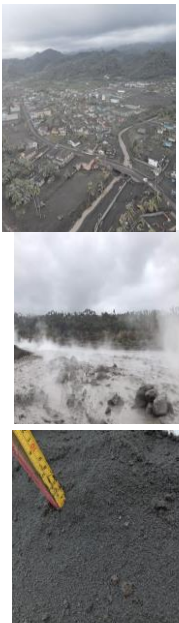

Government of Saint Vincent and the Grenadines

Volcanic Eruption Emergency Project (P176943)

Stakeholder Engagement Plan



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

SEPTEMBER, 2023



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

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
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 9th April, 2021 at approximately 8:41am, the La Soufriere volcano entered into explosive eruption phase. On April 20th, 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 all habitats in Saint Vincent and the Grenadines. There were no reported fatalities as a result of the Volcanic Eruptions.

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 residents¹.

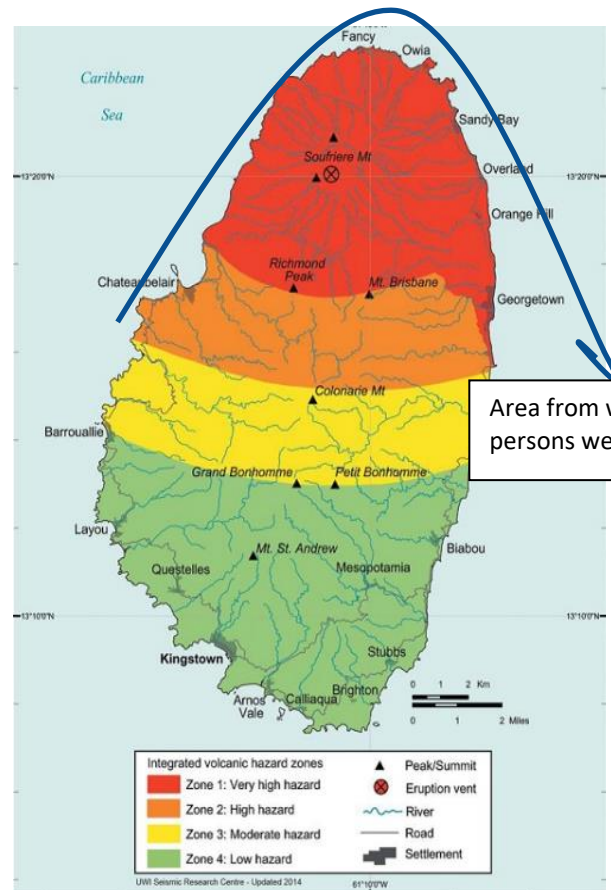
¹ Saint Vincent and the Grenadines National Housing and Population census , 2012

- (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 ^{2 3 4}



(A)



(B)



² Source:

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

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

⁴ 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 several residential roofs and disrupted a number of the essential services network.

The Volcano Eruption Emergency Project is designed to support Saint Vincent and the Grenadines' efforts to restore and deliver 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 Framework⁵ (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 projects' environmental and social sustainability, enhance project acceptance, and contribute significantly to the successful project design and implementation. Accordingly, when properly designed and implemented, stakeholder engagement supports the development of strong, constructive and responsive relationships that are important for the 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, build and maintain a constructive relationship with them, in particular project affected parties (PAPs) ;
- 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;

⁵ <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>

- 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 Volcanic 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 I provides an introduction to the project as well as the environmental and social framework of the World Bank, section II outlines a summary of the project description; section III provides an overview of stakeholders identified and an analysis; in section IV there is the stakeholder engagement programme; section V presents the resources and responsibilities for implementing the stakeholder engagement activities, section VI, offers a detailed Grievance Redress Mechanism enabling the Public Sector Investment Programme Management Unit (PSIPMUs) to respond to concerns and grievances of project-affected parties related to the implementation of the project in a timely manner. The final section, section VII, 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 (ESF⁶) instruments.

⁶ 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.

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 Resettlement; ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources; ESS7: Indigenous Peoples/Sub-Saharan African Historically underserved Traditional Local communities is not currently relevant, but relevance will be determined through an Assessment; ESS8; Cultural Heritage and ESS10 Stakeholder Engagement and information Disclosure. These are addressed within the context of the Projects ESMF document.

Section II: Project Description

(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 persons were; (a) food and water (b) bed mattresses (c) clothing. During the first project preparation mission held in May 2021, meetings were held with key government stakeholders ⁷. (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 and displaced persons. A public consultation was held with members of the Sandy Bay community on 19th August 2021, with more than 104 persons (annex 4). This community meeting informed the project activities related to the cash transfer aspect (Please see Table 5). The table that follows provides a list of actions and/or activities undertaken; the PSIPMU led all activities. The objectives of the stakeholder engagements were to:

- i) Provide updates and the current government's priorities in the project context.

Discuss the next steps, timeline for project preparation, and engagement of line ministries.

⁷ Table of attendees included as annex 1

Table 2: Previous Stakeholder Engagement Activities

Emergency Recovery Project Preparation - World Bank Mission MAY 18 -21, 2021

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

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Consultation

Emergency Recovery - August 2021

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

Technical Stakeholders Meeting - February 11, 2022

SECTOR ATTENDED	TIME	OBJECTIVE	ORGANIZER		LOCATION
NEMO Ministry of Transport and Works. Ministry of Agriculture CWSA	9:00 am – 12:30 pm	To identify the Project Affected Areas for intervention To sensitize stakeholders on World Bank Environmental and Social Standards	Economic Planning Team – Social and Environment Safeguards		NEMO Conference Room

World Bank in Country Mission - February 14 -18, 2022

SECTOR	TIME	OBJECTIVE	PARTICIPANTS	LOCATION
February 14, 2022				
Ministry of Agriculture	10:00am- 1:00pm	Site Visit Visit the sites proposed by the sectors for works under the project.	World Bank Team Economic Planning Team	Owia Fisheries Center CWSA Proposed Water Tank Site in Point Village Sandy Bay – London Bridge Overland / Tourama Bridge

