

ESS10: Stakeholder Engagement and Information Disclosure



CANARI serves as CEPF's regional implementation team for the Caribbean Islands Biodiversity Hotspot.

Stakeholder Engagement Plan (SEP)

March 11, 2024

CEPF Grant 112885

American Bird Conservancy

Restoration of Isla Alto Velo

Dominican Republic

SEP Outline

Grant Summary

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2. Grant title
3. Grant number
4. Grant amount (US dollars)
5. Proposed dates of grant
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Grant Summary

- 1. Grantee organization: American Bird Conservancy.**
- 2. Project title: Restoration of Isla Alto Velo.**
- 3. Grant number: 112885.**
- 4. Grant amount: \$476,421 (US dollars).**
- 5. Proposed dates of grant: July 1, 2024 – June 30, 2026.**
- 6. Countries where activities will be undertaken: Dominican Republic.**
- 7. Date of preparation of this document: March 11, 2024.**

Project Details

8. Summary of the sub-project:

Guidance:

This section should be approximately 4-5 sentences summarizing the overall sub-project. Please list the components of the project as outlined in the log frame.

This project aims to protect the Critically Endangered Alto Velo Curlytail Lizard (*Leiocephalus altavelensis*) by removing the primary threat to the species, invasive mammals, from its namesake island, Alto Velo, Dominican Republic. The long-term goal is to restore the terrestrial portion of the island and facilitate the recovery of the curlytail and other species of native flora and fauna, with follow-on benefits to the near shore marine environment via increased beneficial nutrient input from seabird guano and to support coral growth and fish populations.

There are six main components to this project:

- 1) Development of final Alto Velo invasive mammal eradication Operational Plan following best practices guided by local norms and environment. Plan includes: biological risk assessment; biosecurity; eradication; and monitoring.
- 2) Biosecurity implementation
- 3) Invasive mammal eradication implementation
- 4) Biodiversity monitoring
- 5) Institutional strengthening and capacity building within the Dominican Republic.
- 6) CEPF project management and monitoring.

9. Overview of project components relating to stakeholder engagement:

Guidance:

This section will briefly describe the components and activities of the sub-project that will involve stakeholder engagement sub-project. Where possible or needed, include maps of the sub-project site(s) and surrounding area.



Stakeholder engagement for this project will fall into two main categories:

- 1) Engagement with stakeholders involved in the project, including permitting agencies, potential partners that may be involved in the project, and those with scientific and biological interest in the island.
- 2) Engagement with stakeholders that are key to the success of the biosecurity of the island – the effort to maintain the island free of invasive mammals in the future.

While there is some overlap in the stakeholders between these two categories, in general the first involves components 1, 3 and 4 and the second involves component 2.

Stakeholder engagement for components 1, 3 and 4 will involve meetings, sharing of documents for feedback and review, site visits, etc.

Stakeholder engagement for component 2 will involve public meetings in local communities, one on one interviews, etc. with information shared via signs, leaflets, presentations and opportunities for input via verbal and written formats. We acknowledge that stakeholder engagement for biosecurity will occur during development of the plan and will thus also include aspects of component 1.

10. Summary of previous stakeholder engagement activities:

Guidance:

If you have undertaken any activities to date, including information disclosure and/or consultation leading to the development of this project, provide the following details:

- *Type of information disclosed, in what form (e.g., oral, brochure, reports, posters, radio, etc.), and how it was disseminated.*
- *Locations and dates of any meetings undertaken to date.*
- *Individuals, groups, and/or organizations consulted.*
- *Key issues discussed and key concerns raised.*
- *Grantee's response to issues raised, including any commitments or follow-up actions.*
- *Process undertaken for documenting these activities and reporting back to stakeholders.*

16 February, 2024. American Bird Conservancy participated in a joint meeting led by Island Conservation and SOH Conservación with the Ministry of the Environment in Santo Domingo, DR. The meeting was a free-flowing discussion establishing each partner's commitment to the restoration of Alto Velo.

Agenda

- Introductions
- Alto Velo Implementation plan
- Navy Partnership
- April Seabird trip to Alto Velo
- Funding Status update
- Local capacity building
- Future management plans for the national park

The participants were Brad Keitt (ABC); Max Bello, Jose Cabello, Patty Baiao, Jose Eduardo Gomez (Island Conservation); Jorge Brocca (SOH); and Carolina Alba (Directora de Areas Protegidas), Jose Reyes (Viceministro de Costero Marino), Jonathan Delance (Asesor del Ministro Temas Costero Marino), Nicole Campos (Gobierno Dominican Republic). As an introductory meeting the only concrete deliverables from the meeting were to maintain contact between the groups and to convene again when the project is ready to kick off.

