list of GBV service providers will be kept available by the project. The GRM should assist GBV survivors by referring them to GBV Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

To address GBV, 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 GRM will follow the official WB definitions described on the Technical Note.

GBV is an umbrella term for any harmful act that is perpetrated against a person’s will and that is based on socially ascribed gender differences. GBV includes acts that inflict physical, mental, sexual harm or suffering; threats of such acts; and coercion and other deprivations of liberty, whether occurring in public or in private life. 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 Abuse (SEA) is an actual or threatened physical intrusion of a sexual nature, whether by force or

under unequal or coercive conditions. 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.

GBV grievances can be received through any of the available channels and will be considered level 3 grievances investigated and addressed by the GRC. A list of GBV service providers will be kept available by the Project. Additionally, if an incident occurs, it will be reported as appropriate, keeping the anonymity and confidentiality of the complainant and applying the survivor-centered approach<sup>8</sup>. Any cases of GBV brought through the GRM 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 GBV related incident occurs, it will be reported through the GRM, as appropriate and keeping the survivor information confidential. Specifically, the GRM will only record the following information related to the GBV complaint:

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

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

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<sup>8</sup> 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.

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

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

#### **(g) Building Grievance Redress Mechanism Awareness**

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

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

#### **(h) 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 periodic review by Grievance Redress Committee. The Grievance Redressal Committee may review the nature of grievances that have been represented and if grievances are repeated, recommend suitable changes.

## **Section VII Monitoring and Reporting**

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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 including the Grievance Redressal issues of the Project. These reports will be used to provide input into the semi-annual reporting to the World Bank.

DRAFT

**Annex 1 Grievance form**

**Grievance No.:** \_\_\_\_\_

**REGISTRATION OF GRIEVANCE**

Please use capitals:

**Name:** \_\_\_\_\_

**Contact No:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
(Detail where to find you)

**E-mail Address:** \_\_\_\_\_

**Gender:** \_\_\_\_\_

**NIS Number:** \_\_\_\_\_  
(Optional )

**Age Group:** \_\_\_\_\_  
(5-19) (20-39) (40-59) (60 +)

**National ID No:** \_\_\_\_\_  
(Optional )

**Name of Project Site:** \_\_\_\_\_

As per the SEP of the Emergency Recovery Project  
Grievance Redressal, 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:** \_\_\_\_\_

**Name of recording Officer:** \_\_\_\_\_  
(Please print)

**Signature:** \_\_\_\_\_

(continue overleaf if necessary)



# Annex 3

## List of attendees in previous consultations

**ATTENDANCE AT**  
Government of Saint Vincent and the Grenadines /World Bank  
Emergency Recovery Project Preparation Mission  
Tuesday 18<sup>th</sup> May – 21<sup>st</sup> MAY 2021

18.05.2021

#	NAME	ORGANISATION	TEL #	EMAIL
1	Rohan Keiser	Economic Planning	4571746	rkeiser@sigcpd.com
2	Michelle Forbes	NEMO	456-2975	missie@gov.vc
3	Hudson Nield	Min of National Sec.	4525599	ps.niece@gov.vc
4	Nyasha Hamilton	Sustainable Dev + Unit	485 6992	nhamilton@sigcpd.com
5	Janelle Horne	Economic Planning	4571746	jhorne@sigcpd.com
6	Roxanne John	"	"	"
7	Marcelle Edwards-John	"	4571746	medwards.john@sigcpd.com
8	Rebecca Frederick	"	"	rfrederick@sigcpd.com
9	Johanna Reibel	Economic Planing	4571746	droelke@sigcpd.com
10	David Teleford	"	45-72182	dteleford@sigcpd.com
11	Janelle Spaul	"	"	jquaw@sigcpd.com
12	Keita Cameron	"	"	"
13	Janelle Horne	Economic Planning	457-1746	jhamanway@sigcpd.com
14				
15				

**ATTENDANCE AT**  
Government of Saint Vincent and the Grenadines /World Bank  
Emergency Recovery Project Preparation Mission  
Tuesday 18<sup>th</sup> May – 21<sup>st</sup> MAY 2021  
Wednesday 19 May 2021