Central Water and Sewerage Authority (CWSA) Ministry of Transport and Works.			Agriculture, Forestry and Fisheries Team CWSA Team Ministry of Transport and Works Team	
February 16, 2022 Ministry of National Mobilisation				
SECTOR	TIME	OBJECTIVE	PARTICIPANTS	LOCATION
Ministry of National Mobilization	9:30 am-12:30 pm	Discussion on the sector needs.	World Bank Team	Ministry of National Mobilization
February 18, 2022				
Ministry of National Mobilization	10:00 am – 11:00 am	Discussion with the sector on the use and format of the Grievance Mechanism (GM)	Social Safeguards Specialist and Interim Project Officer (Economic Planning)	10:00 am – 11:00 am

(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	<u>These activities may result in significant environmental and social risks and impacts related to labour influx, Gender Based Violence (GBV), sexual exploitation and abuse (SEA) and sexual harassment (SH) risks, contamination 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</u>
Repair and restoration of critical services including debris management	<u>Access /exclusion</u> <u>Pollution Prevention:</u> dust generation , noise
Supporting emergency social safety programs	<u>Participation</u> / alienation / exclusion /equity Increase vulnerability / dependency Inadequate management of GBV/SEA procedures
Strengthening the Government's capacity to prepare for and respond to emergencies	<u>Access /exclusion</u> <u>Labour & 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. <u>Worker code of conduct</u> <u>Inadequate management of GBV/SEA procedures</u>
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, Gender Based Violence, 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

Project Component	Environmental and Social Risk
	<p>cultural heritage if not managed properly and social exclusion of the most vulnerable in the stakeholder engagement processes and from the project's benefits</p> <p><u>Labour & 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 & 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>
4- Project Management, Monitoring & Evaluation and Communication	The primary risk relates to the health and safety of workers and contractors.

Section III: Stakeholder Identification and Analysis

In Saint Vincent and the Grenadines, all development sectors' portfolios and responsibilities were 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) ⁸:

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

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

⁸ World Bank 2018 Guidance Note on ESS10 defines "**project-affected parties**" as individuals, groups or communities likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These individuals or groups, including local communities. "**Other interested parties**" refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. These parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups.

(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(OIP). Civil society groups consist of various organizations that 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 that offers 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) residence of - 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 had access to their lands or livestock from 9, April 2021 to 20 September ,2021 due to policy directive livestock cannot be reared in the capital city, farm

lands may be cut-off due to debris removal and/or farm lands may not be available where evacuees are being housed.

- Persons with disability (including 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.
- 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 when compared with other households.

The Table 4 that follows displays the affected entities and organizations, the persons who occupied these infrastructure were 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

Sector	Region	Affected Entity/organization	Impact level Affected			
			Not	Slightly	Moderately	Severely
Education	Red Zone (St. David)	Early Childhood Facilities				9
		Primary Schools				8
		Secondary Schools				2
	Yellow Zone (St. Patrick)	Early Childhood Facilities			5	
		Primary Schools			6	
		Secondary Schools			3	
	Green Zone (St. George)	Early Childhood Facilities		48		
		Primary Schools		11		
		Secondary Schools		4		
	Green Zone (Charlotte)	Early Childhood Facilities		32		
		Primary Schools		24		
		Secondary Schools		5		
	Green Zone	Early Childhood Education Facilities		17		

Sector	Region	Affected Entity/organization	Impact level Affected			
			Not	Slightly	Moderately	Severely
Health	West	Primary Schools		9		
		Secondary Schools		8		
		Chateaubelair Hospital SMART		x		
		Troumaca Clinic		x		
		Rose Hall Health Centre		x		
		Coulls Hill Health Centre		x		
	East	Fancy Clinic			x	
		Owia Clinic and Nurses Quarters			x	
		Sandy Bay 1 (Newly Renovated Clinic)			x	
		Sandy Bay 2 (Existing Clinic)				x
		Sandy Bay (Doctors Quarters)			x	
		Sandy Bay (Nurses Quarters)			x	
		Overland Health Centre			x	
		Georgetown Hospital		x		
		Georgetown Clinic		x		
		Georgetown Modern Medical Complex			x	
		Byera Clinic		x		
		South Rivers Clinic		x		
Security	West	Chateaubelair				x
		Rose Hall				x
		Spring				x
	East	Sandy Bay				x
		Owia				x
		Georgetown				x
Tourism	East	Owia Salt Pond Recreational Park				x
		Chatoyer National Park				x
		La Soufriere Bamboo Range Head Facility				x
		Rawacou				x

Sector	Region	Affected Entity/organization	Impact level Affected			
			Not	Slightly	Moderately	Severely
	West	Recreational Park				
		Belmont Look-out			x	
		Brighton Salt Pond		x		
		Indian Bay Beach Facility		x		
		Black Point National Park		x		
		Botanical Gardens			x	
		Wallilabou Recreational Park				x
		Mt. Wynne Beach			x	
		Vermont Nature Trail			x	
		Cumberland Beach Facility				x
		Layout Petroglyph			x	
		Dark View Falls Recreation Park				x
		Tourism Facilities				
		Orange Hill Biotechnology Centre				x
Agriculture	East	Orange Hill Agricultural Training Institute		x		
		Rabacca Livestock Farm				x
		CARDI Field Station			x	
		Perseverance Agricultural Station				x
		Arrowroot Factory in Owia				x
		Owia Fisheries Centre			x	
	West	Richmond Vale Academy			x	
		Peters Hope Germplasm			x	
		Belmont Livestock Station			x	
Housing	Red zone	Georgetown	-	1,950	515	10
		Sandy Bay	-	558	120	60