Previous stakeholder engagement completed by Island Conservation

Interviews with fishers on the Alto Velo Island, Jaragua National Park (Dominican Republic)

Methodology

From April 13 to June 9, 2013, we conducted oral interviews with 115 resident of four fishing communities in the area of Jaragua National Park, Dominican Republic (Juancho, Pedernales, Trudillé) and from Haitian border community of Anse à Pitres. For this we used a pre-designed form which contained several questions designed to determine the level of local visitation to the island of Alto Velo, motives and characteristics of visits, and some information on invasive alien species (IAS) found there. Some of the latest interviews (n = 31; those in Juancho and Trudillé) also included questions on the perception of the damage of IAS and opinion on eradication of respondents. All interviews were conducted by people of the area, either in Spanish or Haitian Creole. For data analysis, responses were scanned into a database MS Excel and open questions were recoded (new fields) to be grouped based on similar themes or concepts.

Characteristics of respondents

The interviewees were between 19 and 79 years (mean 35.7, SD = 11.6), and, with the exception of two, were all male. Respondents were both Dominican nationality (57%) and Haiti

(43%). The main occupation of the majority of respondents (88%) was full-time fishing. Most interviews were conducted in the communities of residence of the fishermen (Pedernales, Juancho and Anse a Pitres), except for the Trudillé fishing camp. However, the location of the interview and the origin of the interviewees were different for many, confirming the attractiveness of Jaragua fishing areas for people of many different and often far away communities. As for education, most respondents (55%) had only reached some basic levels of primary school.

The main lessons from this engagement is that fishers from these communities adjacent to Alto Velo in the DR and Haiti do visit the waters around Alto Velo to fish and occasionally some land on the island. This indicates these communities will be key to implementing biosecurity for the Alto Velo project.

11. Project stakeholders:

Guidance:
 This section will list the key stakeholder groups who will be informed and consulted about the sub-project. These should include persons or groups who:

- Are directly and/or indirectly affected by the sub-project (i.e., project-affected parties) or
- have interests in the sub-project that determine them as stakeholders (i.e., other interested parties); and
- have the potential to influence sub-project outcomes.

Key stakeholder groups may include affected communities, non-governmental organizations, local and national authorities, and private landowners. They can also include politicians, companies, labour unions, academics, religious groups, national social and environmental public sector agencies, and media agencies. Stakeholders may be grouped, but provide specifics, e.g. "Local NGOs
 Environmental Awareness Group, Antigua and Barbuda
 Jamaica Environment Trust, Jamaica"

The below tables provide an overview of the different stakeholders identified in the sub-project.

Table 11.1: Stakeholders: Project-affected parties

Stakeholder group	Involvement in project	Interest <i>(low / medium / high)</i>	Influence <i>(low / medium / high)</i>	Component under which will be engaged
International CSOs: Island Conservation	ABC is the CEPF project lead and will be involved in all aspects of the project with a focus on project planning, partner coordination, compliance with all CEPF requirements, and financing. IC is the invasive mammal eradication lead.	High	High	All components
Local CSOs: SOH	SOH is the in country project lead and will be involved in	High	High	All components

Stakeholder group	Involvement in project	Interest <i>(low / medium / high)</i>	Influence <i>(low / medium / high)</i>	Component under which will be engaged
CONSERVACIÓN Aguinape Asociación de guías de naturaleza de Pedernales Asociación de pescadores Agustín Muñoz Asociación de turismo de Pedernales	all aspects of the project with a focus on government and community relations, invasive mammal removal, monitoring and biosecurity planning and implementation. The other local CSOs will be involved in biosecurity planning and implementation, environmental monitoring, and island access.			
Government: Ministerio de Medio Ambiente y Recursos Naturales CODOPESCA Museo de Historia Natural Zoológico Nacional	Members of the Ministry will be invited to participate in the planning workshops associated with project implementation, including biosecurity.	Medium	High	All components
Government: Ministerio de Defensa	Ministerio de Defensa representatives will be invited to participate in planning workshops associated with island access, biosecurity and staff security on island	High	High	Biosecurity, Invasive mammal eradication planning
Communities: Cabo Rojo, La Cueva, Trudille, Pto Cabo, isla Beata fishing camp	Community members will be asked to participate in workshops for biosecurity planning and implementation. These workshops will include information on the overall project and its goals.	High	Low	Invasive mammal eradication planning, Biosecurity

Table 11.2: Stakeholders: Other interested parties

Stakeholder group	Involvement in project	Interest <i>(low / medium / high)</i>	Influence <i>(low / medium / high)</i>	Component under which will be engaged
International CSOs: Birds Caribbean	None presently identified. Opportunities for biodiversity monitoring and follow on activities after	High	Low	Biodiversity monitoring