#	NAME	ORGANISATION	TEL #	EMAIL
1	Roxanne John	Economic Planing	4571746	rjohn@sigcpd.com
2	Janelle Horne	Economic Planning	4571746	jhamanway@sigcpd.com
3	Nyasha Hamilton	SDU	485 6992	nhamilton@sigcpd.com
4	Marcelle Edwards-John	Economic Planning etc	4571746	medwards.john@sigcpd.com
5	Janelle Spaul	"	457-2182	jquaw@sigcpd.com
6	Rebecca Gibb	Min of Agric	4559917	rebecca.gibb@sigcpd.com
7	Nerissa Cuthbert	Min of Agric	482-8400	nerissacuthbert@gmail.com
8	Janelle Horne	Economic Planning	457-1746	jhorne@sigcpd.com
9	Rohan Keiser	"	"	rkeiser@sigcpd.com
10				
11				
12				
13				
14				
15				

**ATTENDANCE AT**  
Government of Saint Vincent and the Grenadines /World Bank  
Emergency Recovery Project Preparation Mission  
Tuesday 18<sup>th</sup> May – 21<sup>st</sup> MAY 2021  
THURSDAY 20<sup>th</sup> MAY 2021

#	NAME	ORGANISATION	TEL #	EMAIL
1	Ashley Campbell	MTW	4572841	cescpd@gmail.com
2	Levonne Brown	MTW	4571738	office.mtw@gov.vc
3	Ken Butler-Kempson	BEASA	593-0327	cbutler@cpnail.com
4	Roxanne John	Economic Planing	4571746	rjohn@sigcpd.com
5	Janelle Horne	Economic Planning	4571746	jhamanway@sigcpd.com
6	Nyasha Hamilton	SDU	485 6992	nhamilton@sigcpd.com
7	Rohan Keiser	Economic Planning	4571746	rkeiser@sigcpd.com
8	Marcelle Edwards-John	"	4571746	medwards.john@sigcpd.com
9	Janelle Horne	"	4571746	jhorne@sigcpd.com
10				
11				

**ATTENDANCE AT**  
Government of Saint Vincent and the Grenadines /World Bank  
Emergency Recovery Project Preparation Mission  
Tuesday 18<sup>th</sup> May – 21<sup>st</sup> MAY 2021  
Min. of Health. 21 May 2021

#	NAME	ORGANISATION	TEL #	EMAIL
1	Roxanne John	Economic Planing	4571746	rjohn@sigcpd.com
2	Janelle Spaul	"	457-2182	jquaw@sigcpd.com
3	GARTH SAUNDERS	CWSA	456-2946	gsaunders@cwsa.gov.vc
4	Cathol Knight	Ministry of Health Wellness Unit	457-2586	mknight@gov.vc
5	Marcelle Edwards-John	Economic Planning	4571746	medwards.john@sigcpd.com
6	Nyasha Hamilton	SDU	485 6992	nhamilton@sigcpd.com
7	Sharon Barber-Becher	NOHOB	4571612	cmosvg@cloud.com
8	Roxanne Royal-Williams	MDF	492-1254	rwilliams@rpsd.gov.vc
9	Janelle Horne	Economic Planning	4571746	jhamanway@sigcpd.com
10	Keita Cameron	Finsec	457-1343	keita@sigcpd.com
11				

**ATTENDANCE AT**  
Government of Saint Vincent and the Grenadines /World Bank  
Emergency Recovery Project Preparation Mission  
Tuesday 18<sup>th</sup> May – 21<sup>st</sup> MAY 2021  
20<sup>th</sup> May 2021

#	NAME	ORGANISATION	TEL #	EMAIL
1	MERISSA FINCH-BURKE	MONM etc.	527-3065	merissafinch@gmail.com merissafinch@hotmail.com
2	Catherine DeFollos	Ministry of National Mobilization	533-2242	cjofollos@hotmail.com
3	Roxanne John	Economic Planing	4571746	
4				
5				