Sector	Region	Affected Entity/organization	Impact level Affected			
			Not	Slightly	Moderately	Severely
	Orange zone	Chateaubelair	-	1,728	136	34
	Yellow zone	Colonaire	-	-	2,469	-
	Green zone	Kingstown	-	4,863	-	-
		Suburbs of Kingstown	-	4,824	-	-
		Calliaqua	-	9,303	-	-
		Marriaqua	-	2,754	-	-
		Bridgetown	-	2,320	-	-
		Layou	-	2,545	-	-
		Barrouallie	-	2,147	-	-
Telecommunications	West	Flow		x		
		Digicel		x		
	East	Flow		x		
		Digicel		x		
Transportation Roads Bridges Drains Government Building	Chateaubelair Census District	Government Building	-	-	-	2
		Residential Building	21	43	28	32
		Bridges	-	15	-	-
	Georgetown Census District	Government Building	-	-	1	3
		Residential Building	16	25	37	122
		Bridges and Fords	-	22	9	-
	Sandy Bay Census District	Government Building	-	-	-	2
		Residential Building	3	14	30	77
		Bridges and Fords	-	10	5	-
NEMO	West	Satellite Warehouse Rose Hall		x		
	East	Satellite Warehouse Georgetown		x		

Sector	Region	Affected Entity/organization	Impact level Affected			
			Not	Slightly	Moderately	Severely
		Satellite Warehouse Magum			x	
Water System	Red Zone	Sandy Bay System				x
		Fancy System				x
		Owia System				x
	Orange Zone	Perseverance Catchment				x
		Jennings Catchment				x
		Hermitage Catchment				x
	Yellow Zone	Dallaway			x	
		Majorca			x	
	Green Zone	Montreal			x	
Electricity	West	Richmond Power Station			x	
		Cumberland Power Station			x	
		Lowmans Bay Power Station			x	
	East	Cane Hall Power Station		x		
		South Rivers Power Station		x		
Private sector businesses	Chateaubelair Census District	Private / Commercial Buildings	-	2	1	17
	Georgetown Census District	Private / Commercial Building	-	1	-	15
	Sandy Bay Census District	Private / Commercial Building	-	1	-	10

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

Table 5: Stakeholder identification

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

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
<ul style="list-style-type: none"> Ministry of Finance Economic Planning and Information Technology 						
	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 <ul style="list-style-type: none"> Livelihood options 	High	High
				<ul style="list-style-type: none"> 	High	High
	ITSD	Governs the telecommunications sector	Government web and IT infrastructure maintenance	<ul style="list-style-type: none"> Public Disclosure NEDIP platform 	High	High
	Statistical Department	National data management	Statistical data collection, analysis and information repository	<ul style="list-style-type: none"> Data management 	High	High
				<ul style="list-style-type: none"> 		
Ministry of Tourism , Civil Aviation , Sustainable Development and Culture						
	Sustainable Development Unit	To safeguard the environment	Focal point for multilateral environmental agreement (i.e., UNCBD , UNFCCC, Basel, Stockholm and Rotterdam Conventions, Montreal Protocol)	<ul style="list-style-type: none"> Policy advocacy Awareness campaigns Coordinate actions with relevant ministries Training 	High	High
	National Parks, Rivers and Beaches	To promote econ-tourism and promote the conservation and	Beaches Flooding Erosion	<ul style="list-style-type: none"> Coastline defence s Shoreline protection 	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
		preservation of natural resources	Endemic species Protected Areas ecotourism	<ul style="list-style-type: none"> Promote biodiversity friendly tourism 		
	Culture	Preserve and conserve cultural heritage	Historical and cultural resources	<ul style="list-style-type: none"> Cultural heritage advocacy 	Medium	Low
	SVG Tourism Authority	To formulate policies and strategies, build awareness and promote the tourism sector	Ecotourism promotion	<ul style="list-style-type: none"> Marketing of SVG and standards 	high	Medium
				<ul style="list-style-type: none"> 		
				<ul style="list-style-type: none"> Ministry of National Mobilisation, Social Development, Family, Gender Affairs and Housing 		
	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"> 	High	High
	Vulnerables groups	Persons with Disability Women Children Elderly LGBTI.	Impact of the Eruption on status	Share perspectives as to how programmes can be designed to address and /or mitigate adverse impact	HIGH	Medium
	Community Division	Community	Consultation Community meetings	Consultation Community governance <ul style="list-style-type: none"> Livelihood options 	Medium	Medium
	Gender Affairs	To engage in the social transformation of people through empowerment	GBV matters Women	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
	Ministry of Transport, Works, Lands and Physical Planning				High	High
	•					
	Lands and Surveys	To provide service on land survey, cadaster, mapping, land and geographical information, land management	Coastal developments	• Provide guidelines for land zoning	High	High
	Physical Planning	To facilitate sustainable national development through effective land use planning and regulations	Local Area Plans; Development Control; Geographic Information Systems Management Building codes t	• GIS mapping	Medium	High
	BRAGSA	To rehabilitate the infrastructure	Construction	• Construction	High	High
				•		
				•		
	Ministry of Agriculture , Forestry, Fisheries, Rural Transformation, Industry and labour				High	High
	Fisheries	To develop and manage the fisheries sector and protect the marine environment	Reefs, seagrass , mangroves Sea turtles Seabirds/shorebird areas	<ul style="list-style-type: none"> • Conduct research on adaptive aquaculture. • 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
	Urban Development, Energy, Airports, Seaports, Grenadines Affairs and Local Government					
	Administration of Grenadines Affairs	Grenadines governance	Investments, livelihoods and local development in the Grenadines	Input into consultations during Southern Grenadines pilot sites	Medium	Medium
	Local Government			Community governance	Medium	Medium

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
Primary	Ministry of Education and Reconciliation					
	Adult Education Unit	To educate the population	Sensitization	Training	Medium	Medium
	St. Vincent and the Grenadines Community College(SVGCC)	Tertiary training and information	Previous studies and research	Research and knowledge Citizen science (student involvement in monitoring	Medium	Medium
	Ministry of Health, Wellness and the Environment					
	Environmental health	Pollution control	Environmental quality	Sanitation and Waste management and advisory service for pollution Monitor the discharge of effluents	Medium	Medium
	Consultants		Implementation of the project		Medium	High
	Workers		Implementation of the project		Medium	High
	Communities of project Implementation		Community participation		Medium	Medium
	NGOs CBO					
	Owia Disaster Risk Management Group	Community groups	Community /interest group involvement	Represents the interest of different interested parties	Medium	Medium

