

## ESS10: Stakeholder Engagement and Information Disclosure



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

# Stakeholder Engagement Plan

**November 2023**

**CEPF 115169**

JEMS Environment Management Services

***Project Name: Climate and Conservation risk mapping initiative in St Vincent and the Grenadines***

## Grant Summary

- 1. Grantee organization: JEMS Environment Management Services**
- 2. Sub project title: *Climate and Conservation risk mapping initiative in St Vincent and the Grenadines***
- 3. Grant number: CEPF 115169**
- 4. Grant amount (USD\$): \$ 48,635.00**
- 5. Proposed dates of grant: 1 February 2024 – 31 January 2025**
- 6. Countries where activities will be undertaken: St Vincent and the Grenadines**
- 7. Date of preparation of this document: 18 December 2023**

## 8. Overview of the Caribbean Hotspot Project

The Critical Ecosystem Partnership Fund (CEPF) Caribbean Islands Biodiversity Hotspot Small Grants Mechanism is being implemented in the Caribbean Islands by the Caribbean Natural Resources Institute (CANARI) acting as the Regional Implementation Team (RIT). After a successful first investment in the Caribbean Islands Biodiversity Hotspot between 2011 and 2016, the CEPF has returned to the region for a second phase of investment from August 2021 – July 2026, which totals US\$11.8 million.

The goal of the CEPF is to conserve biodiversity. Its approach is to build local conservation leadership and nurture sustainable development by developing locally driven conservation strategies and providing grants to civil society to implement those strategies. In the Caribbean, the CEPF aims to strengthen the protection and management of globally important biodiversity within 32 priority Key Biodiversity Areas (KBAs) and seven conservation corridors in Antigua and Barbuda; The Bahamas; Dominican Republic; Haiti; Jamaica; Saint Lucia; Saint Vincent and the Grenadines.

## 9. Project Components

The Project consists of implementing a pre-survey to assess the knowledge, perspectives and attitudes of residents/householders and critical stakeholders of the communities on the climate and conservation risks impacting the central mountain ranges and biodiversity corridors in St Vincent and the Grenadines. It is also concerned with utilizing participatory qualitative mapping approaches to extract the data and using GIS technologies to develop climate risk and conservation maps on the specific areas of the central mountain systems and the biodiversity corridors.

Residents in communities will participate in a series of exchanges and cultural and sporting programmes to develop their knowledge and resilience on the strategies to adapt to climate change and enhance their capacity to establish conservation practices and actions to address such challenges. Based on the extent of the climate and conservation challenges affecting the biodiversity corridors, the Project will engage residents of communities in developing conservation and livelihood plans for the communities/biodiversity corridors to resolve the development challenges impacting the areas.

## 10. Summary of previous stakeholder engagement activities

The JEMS Environment Management Services works with the Forest Department (FD) and National Parks Authority to fulfil its mandate to preserve and protect the natural resources adjacent to communities along the national central mountain range and its environs. The JEMS operates on a membership basis and often meets with different interest groups and communities in the general

geographic area. In addition, strategies are being developed to facilitate sustainable income generation among committee members and members within the broader Central Mountain Range communities. Project ideas are typically discussed During regular monthly meetings for the Climate and Conservation risk mapping initiative in St Vincent and the Grenadines.

This sub-project idea has been discussed in monthly meetings starting in July 2023, when the initial Call for Proposals was released. The views discussed were welcomed, and members had a mutual decision to compile the document. Typical partnering agencies such as the Forestry Department, National Parks Authority and the St Vincent and the Grenadines Red Cross Society surrounding communities such as Cumberland and Vermont (St Andrew) participated in the initial planning and development of the sub-project approach and activities.

## 11. Project stakeholders

The table below outlines the key stakeholders for this Project.

Table 11.1: Project stakeholders.

Stakeholder Group	Type of Stakeholder (partner / target stakeholder)-	Involvement in Project	Interest (low / medium / high)	Influence (low / medium / high)	Component under which will be engaged
<p><b>Government:</b> Forestry Division of the Ministry of Agriculture, Forestry and Fisheries</p> <p>National Parks, Beach and River Authority, Ministry of Tourism</p>	Partner	<p>This department will provide technical advice and support to the Project through access to data on the development challenges facing parks and protected areas in St Vincent and the Grenadines. The National Parks Authority's and the community's vigilance will be enhanced to ensure the conservation and protection of species in parks and protected areas.</p> <p>The Forestry Division will work with other forest users to ensure species, sustained projects, etc.</p>	high	high	All
<b>Communities:</b>	Target stakeholder	a) Working with farmers, youth, women, churches, community groups, fisherfolks and other key stakeholders at the community level	medium	high	All

		<p>and government extension officers in communities along the biodiversity corridors and central mountain range to collect data on the conservation challenges facing these communities.</p> <p>b) Civil society organizations are non-existent and or non-functioning in these communities. JEMS will work with communities to create or strengthen at least one civil society community-based organization in the Cumberland Forest Reserve, the Delaway Forest Reserve, the La Soufriere Natural Park, the Mt Pleasant Forest Reserve and the Richmond Forest Reserve. The Community-Based Groups will act as focal points for the biological corridors' long-term sustainability by ensuring that the ecosystems are not exploited</p>			
<b>Schools:</b>	Target stakeholder	These are target schools from which the students will be engaged under the public awareness, sports and education components of the Project.	medium	high	Components 1,2 &3

## 12. Stakeholder engagement programme

The stakeholder engagement program aims to ensure equal opportunities for stakeholder groups to participate in discussions and access information and benefits arising from activities of the sub-project.

The Project will ensure that meaningful consultations are implemented. Such consultation will begin

early in the planning process by a) gathering the initial stages of the development of the Project, which informs and shapes the design of programs and activities.