Stakeholder group	Involvement in project	Interest <i>(low / medium / high)</i>	Influence <i>(low / medium / high)</i>	Component under which will be engaged
	invasive mammal eradication compete such as seabird restoration			
Local CSOs: Grupo Jaragua	GJ will be provided biannual updates on project progress by ABC and given opportunities to submit input verbally and in writing	Medium	Medium	All components
Academia: University of North Carolina Asheville	Assist in reptile monitoring and CAP development	High	Low	Biodiversity monitoring
Government: Alcaldía de Pedernales	Will be approached during biosecurity efforts and asked to assist in identifying and reaching out to fishers that use the waters around Alto Velo	Low	Low	Biosecurity
Communities: Pedernales	Will be approached through the Alcaldía de Pedernales during biosecurity efforts	Low	Low	Biosecurity

Vulnerable groups

Guidance:

Provide a description of any vulnerable groups found in your sub-project area. These can include: women, Members of women-headed households, Unemployed young people, LGBTI persons, Persons with disabilities, Members of poor households, Members of landless households, Jamaican Maroons, Haitian Immigrants

Please view CANARI's SEP for examples: https://canari.org/wp-content/uploads/2022/04/Stakeholder-Engagement-Plan-CANARI_EN.docx and https://canari.org/wp-content/uploads/2022/06/Stakeholder-Engagement-Plan-CANARI_SP-rev.docx

Women: head nearly half of Caribbean households but are disadvantaged in the region's labour markets. Female participation in the labour force is 59 percent, compared to 79 percent for men. This has implications for women-headed households, which are more likely to be poor than men-headed households.

COVID-19 has had a social and economic impact and adds a dimension to the social context that was not present when the project was developed. The full extent of the impact of COVID-19 is unknown but

there has been economic contraction. There are reports of worsening gender inequalities in the labour market, deterioration of diets and an increase in hunger, particularly in female-headed households, and a greater incidence of gender-based violence.

Women rarely visit Alto Velo to participate in fishing

Unemployed young people: are another vulnerable group within Caribbean society and the project area. The vulnerability of Caribbean youth is linked to educational underachievement, high unemployment rates, exposure to violence, and exposure to disease. Youth make up between 28 and 50 percent of all unemployed people; young women are more likely to be unemployed than young men. Youth unemployment rates range between 18 and 47 percent in the project countries; the unemployment rate for young people tends to be two to three times that of adults. Beyond limited employment opportunities, young men are disproportionately affected by crime in the Caribbean: they are the main victims and perpetrators. Caribbean youth are also disproportionately vulnerable to HIV infection. In the context of the project, unemployed young people may have less opportunity to participate in project activities owing to consultation processes being dominated by established elites, who tend to belong to older generations. The project will approach the selection and design of consultations in such a way that opportunities are created for unemployed young people to participate in conservation activities.

Elderly people: There is a long-term trend of population ageing in the Caribbean Islands. Thanks to improvements in socioeconomic conditions and global medical advances, Caribbean people are living longer than before. People aged 60 and over accounted for 10% of the Caribbean population in 2000; this proportion is anticipated to increase to 26% by 2050. In common with many parts of the world, elderly people are particularly vulnerable to social exclusion. Sub-grantees will need to pay attention to this risk during design and implementation of project activities.

LGBTQI people: are particularly vulnerable in the Caribbean. Because they are more likely to suffer discrimination, they are at enhanced risk of social exclusion with regard to project activities and benefits. Dominican Republic does not have anti-discrimination laws concerning sexual orientation. There are also high levels of homophobic and transphobic violence in the country. These factors raise issues about how to identify LGBTQI people, without placing them at risk of discrimination, prosecution or violence. Stakeholder mapping will be done with sensitivity, and project will implement measures to ensure the confidentiality of personally identifiable information.

People with disabilities: An estimated 15 percent of the population of the project countries is living with disabilities. People with disabilities are disproportionately vulnerable to the effects of environmental degradation and climate change. For instance, they are less able to seek shelter from extreme weather events, or to participate in certain livelihood activities. People with disabilities are also more likely to have lower educational attainment, health outcomes, income and levels of employment than people without disabilities. Studies show that women with disabilities are four times more vulnerable to gender-based violence. People with disabilities are also at enhanced risk of discrimination and social exclusion. In this context, project activities must take account of people with disabilities and ensure that they are not excluded from accessing consultation, or other project benefits. This will require paying attention to such things as selecting training venues that are wheelchair accessible, and disseminating project information through media accessible to hearing impaired people and visually impaired people.