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
	GEMS	Community groups	Community participation		Medium	Medium
	Sandy Bay Disaster Risk Management Group	Community groups	Community participation		Medium	Medium
	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
Private sector						
	Private Commercial Entities	Retail shops Bars Restaurants Supermarkets Garifuna Bakery	Business service		Medium	Medium
Interested Other	SVG Hotel and Tourism Association	Ensure efficiency and strengthening of the institutional and regulatory framework for tourism development		Hotel Owners/ operators	Medium	Medium

Key SH	Stakeholder (SH)	Description	Interest	Expectations from the SH	Importance of the SH HIGH, medium , low	Influence on the Project Outcome High; medium; low
	CWSA	Supplies SVG with pipe borne water and is responsible for sewage and solid waste management	Pollution	Monitoring, planning and management of Water resource	Medium	Low
	National Trust	The preservation of the cultural, natural and architectural heritage	Cultural heritage identification	Cultural heritage protection	Medium	Medium
	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

(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, and 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 and clearly outlined, to ensure that it reaches all areas and segments of the target community.

The following approach shall be taken with respect to stakeholder consultations. **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 meetings (minutes and/or audio recording) and photographing

ii) *Methodology of communication*

- Consideration for literacy levels, persons with disabilities and any other aspects, particularly related to vulnerable groups;
- Oral communication is most effective via radio or television and making direct calls (in case fixed-line or mobile phone communication is available);
- Provide a safe space when consulting with LGBTI people 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, or email (see section on Grievance Redress)

iv) *Beneficiary feedback*

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

- Participant's name and affiliation (these items are not mandatory if the participant prefers to keep the form confidential);
- How did they learn about the Project and the consultation meeting?;
- Are they generally in favour of the Project?;
- 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?
- 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 (which, can be transmitted by Whatsapp) the video should present the objectives of the project and the main risks and benefits
- Share the link from where the documents are available on the website
- Distribute feedback form on participants' opinions on the main risks and benefits
- Conduct feedback collections directly over the phone – especially for people without internet access
- Prepare the summary of the comments received and actions taken to address the comments

(b) Methods and Tools for Engagement

Table 6: Methods and Tools of Engagement

Instrument	Description and Use	Contents	Dissemination Method	Target groups
Types to Disseminate Information				
Flyers Social Media Email Radio Programmes Text blasts Posters	Used to convey information on the Project and regular updates on its progress to stakeholders.	Printed materials present illustrative and written information on Projects' activities, objectives, facilities, technologies and design solutions, Feedback options as well as impact mitigation measures. Presented contents are concise and adapted to a layperson reader. Graphics and pictorials .	Distribution as part of consultation meetings, public hearings, discussions and meetings with stakeholders, as well as household visits in remote areas. Placement at the offices of local administrations and NGOs, libraries and other public venues.	Households
Types to Receive Feedback				
Phone # Email Direct Suggestion box Website Internet /digital media Surveys , interviews /questionnaires	Placement of Project-related information and printed materials in /at dedicated/designated locations that can be used by the public to obtain information, make enquiries, or provide feedback on the Project	Any issues that concern the project. Various Project-related materials, ESMF documentation, 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
Types for Community Consultation				
Public consultation (direct /virtual) Television broadcast Round table discussion	Project technical staff, the affected public, authorities, regulatory bodies and other stakeholders for 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	

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

(c) Strategy for Information Disclosure

As described in the methods and tools of engagement, various methods, will be utilized to disclose information. The disclosure of the stakeholder engagement strategy, will follow the standard practice of all World Bank Project materials (ESMF, ESMP, RFP or RAP). Releases for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the project implementation unit in a formal manner. The SEP will be released in the public domain simultaneously with the ESMF and ESMP reports and will be available for stakeholder review during the same period 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 www.gov.vc and the project web-site veep.gov. Printed copies of the documents will be available at the Public Sector Investment Project Management Unit (PSIPMU) at the Ministry of Finance, Economic Planning and Information Technology (MoFEPIT) to allow stakeholders to view information about the planned development and initiate their involvement in the public consultation process. The website will be equipped with an online feedback feature that will enable readers to leave their comments about the disclosed materials.

General information to be provided to 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.

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	Project Affected persons	Tors, request for expression of interest	Internet Newspaper Social media Government website	Advertise As required 2 to 3 weeks	PSIPMU
		Project components	Stakeholder consultations	Weekly during preparation	PSIPMU
		Environmental and Social Standard Instruments: Stakeholder Engagement Plan and Environmental and Social Commitment Plan	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 the project implementation stage . The frequency of consultations will be defined in the SEP that will be updated no later than ninety (90) days after project effectiveness.	PSIPMU
	Other Interested Parties	ESMF, ESMP, SEP, RAP disclosures Project E&S principles Resettlement and livelihood restoration options, Resettlement Policy Framework : Grievance Redress mechanism process	Public meetings, separate meetings for women and 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.	PSIPMU Safeguard team
				Documents will be available on government and projects' website	

Implementation of activities	Project Affected persons	Public Project training workshops	Internet Newspaper Social media Government website	As needed	
		Technical training workshops	Invitation (emails, letters etc)		
	Other Interested Parties	Grievance mechanism for project workers 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.	PSIPMU
				Quarterly reports	Safeguard team
Monitoring and evaluation	Project Affected persons	Beneficiary feedback GRM Grievance mechanism process	Reports	Throughout the project implementation and will be promoted in all project activities.	PSIPMU
	Other Interested Parties	Grievance mechanism process Issues of concern Status and compliance reports		Quarterly 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 refreshments including water	(a) Monetary allocation to provide light refreshments or meals for participants
Safe space	Safe spaces for ethnic minorities, LGBTI and other minorities can provide a break from judgment, unsolicited opinions, and having to explain yourself. It also allows people to feel supported and respected.	Have separate meetings with minorities that require safe space and not disclosing their identities.
Location		Project site consultation: Virtual presentations

(e) Timelines for consultation

From the start of the project and even after completion consultations and/or stakeholder engagement will be a key feature. At various stage of the project implementation the team will engage stakeholders to obtain their views and perceptions on the project component, obtain data, build capacity share documents and other outputs for review and feedback. Consultations and engagement that are face to face will be undertaken through country missions but it is expected that there will be engagement through emails, teleconferences and also via social media platforms.