# Annex 4 List of attendees at Community awareness meeting 19th August

**ATTENDANCE REGISTER**  
COMMUNITY MEETING - SANDY BAY 19<sup>th</sup> AUGUST 2021

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Josiane Derwin	Compass	421 0705	Frank street	F
Justh Baptiste	Marchmont	431 0380	Stn Hill	F
Helaine Baptiste		531 5099	Middle street	F
Mary Roberts	Caribbean	529 1427	Trench town	F
Leander Roberts	Amesvale Road house	431 2235	Middle street	F
Veretta Lewis	Sea Side	425 1636	Bay side	F
Hadis Lewis	Sea Side	425 1636	Bay side	F
Vanessa Nanta	Seaside	496 1308	Back street	F
Patricia Sutherland	Beacons	593 1275	Pepper village	F
Berganora Sutherland	Beacons	523 9621	Pepper village	F
Elvis Tompo	Beacons	433 7664	Pepper village	M
Dalen Hoyte	Mesapo	491 7991	Kiara	M
Elko Baptiste	Mesapo	432 7743	Sea view	F

**ATTENDANCE REGISTER**  
COMMUNITY MEETING - SANDY BAY 19<sup>th</sup> AUGUST 2021

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Vanda Baptiste	Mesapo	495 0260	Sea view	F
Rekeisha Lewis	Bequa	432 7122	Orange Hill	F
Lenore Ballantyne	Mesapo		Sea Hill	F
Coneltha Bevan	Bevan	528 9214	Mayum	F
Doreen Brackin	Callagha	498 2070	London	F
Karrier Brackin	Callagha	49531 5585	London	M
Randolph Lewis	Sea view	421 1502	Mayum	M
Elva Roberts	Beacons	434 5501	New Sandy Bay	F
Patricia Norton	Edwards	507 9242	Level	F
Donnae Mrs Newman	Clon	422 8815	Mayum	F
Wesley Thomas			Noel	M
Jason Woods			Noel	M
Josiane Woods		493 1106	Noel	F

**ATTENDANCE REGISTER**  
COMMUNITY MEETING - SANDY BAY 19<sup>th</sup> AUGUST 2021

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
JANICELA NERO	BEAQUA	4302343	Mesapo	
ANTONETTE NERD-GLEN		49114405	STANLEY BAY trench town	
Elizabeth Neo Lewis	Clon	527 9576	STANLEY BAY trench town	
Mary Ann Nero	Seaside	491 6238	Pepper village	
Zulia Gill	Longwall	4975646	Middle street	
Ronald Emmanuel	Caribbean	593 7426	back street	
Asaell Francis	Camden park	527 0545	Sandy Bay - front street	
Carole Baptiste	Beacons	454 2507	Old Sandy Bay	
Denise Glasgow	Bevan	496 7984	Pepper village	
Daleya Baptiste	Bevan	454 3807	Old Sandy Bay	
Esther Hoyte	Clon	507 4003	'Level Next to River'	
Birida Metree	Sea Hill	454 2261	London	
Jenny Warwick	Beacons	432 6435	Divia	M

**ATTENDANCE REGISTER**  
COMMUNITY MEETING - SANDY BAY 19<sup>th</sup> AUGUST 2021

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Denis William	Sea Hill	433 5089	Level	Y
Janice Lewis	Compass	431 9615	Oxland	F
Bradley Bullock	Meke Hill	431 4414	Kiara Riv	M
Diana Bullock	Meke Hill	427 5998	Kiara Riv	F
Dorella Nero	Amesvale	524 9371	Trench town	F
Amy Nero	Brighton	530 5998	Pepper village	F
Patricia Wall	Callagha	527 8124	front street	F
Altonia Bevan	Donard	496 0404	front street	F
Shirley Childs	Compass	533 3256	Level	F
Rosann Baptiste	Callagha	426 7424	Level	F
Monica Nanta	Sea view	429 1416	front street	F
Mable Brackin	Brighton	433 6602	front street	F
Jane Sutherland		432 0209	Back street	F

**ATTENDANCE REGISTER**  
COMMUNITY MEETING - SANDY BAY 19<sup>th</sup> AUGUST 2021

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Janice Sam	Compass	434 0695	Old school - trench town	
Veretta Lee Cay	Compass	432 9415	Back str	
Mary G Lewis	Beacons	528 2474	Pepper village	
Floretta Baptiste	Manuapa	523 9688	London	
Andrew Bennett	Amesvale	495 5514	Kiara Riv	
Weslyn William	Meke Hill	492 5510	Divia	
Ronny Francis	Camden Park	529 0905	Pepper village	
Monique May	Beacons	529 5951	Trench town	
Monette Sam	Brighton	520 6102	Pepper village	
Fitzelle Clavin		432 4327	London along Rd	
Kathy Lewis	Mesapo	491 8231	Trench Town	
Jayann Johnson	Mesapo	455 4881	Kiara Riv	
Driel Thomas	Sea Hill	433 4211	London	