Haitians: Haitians from Anse-à-Pitres, a border town adjacent to Pedernales, and Haitian immigrants in the Dominican Republic are known to access the waters around Alto Velo to fish. Recent political events in Haiti are likely to increase the number of immigrants in the Dominican Republic. In order to reach this

important community, the project will need to provide stakeholder engagement materials in Haitian creole. SOH Conservation has staff that speak creole and will assist with outreach, both developing materials and in spoken outreach efforts. In addition, this community is likely to be marginalized and poorer than the Dominican Republic targets of our outreach and the project's efforts to reach these stakeholders must use methods that account for this.

12. Stakeholder engagement program:

Guidance:
This section will summarize the purpose and goals of the stakeholder engagement program. It will briefly describe what information will be disclosed, in what formats, and the types of methods that will be used to communicate this information to each of the identified groups of stakeholders. Methods used may vary according to the target audience, for example:

- *Newspapers, posters, radio, television.*
- *Information centres and exhibitions or other visual displays.*
- *Brochures, leaflets, posters, non-technical summary documents and reports.*

Purpose of SEP: to ensure equal opportunities for stakeholder groups to participate in discussions, and access information arising from activities of the sub-project

The below table provides an overview of the types, formats and methods of information disclosure to be implemented in the SEP.

Table 12.1: Stakeholder engagement mechanisms

Type of information	Format	Method
Project plans	Written documents and/or presentations of project plans	Submit for review and comment
Project overview	Flyers, posters, PPT presentations	Workshops, individual outreach
Biosecurity requirements	Posters, flyers, signs	Workshops, individual outreach

Government Stakeholders:

Engagement with government stakeholders that have regulatory responsibility for the island and its species that will be affected by the project will involve multiple processes. First, presentations on the proposed project approach will be made to the Ministerio de Medio Ambiente y Recursos Naturales, CODOPESCA, Museo de Historia Natural Zoológico Nacional and the Ministerio de Defensa. Project staff will travel to the offices of these stakeholders to make presentations that show the biology of the island, the impacts of invasive species, the proposed restoration activities, plans for biosecurity and community engagement, ecosystem monitoring and long-term restoration goals.

Additional engagement with these stakeholders will involve requesting review and feedback on written documents, including the project operational plan, biosecurity plan and monitoring plan. To facilitate engagement, we will also offer to present these plans in a meeting to allow verbal feedback with the idea that we will receive more participation if these stakeholders are not asked to read lengthy, detailed documents.

Community Stakeholders:

Communities will be engaged through focused workshops. Flyers, individual outreach and word of mouth will be used to attract workshop participants. Information will be shared through posters and informational flyers and presentations. Stakeholders identified as past island users and possible future island visitors, i.e. fishers that visit the waters around the island, will be engaged on a one on one basis and interviewed to better understand their use patterns for the island. Information will be shared about the project and information on how to contact project representatives to share feedback on the project will be shared, including information on the Grievance Mechanism.

Signs with information about the project, specifically regarding biosecurity requirements, will be posted at key departure points for Alto Velo. These will be explained in the workshops and in the individual outreach to fishers. QR codes on the signs will link to the project website to provide more detailed information, and also to the Grievance Mechanism.

13. Consultation methods:

Guidance:

This section will describe the methods that will be used to consult with each of the stakeholder groups identified in Section 10. Methods used may vary according to the target audience, for example:

- *Interviews with stakeholder representatives and key informants.*
- *Surveys, polls, and questionnaires.*
- *Public meetings, workshops, and/or focus groups with a specific group.*
- *Participatory methods.*
- *Other traditional mechanisms for consultation and decision-making.*

The below table provides an overview of the consultation to be implemented in the SEP.

Table 13.1: Stakeholder consultation methods

Stakeholder Group	Methods
Ministerio de Medio Ambiente y Recursos Naturales CODOPESCA Museo de Historia Natural Zoológico Nacional Ministerio de Defensa	Extensive consultation through interviews with key figures, meetings to discuss project plans and receive feedback, structured decision-making through facilitated meetings that identify the agreed upon final outcome (invasive mammal free Alto Velo) and then works through the best options and required steps to achieve that outcome
Pedernales, Cabo Rojo, La Cueva, Trudille, Pto Cabo, isla Beata fishing camp	Interviews with individual fishers to establish range of attitudes and identify any issues. Workshops to explain project goals and facilitate feedback. Informational flyers with contact for submitting feedback.