(f) Review of Stakeholder Comments

Feedback from stakeholders will be solicited at every stage of the project life cycle. For public meetings, workshops, and focus groups, comments will be recorded through detailed meeting minutes. Additionally, the Social Specialist at the PIU 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 9: SEP Roles and Responsibilities

Role/position title	Responsibilities	Name of the person
Project Coordinator	Manage and implement the SEP Dissemination of Project Information Has the overall responsibility for oversight of development and execution of the SEP Responsible for including the annual budget required for implementation	Roxanne John
Safeguard Team		
Social Specialist	Record grievances Interface with stakeholders and respond to comments or questions about the project or consultation process	Anastasia Josel John

	<p>Provide contact information if stakeholders have questions or comments about the project or consultation process</p> <p>Document interactions with stakeholders</p> <p>Maintain database , records for SEP</p> <p>Coordinate public meetings, workshops , group discussions</p> <p>Manage grievance redress mechanism</p> <p>Monitor the implementation of the SEP</p> <p>Project sensitization and awareness</p> <p>Undertake two rounds of visits to the sub affected communities project sites a month or as necessary</p> <p>Hold small meetings /consultations</p> <p>Monitor gender based violence (GBV) and SEA at the project sites</p> <p>Notify contractors on the GBV/SEA risk management procedures</p> <p>Provide guidelines for universal access design in line with ESS4</p> <p>Monitor land acquisition and displacement at sub-project sites</p> <p>Maintain a registry of displaced persons</p> <p>Monitoring of cultural heritage</p>	
Environmental Specialist	<ul style="list-style-type: none"> • Monitor measures related to pollution and how it affects the environment . • Monitor impacts on surrounding biodiversity • Ensure that relevant elements of Occupational Health and Safety (OSH) that fall under ESS2 are implemented. • • Review measures to avoid/mitigate potential impacts of natural habitats and ecosystem services. 	Sharika Mandeville
Environment Focal Point	<ul style="list-style-type: none"> • Assess and Manage Environmental Risks and Impacts. • Anticipate to avoid/mitigate community environmental adverse impacts. • Ensure that relevant Measures to address potential environmental impacts are defined. • Overall oversight of Occupational Health and Safety 	Nyasha Hamilton
	<ul style="list-style-type: none"> • 	
Social safeguard Focal point	<ul style="list-style-type: none"> • Workers code of conduct • Identify, assess, and manage the potential environmental and social risks and impacts of the project. • Ensure that relevant measures related to the code of 	DeAnna Ralph

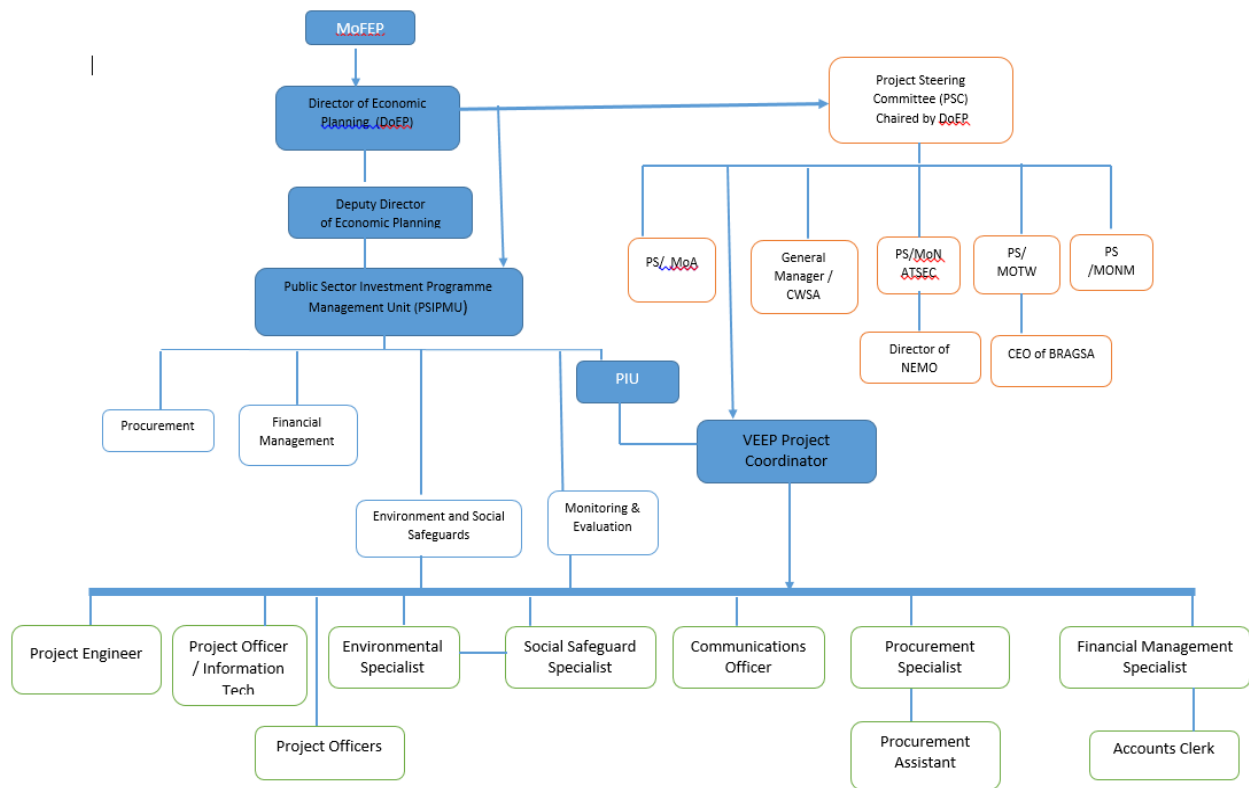
	<p>conduct, impacts on livelihoods, citizen engagement, and social inclusion are adhered to.</p> <ul style="list-style-type: none"> • Promote safety and health at work • Promote fair treatment, non-discrimination, and equal opportunity for project workers. • Provide project workers with accessible means to raise workplace concerns. • Ensure that relevant elements of Occupational Health and Safety (OSH) that fall under ESS2 are implemented. • Anticipate to avoid/mitigate adverse impacts of the project works on the health and safety of project-affected communities. <p>Provide opportunities for stakeholder views to be considered throughout the project life cycle</p> <p>Supervise the grievance log and resolution</p>	
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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,...