**ATTENDANCE REGISTER**  
COMMUNITY MEETING - SANDY BAY 19<sup>th</sup> AUGUST 2021

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Janice Nanta	Bevan	533 7450	Mayum	F
Camp Byron	Sea view	454 3884	Oxland	M
Alister Lewis	New Grand	527 5121	Level	M
Jina Baptiste	North View	495 0260	Old Sandy Bay	F
Dorella Lewis	Mesapo	529 6674	London	F
Debra Ashley William	Compass	493 1511	London	F
Joana Brackin	Callagha	529 0100	front street	F
Caroline Baptiste	Edwards	528 9178	Middle Street	F
Blaise John	Beacons	424 8116	Orange Hill	F
Eleena Clarke	Amesvale	434 9977	London	F
Andrea Mrs Thomas	Brighton	532 9991	front street	F
Robert Mrs Brackin	Franklin	491 4820	Divia	M
Elizabeth Brackin	New Grand	492 0311	London	F

**ATTENDANCE REGISTER**  
COMMUNITY MEETING - SANDY BAY 19<sup>th</sup> AUGUST 2021

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Niquette Nanta	London Hill	593 5208	Level	
Lynnell Roberts	Bevan	455 5764	Village - Middle Street	
Deon May		593 4594	London	M
Deon May	Sea Hill	529 4483	Level	
Alden Nero	Sea Hill	531 6015	London Sandy Bay	
Evarde Lewis	New Grand	420 1611	Back Street	
Maime Baptiste	Manuapa	492 8221	Beaconside	
Sherril Huggin	Callagha	497 1522	Divia (Amesvale)	
Justina Brackin	Beacons	527 9838	London	
Tekaria Lewis	Beacons	498 2109	London - Meke Hill	
Techena Sutherland	Callagha	477 8822	Noel	
Nicole May	Simon	432 8281	Trench Town	
Margaret Roberts	Sea Hill	455 4997	Trench Town	

**ATTENDANCE REGISTER**  
COMMUNITY MEETING - SANDY BAY 19<sup>th</sup> AUGUST 2021

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Ann Brackin	Manuapa	492 8259	London	
Deborah Childs	Edwards	527 1911	Noel	
Barbara Childs	Edwards	526 1575	Noel	
Jenny Hoyte	Kiara	527 9271	Kiara	
Keenan Bennett	Beacons	420 4312	Level	
Jeff Lewis	Callagha	527 3431	London	
Stephony Deane	Mesapo	527 491 3434	Noel	
Tomaskin Brackin	Mesapo	527 5285	Noel	
Joy Baptiste	M	526 6849	London	
Bridget Lewis		526 6849	London	
Sally Henry		526 6849	London	
Marta Lewis		496 2441	London	
Bertram Baptiste			London	

**DAMAGE REPORTS**  
COMMUNITY MEETING - SANDY BAY 19<sup>th</sup> AUGUST 2021

FIRST NAME	SURNAME/TITLE	TELEPHONE NUMBER	TYPE OF DAMAGE
Denise Lewis		432 4726	Roof slits - damage from ice - level
Ronald Emmanuel		593 7426	Complete structure - back street
Sylvia Eppon	Mayum	526 4412	Roof damage - leaking - 3 feet
Sharon Baptiste	London	593 4394	Roof - complete damage
Nicole May	Trench town	432 8281	Roof - 6m leakage
Margaret Roberts			Leaking roof from Act
Blanca Mrs Brackin	London	4	Roof leakage
Ann Brackin			Roof leakage
Terry Huggin			Slight damage - 1.5m Act

**ATTENDANCE REGISTER**  
COMMUNITY MEETING - SANDY BAY 19<sup>th</sup> AUGUST 2021

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE
Lorna Baptiste	Bevan		Sea Hill Sandy Bay