Implementation of the Plan

14. Monitoring arrangements:

Guidance:

This section aims to outline what steps you will take to monitor and evaluate the effectiveness of the stakeholder engagement activities listed in Sections 11 to 14. Describe the feedback loop to inform stakeholders on how their recommendations were implemented and the outcomes and seek further input.

The Project Coordinator will consult with the lead staff for each of the main partners, ABC, SOH, IC,

on a regular basis to share all stakeholder concerns. These lead staff will then share these concerns with all of the project staff. If any possible grievance is identified, the Project Coordinator will act immediately to ensure everyone remains safe. Any amendments to existing plans will be made as necessary.

The monitoring mechanism proposed is to carry out biannual reports on the progress and status of the achievement of results, where the learning and achievements of the use of communication and stakeholder participation mechanisms will also be explored.

Follow-up will be done through regular meetings with sub-beneficiaries and by taking into account all observations made during community meetings.

15. Responsible workers:

Guidance:
 This section identifies the functions and/or individuals within the sub-project responsible for the implementation of the Plan. This can include e.g., occupational health and safety, procurement of equipment to reduce spread of transmissible diseases etc. Workers identified here must be in alignment with those identified in the budget.

The below table identified those staff and project workers responsible for the implementation of the SEP.

Table 15.1: Responsible staff and workers for the implementation of the SEP

Position	Activities	Estimated time (%)
Project Manager SOH	Supporting Project Coordinator, maintaining relationships with senior government officials. Advising on any Grievance Mechanism submittals for DR based submitters.	10%
Project Coordinator SOH	Planning and implementing all stakeholder engagement activities, tracking outcomes and providing follow up with stakeholders.	25%
Project Coordinator (IC)	Participate in high level meetings with Ministry and Navy officials.	3%
Project Manager (IC)	Supporting Project Coordinator on community stakeholder engagement	5%
Oceans & Islands Director (ABC)	Tracking Grievance Mechanism submittals and coordinating responses.	1%

16. Implementation schedule and cost estimates:

Guidance:
 This section will present and implementation timeline for each stakeholder engagement activity listed in Sections 11 to 13, together with an estimate of resource needs.

The below table outlines the anticipated schedule and budget for the implementation of the SEP.

Table 16.1: Implementation schedule and cost estimates

Activity	Estimated schedule	Estimated cost (USD\$)
Government Stakeholders		

Presentation of overall project goals, proposed implementation methods	September 2024	\$500
Sharing of project plans: High level project description and plans for trip to collect baseline data for project planning	October 24 – February 25	\$4,000
Sharing of project plans: Operational Plan and Biosecurity Plan	August 25-October 25	\$1,000
Community Stakeholders		
Biosecurity focused workshops	September 2024 – August 2025	\$4,000
Printing flyers and posters	September 2024 and March 2025	\$450
Individual stakeholder outreach with fishers	October 2024 -August 2025	\$4,000
Printing and placement of biosecurity signs	August 2025	\$1,500
International and Local CSOs		
Share plans to advise of progress and solicit feedback	September 2024 – October 2025	\$500
Academia		
Consult on reptile monitoring and Cap development, capacity building in DR	August 2024 – December 2026	\$9,500

Stakeholder engagement and feedback

17. Consultation:

Guidance:

This section will summarize the consultations carried out with stakeholders in preparation of the plan, particularly any local communities who may be particularly affected by the proposed activities. Include dates of consultations, and a summary of the number of women and men consulted, but do not include names of individuals. It should include dates of consultations.

The below table outlines consultations that were had with stakeholders during the development of the sub-project, SEP.

Table 17.1: List of consultations held for the project

Stakeholder	Method of consultation	Date of consultation
Ministry of the Environment	Meeting	16 February 2024
Fishers from Juancho, Pedernales, Trudillé, Anse à Pitres	Oral interviews	April 13- June 9 2013

Total number of women consulted: 2

Total number of men consulted: 117*

*Ministry of the Environment meeting involved 2 women and 2 men. All fishers interviewed were male. We are unaware of any female fishers. However, future stakeholder engagement will involve community meetings that reach fishers, their families and community members more broadly, increasing gender equity in stakeholder engagement.

18. Grievance mechanism:

Guidance:

For all sub-projects where a World Bank environmental or social standard applies, the grantee must provide local communities and other relevant stakeholders with a means to raise a grievance, and whereby this grievance may be considered and satisfactorily resolved.

The RIT has provided a sample Grievance Mechanism below. If you do not have one in place for your organisation you may modify the sample below.

The following is the Grievance Mechanism (GM) for the project to address concerns of American Bird Conservancy's external stakeholders. The GM will be translated into Spanish and made available to stakeholders, including via American Bird Conservancy's website, once the project starts. Grievances that relate to project workers will be handled by a separate mechanism, which is included as part of the project's Labor Management Procedures.