(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 tentative budget for the implementation of this SEP for the duration of this project is XCD \$219,000 disaggregated as follows:

Table 10: Proposed Budget

Activity	Quantity	Unit	Total
Public consultation (venue and decorations, PA system etc)	30	1000	30,000.00
Focal group discussion	20	1000	20,000.00
family interviews (tokens)	1000	100	100,000.00
Information production and dissemination:	3000	5.00	15,000.00
Advertisement	50	500.00	25,000.00
Transport (40 persons at each consultation at XCD 30)	400	30	12,000.00
Refreshment (40 persons at each consultation at XCD 30)	400	30	12,000.00
Miscellaneous			5,000.00
			219,000.00

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 11: Contacts for information

Name	Title	Telephone	Email address	Physical location
Roxanne John	Project Coordinator	457-1746	rjohn@svgcpd.com	Administrative Building, Kingstown
Sharika Mandeville	Environmental Safeguards Specialist	4571746	smandeville@svgcpd.com	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 to the project's implementation of the project. Table below is the implementation schedule relating to this project:

Implementation Schedule

Table 12: Stakeholder Engagement Activities 2021-2024

	Task	2022 Dec	2023												2024												2025		Responsible Agency	
			Jan	Feb	Mar	April	May	Jun	July	Aug	Sen	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sen	Oct	Nov	Dec	Jan	Feb		
1	Stakeholder Engagement Plan and disclosure				X																									
	Grievance Redress Mechanism	X	X	X	X	X	X	X	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X		
	Disclosure of LMP,ESMF,RFP				X					X																			PSIPMU	
	Community / sector Consultations (Ongoing)																													
	Beneficiary feedback Mechanism										X																			
	Safeguard updates	X	X	X	X	X	X	X	X	X	X	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X		
	Safeguard Veep Instruments updates			X							X						X						X							
	Technical Working Groups										X																			
	Permanent Bridges										X																			
	NEMO - observatory Warehouse							X	X	X	X	X	X	X	X															
9	Agriculture depot, fisheries centres		X							X			X				X				X					X				
	Public relations (Ongoing)																													

Section VI Grievance Mechanism

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

(b) Responsibility for Grievance Redressal

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

- 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 PIU;
- 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 Coordinator.

(d) Grievance process

1. Receive grievance

All complaints should be received by the Project Coordinator (PC). Through the consultation process in each participating country, stakeholders will be 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.

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 Coordinator
Project NAME	VEEP
Ministry of officer	Ministry of Finance
Location	Kingstown
Telephone:	
Email –	
cc.	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. The complainant is 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 exists, 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

Level 1	When an answer can be provided immediately and/or the safeguards team is already working on a resolution	SET Team & Project Coordinator
Level 2	One off event	SET Team & Project Coordinator
Level 3	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 13: 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) 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 approach⁹. 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:

- 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**.

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

The GM will specify an individual who will be responsible for dealing with any SEA/SH issues, should they arise. A list of SEA/SH service providers will be kept available by the project. The GM

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

should assist SEA/SH survivors by referring them to Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

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

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

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

Sexual harassment (SH)

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

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

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

Survivor-centered approach

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

SEA/SH grievances can be received through any of the available channels and will be considered level 3 grievances investigated and addressed by the GRC. A list of SEA/SH 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

approach¹⁰. Any cases of SEA/SH brought through the GM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The WB will be notified as soon as the Project Manager and the E&S specialist learn about the complaint.

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

ACTION 1: COMPLAINT INTAKE AND REFERRAL

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

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

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

ACTION 2: INCIDENT REPORTING

¹⁰ The survivor-centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor centered approach aims to create a supportive environment in which the survivor's interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor's recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor's capacity to make decisions about possible interventions.

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

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

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

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

ACTION 3: GRIEVANCE VERIFICATION AND INVESTIGATION

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

If after the committee review, SEA/SH allegation is confirmed and it is determined that it is linked to a project¹¹, the verification committee discusses appropriate actions to be recommended to the appropriate party—i.e., the employer of the perpetrator, which could be the PIU or a contractor. The PIU will ask contractors to take appropriate action. The committee reports the incident to the perpetrator's employers to implement the remedy/disciplinary action in accordance with local labor legislation, the employment contract of the perpetrator, and their codes of conduct as per the standard procurement documents.

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

¹¹ Project actors are: (a) people employed or engaged directly by the Borrower (including the project proponent and the project implementing agencies) to work specifically in relation to the project (direct workers); (b) people employed or engaged through third parties (Project staff, subcontractors, brokers, agents or intermediaries) to perform work related to core functions of the project, regardless of location (contracted workers); (c) people employed or engaged by the Borrower's primary suppliers (primary supply workers); and (d) people employed or engaged in providing community labor such as voluntary services or participation in project activities and processes (community workers).

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

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

Any cases of SEA/SH brought through the GRM will primarily serve to:

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

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

(f) 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 Coordinator 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.