This GM is streamlined, considering the limited scope of project activities at the community level and the low risk of adverse social impacts. The key measures will be to explain the purpose of any visit to stakeholders, explain the existence of the GM and make available contact information of American Bird Conservancy and the CEPF RIT. This will be done through a printed handout or other locally appropriate means.

All stakeholders will be advised that they can skip to redress level 3 at any time and contact the CEPF Executive Director via the CI Ethics Hotline (telephone: +1-866-294-8674 / web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>).

Objectives of the GM

The objectives of the GM are as follows:

1. Ensure that the World Bank ESSs 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 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 of trust among the project staff and the affected parties.

First Level of Redress

1. *Receive Grievance:* At the project level, all complaints will be received by the Human Resources Manager. Complaints can be made in person, in writing, verbally over the phone, by email or any other suitable medium. Complaints can be filed anonymously. The point of receipt of complaints is listed below:

Contact	
Telephone	US: +1 540-XXX-XXXX; DR Direct line to SOH +1-809- 753-1388
Email address	ProyectoAltoVelo@abcbirds.org

Contact	
Physical address	8255 E. Main Street Suites D & E Marshall, VA 20115

All grievances received by American Bird Conservancy's staff should be forwarded to the Human Resources Manager within 24 hours of receipt.

2. *Acknowledgement:* All grievances will be acknowledged by telephone or in writing by the Human Resources Manager within 48 hours of receipt and the complainant will be informed of the approximate timeline for addressing the complaint, if it can't be addressed immediately. The Human Resources Manager will seek to ensure the speedy resolution of the grievance. If the grievance cannot be resolved at this level, it is taken to the next level.
3. *Record:* The grievance will be registered in American Bird Conservancy's grievance file, including relevant documents.
4. *Notification:* Communication of the grievance as follows:
 - a. If it is concerning the project, communication to the Manager American Bird Conservancy.
 - b. Notification will also be made to the CEPF Grant Director within 15 days of receipt of any grievance.
 - c. If it is concerning general American Bird Conservancy operations/activity, communication to Human Resources Manager, ProyectoAltoVelo@abcbirds.org
5. *Assessment:* A decision is made on the nature of the investigation that will take place.
6. *Investigation:* Appropriate investigation of the grievance by an internal team assigned to this task (for example, this may include staff directly involved as well as the Manager American Bird Conservancy. The investigation may include meetings with the complainant and other stakeholders and a review of relevant documents. An impartial party shall be involved in meetings with the complainant. Community representatives or representatives of the complainant will be allowed to sit in on these meetings. Minutes of meetings and documents will be added to the grievance file.
7. *Resolution:* Depending on the findings of the investigation:
 - a. A resolution is decided immediately
 - i. The complaint is rejected
 - ii. A response is agreed
 - iii. The complaint is referred to as appropriate
 - b. A resolution cannot be achieved, and the case is presented to the CEPF RIT for further input (second level of redress)
8. *Communication:* Once a resolution has been reached, the decision is communicated to the complainant in writing. Documents are added to the grievance file.

9. *Satisfaction:* If the complainant is not satisfied with American Bird Conservancy's response, it can be taken to the second level of redress. At all stages, documents are added to the grievance file.

NB: The complainant may request that the issue be transferred to the second level of redress if he/she does not feel that the grievance is being adequately addressed by the Executive Director for American Bird Conservancy.

Second Level of Redress

If claimants are not satisfied with the way in which their grievance has been handled at level one, they will be given the opportunity to raise it directly with the CEPF Grant Director for the Caribbean Islands Biodiversity Hotspot, who can be contacted as follows:

Contact	
Title	CEPF Regional Implementation Team, CANARI
Telephone	
Email address	communications@canari.org
Physical address	

Third Level of Redress

If claimants are not satisfied with the way in which their grievance has been handled at level two, they can contact the CEPF Executive Director via the CI Ethics Hotline (telephone: +1-866-294-8674 / web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>).

If the complainant does not accept the solution offered by the CEPF Executive Director, then the complaint is passed on to the fourth level. Alternatively, the complainant can access the fourth level at any point. It is expected that the complaint will be resolved at this level within 35 working days of receipt of the original complaint. However, if both parties agree that meaningful progress towards resolution is being made, the matter may be retained at this level for a maximum of 60 working days.

Correo electrónico: grievances@worldbank.org

Fax: +1-202-614-7313

Por carta: Banco Mundial

Servicio de Reparación de Quejas (GRS)

MSN MC 10-1018 NO,

Washington, DC 20433, EE. UU.