(g) 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

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 as required in the ESCP.

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 2 Grievance Register

Notes:

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

Grievance Details

[illegible]

Annex 3

List of attendees in previous consultations

ATTENDANCE AT
Government of Saint Vincent and the Grenadines/World Bank
Emergency Recovery Project Preparation Mission
Tuesday 18th May – 21st MAY 2021
18.05.2021

#	NAME	ORGANISATION	TEL #	EMAIL
1	Rohan Keiser	Economic Planning	457 71746	rkeiser@sigcpd.com
2	Michelle Forbes	NEMO	456 2975	mforbes@gov.vc
3	Hudson Nield	Min of National Sec.	452 5599	ps.nield@gov.vc
4	Nyasha Hamilton	Sustainable Devt Unit	485 6996	nhamilton@sigcpd.com
5	Shielle Dyer	Economic Planning	457 71746	gyayee@sigcpd.com
6	Roxanne John	"	"	"
7	Marcelle Edwards-John	"	457 71746	medwardsjohn@sigcpd.com
8	Rebecca Frederick	"	"	rfrederick@sigcpd.com
9	Johnna Ralph	Economic Planing	457 71746	dralph@sigcpd.com
10	David Teleford	"	45-72182	dteleford@sigcpd.com
11	Janelle Spaul	"	"	jquaw@sigcpd.com
12	Kevin Cameron	"	"	"
13	Janelle Horne	Economic Planning	457-1746	jhammaway@sigcpd.com
14				
15				

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

#	NAME	ORGANISATION	TEL #	EMAIL
1	Roxanne John	Economic Planing	457 71746	rjohn@sigcpd.com
2	Janelle Horne	Economic Planning	457 71746	jhammaway@sigcpd.com
3	Nyasha Hamilton	SDU	485 6996	nhamilton@sigcpd.com
4	Marcelle Edwards-John	Economic Planning etc	457 71746	medwardsjohn@sigcpd.com
5	Janelle Spaul	"	457-2182	jquaw@sigcpd.com
6	Rebecca Gish	Min of Agric	455 9917	rebeccagish@sigcpd.com
7	Nerissa Githens	Min of Agric	432-9400	nerissagithens@gmail.com
8	Shielle Dyer	Economic Planning	457-1746	gyayee@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 18th May – 21st MAY 2021
THURSDAY 20th MAY 2021

#	NAME	ORGANISATION	TEL #	EMAIL
1	Alister Campbell	MTW	457 2341	cescpd@gmail.com
2	Leanne Brown	MTW	457 1738	leannebrown@gov.vc
3	Ken Butler-Kemp	BEASA	593-0324	cbutlerk@gmail.com
4	Roxanne John	Economic Planing	457 71746	rjohn@sigcpd.com
5	Janelle Horne	Economic Planning	457 71746	jhammaway@sigcpd.com
6	Nyasha Hamilton	SDU	485 6996	nhamilton@sigcpd.com
7	Rohan Keiser	Economic Planning	457 71746	rkeiser@sigcpd.com
8	Marcelle Edwards-John	"	457 71746	medwardsjohn@sigcpd.com
9	Shielle Dyer	"	457 71746	gyayee@sigcpd.com
10				
11				

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

#	NAME	ORGANISATION	TEL #	EMAIL
1	Roxanne John	Economic Planing	457 71746	rjohn@sigcpd.com
2	Janelle Spaul	"	457-2182	jquaw@sigcpd.com
3	GARTH SAUNDERS	CWSA	456-2946	gsaunders@cwsa.gov.vc
4	Colin Knight	Ministry of Health Wellness Unit	457-2586	colinknight@sigcpd.com
5	Marcelle Edwards-John	Economic Planning	457 71746	medwardsjohn@sigcpd.com
6	Nyasha Hamilton	SDU	485 6996	nhamilton@sigcpd.com
7	Shirley Denise Beache	MOHOB	457 1612	cmossy@cloud.com
8	Roxanne Rora Williams	MDP	457-1354	rwilliams@cpa.gov.vc
9	Janelle Horne	Economic Planning	457 71746	jhammaway@sigcpd.com
10	Ken Winton	Finance	457-1343	kewinton@gov.vc
11				

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

#	NAME	ORGANISATION	TEL #	EMAIL
1	MERISSA FINCH-BURKE	MDNM etc.	527-3065	merissafinch@gmail.com merissafinch@hotmail.com
2	Catherine DeFollos	Ministry of Natural Resources	533-2242	cdefollos@hotmail.com
3	Roxanne John	Economic Planing	45 71746	
4				
5				

a) Annex 4 List of attendees at Community awareness meeting 19th August 2021

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Jasmine Derwin	Churchill & Gambia	491 0905	Front street	F
Justin Baptiste	Marchmont	431 0380	Ston Hill	F
Lalaine Baptiste		531 5099	Middle street	F
Mary Roberts	CRABHAW	529 1427	Trench town	F
Leander Roberts	Ames vale Road house	431 2235	Middle street	F
Vanetta Lewis	San Juan	495 1636	Bay side	F
Hadia Lewis	San Juan	495 1636	Bay side	F
Vanessa Martin	San Juan	496 1308	Back street	F
Roseella Sutherland	Barbados	593 1275	Pepper village	F
Georgiana Sutherland	Barbados	593 1275	Pepper village	F
Elvis Tompkins	Barbados	433 7664	Pepper village	M
Dalon Harte	Mosapo	491 7991	Kiara	M
Elko Baptiste	Mosapo	432 7743	San. Hill	F

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Vanda Baptiste	Mosapo	495 0260	San. Hill	F
Rekeisha Lewis	Bequia	432 7122	Orange Hill	F
Lenore Ballantyne	Mosapo		Ston Hill	F
Cameltha Brown	Belair	528 9314	Mayum	F
Doreen Brackin	Callaguan	498 2070	London	F
Kazani Brackin	Callaguan	49531 5585	London	M
Randolph Lewis	San. Hill	491 1502	Mayum	M
Elva Roberts	Barbados	434 5501	New Sandy Bay	F
Patricia Norton	Edwards	527 9242	Level	F
Doreen May Thomas	Clon	432 8815	Mayum	F
Jashe Roberts			Noel	M
Jaron Woods			Noel	M
Josiane Woods		493 1106	Noel	F