Below is an example of a Grievance Mechanism leaflet for SOH that will be adapted for this specific project.



**SOH
Conservación**

Mecanismo de reclamos del Proyecto de Islas del Caribe del CEPF

Un reclamo puede ser un asunto, preocupación o problema relacionado con la implementación de una subvención pequeña o grande financiada por el CEPF. Hemos puesto en marcha este mecanismo de atención de reclamos (GRM) para recibir y registrar formalmente los reclamos y resolver los problemas. Cualquier persona que tenga una preocupación sobre cualquier aspecto de un proyecto financiado por el CEPF en el Hotspot de Biodiversidad de las Islas del Caribe, incluido el Equipo Regional de Implementación (RIT), debe hacer un informe para que podamos mejorar colectivamente la forma en que trabajamos.

Primer Nivel de Reparación

Paso 1: Presentar un reclamo
Presente su reclamo al SOH CONSERVACION por correo electrónico, carta, teléfono o por escrito (consulte la información de contacto a continuación).

Toda la información recibida será tratada como confidencial. Los informes pueden ser anónimos.

Paso 3: Registrar y notificar
Documentaremos formalmente su reclamo y notificaremos al director ejecutivo de SOH CONSERVACION.

Paso 5: Resolución
Propondremos una resolución basada en la investigación.

Si no se puede lograr una resolución, solicitaremos la opinión del Comité de Reclamos organizacional del RIT.



Paso 2: Recepción de un reclamo
Recibirá una respuesta de SOH CONSERVACION dentro de las 48 horas, por teléfono o por escrito.

Si el asunto no puede resolverse de inmediato, SOH CONSERVACION le dará un estimado de fechas para tratar el problema.

Paso 4: Evaluar e investigar
Investigaremos el tema y documentaremos el proceso, con la participación de una parte imparcial.

Usted y otras partes interesadas pertinentes pueden ser invitados a reunirse con el equipo que dirige la investigación.

Paso 6: Acuerdo o apelación
Una vez que se ha alcanzado una resolución, la decisión se le comunica por escrito y se documenta en nuestros registros.

Si no está satisfecho con la respuesta, el problema puede transferirse al segundo nivel de reparación.

-  Llame a 809-753-1388 o a 809-566-6493
-  Escribanos al Gustavo mejía 119B, galerías comerciales local 414
-  Por correo electrónico a SOH@SOH.ORG.DO
-  En persona con Jaime Moreno



Mecanismo de reclamos del Proyecto de Islas del Caribe del CEPF

Si en cualquier etapa del proceso, usted siente que su reclamo no está siendo abordado adecuadamente por la Gerente del RIT, puede solicitar que el problema se transfiera inmediatamente al segundo nivel de reparación.

Segundo nivel de reparación

Si los reclamantes no están satisfechos con la forma en que su reclamo se ha manejado en el primer nivel de reparación, pueden plantearlo directamente al Gerente del Equipo Regional de Implementación.

Título: Gerente del Equipo Regional de Implementación
Teléfono: +1-868-638-6062, +1-868-674-1558
Dirección de correo electrónico: executive.director@canari.org
Dirección física: #105 Twelfth Street, Barataria, Trinidad and Tobago

Tercer nivel de reparación

Si los reclamantes no están satisfechos con la forma en que su reclamo se ha manejado en el segundo nivel de reparación, pueden plantearlo directamente a la Directora de Subvenciones del CEPF para el Hotspot de Biodiversidad de las Islas del Caribe, a quien se puede contactar de la siguiente manera:

Título: Directora de Subvenciones para el Hotspot de Biodiversidad de las Islas del Caribe
Teléfono: +1-703-341-2400
Dirección de correo electrónico: cepf@cepf.net
Dirección física: Critical Ecosystem Partnership Fund, 2011 Crystal Drive, Suite 600, Arlington, VA 22202, USA.

Cuarto nivel de reparación

Si los reclamantes no están satisfechos con la forma en que su reclamo se ha manejado en el tercer nivel de reparación, pueden plantearlo directamente al Director Ejecutivo del CEPF a través de la Línea directa de ética de CI.

Teléfono: +1-866-294-8673
Portal web: <https://secure.ethicspoint.com/domain/media/en/pdf/10680/index.html>

Se espera que el reclamo se resuelva a este nivel dentro de los 35 días hábiles posteriores a la recepción del reclamo original. Sin embargo, si ambas partes convienen en que se está avanzando significativamente hacia la resolución, el asunto podrá mantenerse a este nivel durante un máximo de 60 días hábiles.