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
JANIELA NERO	BAQUA	4303343	MAYUM	
ANTONETTE	NERO-GLEN	4914405	SANDY BAY beach house	
Elizabeth Neo Lewis	Clon	527 9576	SANDY BAY beach house	
Mary Ann Nero	Sandy Bay	491 6338	Pepper village	
Zulia Gill	Long wall	4975646	Middle street	
Rommel Emmanuel	CRABHAW	593 7426	back street	
Asael Francis	Camden park	527 0545	Sandy Bay - front street	
Cinde Baptiste	Reunion	454 2507	Old Sandy Bay	
Denise Glasnow	Belair	496 7986	Pepper village	
Daleya Baptiste	Reunion	454 3807	Old Sandy Bay	
Esther Harte	Calder	527 4003	Level Next to River	
Binda Metree	San Hill	454 3261	London	
Jeremy Warrell	Brassval	432 6435	Quila	M

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Denis William	Fair Hall	433 5089	Level	Y
Jasiah Lewis	Comesa	431 9615	Oxland	F
Bradley Bullock	Melia Hill	431 4414	Kiara River	M
Diana Bullock	Melia Hill	432 5898	Kiara River	F
Doreen Neo	Ames vale	526 9371	Trench town	F
Amy Neo	Brackin	530 5998	Pepper village	F
Patricia Wall	Callaguan	527 6124	Front street	F
Alfonso Brown	Donard	496 0404	Front Street	F
Shirley Childs	Comesa	533 3256	Level	F
Rosann Baptiste	Camden park	496 3434	Level	F
Monica Martin	Ames vale	495 1416	Front street	F
Mable Brackin	Brackin	433 6602	Front street	F
Jane Sutherland	Brackin	432 0209	Back street	F

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Trunch Sam	Campan	434 0695	Old school & Trench town	
Vernetta Lee Cay	Campan	432 8415	Back str	
Mary G. Lewis	Barbados	528 2474	Pepper village	
Moretta Baptiste	Barbados	528 2474	London	
Andrew Bennett	Ames vale	495 5514	Kiara River	
Weslyn William	Nelson	492 5510	Quila	
Ronny Francis	Campan hill	495 0905	Pepper village	
Monique May	Barbados	528 5951	Trench town	
Mervette Lewis	Brackin	520 6102	Pepper village	
Frieda Clavin	Brackin	432 4387	London above hill	
Kathy Lewis	Mosapo	491 8231	Trench Town	
Mayann Johnson	Mosapo	455 4481	Kiara River	
Driel Thomas	San Hill	433 4311	Level	

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Jashe Norton	Belair	533 7450	Mayum	F
Camp Byron	San. Hill	454 3884	Oxland	M
Alister Lewis	New Granada	527 5121	Level	M
Jane Baptiste	North Union	495 0260	Old Sandy Bay	F
William Lewis	Mosapo	529 6674	London	F
Diisa Ouley William	Comesa	493 1511	London	F
Joanna Brackin	Callaguan	529 0100	Front Street	F
Caroline Baptiste	Edwards	528 9175	Middle Street	F
Elvise John	Brackin	434 8116	Orange Hill	F
Erica Clarke	Brackin	434 9777	London	F
Andrea May Thomas	Brackin	533 9991	Front Street	F
Robert Brackin	Brackin	491 4830	Quila	M
Elvise Brackin	New Granada	492 0311	Level	F

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Niquell Norton	London Hill	593 5208	Level	
Dyondell Roberts	Barbados	455 5764	Village - Middle Street	
Raydon May		593 4594	London	M
Dean May	San. Hill	528 4483	Level	
Dalon Neo	San Hill	531 6015	London Sandy Bay	
Evarde Lewis	Neosparch	495 1611	Back Street	
Marin Baptiste	Mayum	492 8231	Bay side next to seller	
Donat Huggins	Calder	497 1522	Quila (Ames vale)	
Justina Brackin	Barbados	527 9838	London	
Teharia Lewis	Reliance	498 2107	London above hill	
Techene Sutherland	Callaguan	497 8832	Noel	
Nicole May	Simon	432 8281	Trench Town	
Mayann Roberts	San Hill	455 4481	Trench Town	

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE	Location
Ann Brackin	Mayum	492 8259	Level	
Deborah Childs	Edwards	527 1911	Noel	
Robert Childs	Edwards	526 1535	Noel	
Jerry Hays	Kiara	527 9671	Kiara	
Kermon Bennett	Barbados	430 4312	Level	
Jeff Lewis	Camden park	528 3431	London	
Shedron Deane	Mosapo	524 9134	Noel	
Tommie Brackin	Mosapo	527 5835	Noel	
Joy Baptiste	M	526 6849	London	
Robert Lewis		526 6849	London	
Sutton Henry		526 6849	London	
Maria Lewis		496 2441	London	
Barbra Baptiste			London	

FIRST NAME	SURNAME/TITLE	TELEPHONE NUMBER	TYPE OF DAMAGE
David Lewis		432 4426	Roof & wall damage from wind & rain
Rachel Bennett		593 7426	Complete structure back end
Sylvia Brown	Mayum	526 4412	Roof damage & leakage & rust
Sharon Baptiste	London	593 4394	Roof - complete damage
Nicole May	Trench town	432 2381	Roof - complete damage
Marjorie Lewis			Leaking roof from back
Brida McKe	London	4	Roof leakage
Ann Brackin			Roof leakage
Tracy Hays			Slight change + 1 inch ash

NAME	SURNAME/TITLE	TELEPHONE NUMBER	TEMPERATURE
Lorna Baptiste	Barbados		San Hill Sandy Bay