19. Addressing Gender-Based Violence:

Guidance:

You will also need to make special provisions for grievances related to gender-based violence (GBV), due to the need for complaints to be handled by persons with specialist training and adopting a survivor-centred approach. You will be provided with the contact details of a GBV service provider in the sub-project country and will be required to include them in your grievance mechanisms. Survivors of GBV will have the option of contacting the GBV service provider directly, who will, in-turn, inform the CEPF Secretariat, with the express consent of

the survivor. Please read through the required text from the World Bank. You may add any other context specific text for your project.

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 sub-grantee will specify an individual who will be responsible for dealing with any SEA/SH issues, should they arise. The Grantee should assist SEA/SH survivors by referring them to Services Provider(s) for support immediately after receiving a complaint directly from a survivor. A list of SEA/SH service providers is available at the RIT's page:

<chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://canari.org/wp-content/uploads/2021/11/CEPF-II-GBV-Service-Providers-DR.pdf>

and will be defined prior to the contracting of workers, will be kept available by the GBV trained individual, the Project Managers, Project Coordinators, and Social Specialists.

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 Grantee will follow the official WB definitions described on the Technical Note as shown below:

Sexual Abuse (SEA) 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) 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 is an organization offering specific services for SEA/SH survivors, such as health services, psychosocial support, shelter, legal aid, safety/security services, etc.

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

Additionally, if an incident occurs, it will be reported as appropriate, keeping the anonymity and confidentiality of the complainant and applying the survivor-centered approach.¹ Any cases of SEA/SH brought through the sub-grantee will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The RIT and the CEPF will be notified as soon as the designated persons from the sub-grantee organization learn about the complaint.

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

ACTION 1: COMPLAINT INTAKE AND REFERRAL

If the survivor gives consent, the designated person responsible from the sub-grantee 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 designated person responsible for the sub-grantee 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 designated person responsible for the sub-grantee 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 designated person responsible from the Grantee can close the case.

ACTION 2: INCIDENT REPORTING

The designated person responsible for the sub-grantee needs to report the anonymized SEA/SH incident as soon as it becomes known, to the RIT Manager who will in turn inform the CEPF.

¹ 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.

Complaint Forms and other detailed information should be filed in a safe location by the designated person responsible for the sub-grantee. Neither the designated person responsible for the sub-grantee nor the RIT Manager should seek additional information from the survivor.

SEA/SH incident reporting is not subject to survivors' consent but the designated person responsible from the sub-grantee 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 designated person responsible from the sub-grantee and RIT Manager; (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 is taken.

As long as the SEA/SH remains open the designated person responsible from the sub-grantee and/or RIT Manager should update the CEPF 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 CEPF-funded project. The designated person responsible for the sub-grantee should form a SEA/SH verification committee comprised by her/him, one member of the sub-grantee organization, one member of a local service provider and a representative of the contractor (if relevant). The designated person responsible from the sub-grantee 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 project², the verification committee discusses appropriate actions to be recommended to the appropriate party—i.e., the employer of the perpetrator, which could be the designated person responsible from the sub-grantee or a contractor. The designated person responsible from the sub-grantee 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 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 designated person responsible from the sub-grantee 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 designated person responsible from the sub-grantee does not conduct investigations, make any announcements, or judge the veracity of an allegation.

Any cases of SEA/SH brought through the sub-grantee will be documented but remain closed/sealed to

² Project actors are: (a) people employed or engaged directly by the Grantee 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 Grantee'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).

maintain the confidentiality of the survivor. This will primarily serve to:

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

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

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)

The following non-exhaustive list is intended to illustrate types of prohibited behaviours:

(1) **Examples of sexual exploitation and abuse** include, but are not limited to:

- A Grantee Personnel tells a member of the community that he/she can get them jobs related to the work site (e.g., cooking and cleaning) in exchange for sex.
- A Grantee Personnel that is connecting electricity input to households says that he can connect women headed households to the grid in exchange for sex.
- A Grantee Personnel rapes, or otherwise sexually assaults a member of the community.
- A Grantee Personnel denies a person access to any project Site unless he/she performs a sexual favour.
- A Grantee Personnel tells a person applying for employment under the Project that he/she will only hire him/her if he/she has sex with him/her.

(2) **Examples of sexual harassment in a work context**

- Grantee Personnel comment on the appearance of another Grantee Personnel (either positive or negative) and sexual desirability.
- When a Grantee Personnel complains about comments made by another Grantee Personnel on his/her appearance, the other Grantee Personnel comment that he/she is “asking for it” because of how he/she dresses.
- Unwelcome touching of a Grantee or Employer’s Personnel by another Grantee Personnel.
- A Grantee Personnel tells another Grantee Personnel that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.