- a) encourages stakeholder feedback, particularly as a way of informing and shaping the scope of the project activities by engaging stakeholders in the identification and mitigation of environmental and social risks and impacts;
- b) continues the implementation of the Project on an ongoing basis as risks and effects arise.
- c) is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in applicable local language(s) and is understandable to all stakeholders;
- d) considers and responds to feedback;
- e) supports active and inclusive engagement with project-affected parties.
- f) Is free of external manipulation, interference, coercion, discrimination, and intimidation; and
- g) is documented and disclosed by the Grantee.

There are several social risks to consider, which can be mitigated through proper stakeholder engagement. In Component 1, householders will be selected to participate in a survey to identify the climate and conservation risks impacting the communities adjacent to the central mountain ranges. The project team will implement random sampling to select householders to participate in the Project.

Component 2: Approximately 30 community, women and youth leaders will be selected to participate in the Participate Mapping of Climatic and Conservation Risk exercises implemented in each participating community. Participants will share their views and perspectives on the risks associated with climate change and identify the areas in the communities impacted. Maps are then taken to GIS experts to digitize them into six layers of climate risk maps. The GIS maps are then presented to communities in a participatory consultative manner for further discussion.

Component 3: The communities will be engaged in a series of awareness and capacity development training programs on climate change, leadership, organizational development and other development to enhance the community's skills and knowledge on the various components of the Project. Their training programmes comprise of open discussions where participants from the wider communities are invited to attend.

Efforts will be made by organizers to mobilize 60% women to participate in their community development initiatives. In addition, interactions will be held at local corner shops and social gatherings, which traditionally has been a very effective method of stakeholder engagement. Sports, games and cultural activities will be used to mobilize participants to attend these sessions. The grievance mechanism will be available in all communities to provide opportunities for community member to air their view on the issues and challenges confronting the Project. Efforts will be made by organizers to target schools and communities to participate in the Project.

Component 4: A participatory development process will be instituted by project organizers in collaboration with key expert to engage community members in the development of the climate, conservation and livelihood plans for the respective communities locate adjacent the central mountain range.

Component 5: A project community will be established to manage the implementation of the Project. Persons will be selected from participating communities to attend management committee meetings. The meetings will be held monthly. A Project monitoring committee will be established to meet fortnightly to monitor the progress on the Project.

Table 12.1: Methods that will be used to consult and engage each stakeholder group

Stakeholder group	Possible methods for consultation and engagement
National government agencies	Scheduled meetings based on activity, including one on one and within a group setting with other stakeholders.
Local communities including, but not limited to women, unemployed young people, elderly, LGBTI persons, persons with disabilities, and migrants.	Information sharing through one-on-one meetings, Project management and Monitoring committee meetings, and targeted engagement at local gathering spots, utilized sports and cultural activities to raise awareness and mobilize community residents to participate in project activities.
Community schools	The Project Manager will communicate in writing and telephone with the primary and secondary schools. Participating schools will be engaged through sporting, cultural and capacity building programmes.

### 13. Consultation methods

Consultations will occur with the project-affected stakeholders listed above. These consultations are to ensure equal opportunities for groups to participate in discussions, provide equitable access to information and delivery of new knowledge and skills to communities.

### 14. Other engagement activities

Engagement in survey and risk mapping activities.

### 15. Timeline and resources

Stakeholder engagement is an important element of this Project. The budget for SEP implementation has been built into the project budget.

Table 15.1: Indicative timeline for implementation

Action	Cost Estimate (USD)	Implementation Schedule				
		2024				
Cultural wakes to mobilize 6 communities	\$6000	x	x	x	x	x
Community meetings and special events	\$4875	x	x	x	x	X
Travel: Transportation for community to travel to special events	\$3000	x	x	x		

### 16. Monitoring and arrangements

The Project Manager will be responsible for overseeing monitoring and arrangements. All meetings will be recorded with the number of participants and gender. All feedback will be openly discussed and implemented if appropriate and feasible.

For monitoring the engagement, itself, the following will take place:

- Registration and sign-in sheets will be used.
- The number of people, including their gender and age range, involved in each engagement activity will be recorded.

- Notes from consultations will be recorded and any feedback or suggestions incorporated into any final document.

### 17. Grievance mechanism (GM)

The following is the GM for the Project to address concerns of the JEMS's external stakeholders. The GM will be made available to stakeholders 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 Procedure.

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 The JEMS's and the CEPF RIT. This will be done through a printed handout or other locally appropriate means.

#### 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 should be received by Chiefton Charles, Administrator/Field Officer. 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	
Position	Project Manager
Telephone	+17845320327
Email address	Kingshill.reserve@gmail.com
Physical address	Rivulet, Enhams, Calliaqua Post Office

At the local and national level, all complaints should be addressed to:

Contact	
Position	Project Manager
Telephone	+17845320327
Email address	Kingshill.reserve@gmail.com
Physical address	Rivulet, Enhams, Calliaqua Post Office

All grievances received by JEMS's staff should be forwarded to the Chairman within 24 hours of receipt.

2. *Acknowledgement:* All grievances will be acknowledged by telephone or in writing by the Chairman 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 Chairman 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 JEMS's grievance file, including relevant documents.
4. *Notification:* Communication of the grievance as follows:
  - a. If it is concerning the Project, communication to the Project Manager
  - b. Notification will also be made to the CEPF Grant Director and Regional Implementation Team Manager within 15 days.
  - c. If it is concerning general JEMS operations/activity, communication to the Chairman.
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). 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
  - d. A resolution cannot be achieved, and the case is presented to the RIT Manager or JEMS's Grievance Committee for further input
8. *Communication:* Once a resolution has been reached, the decision is communicated to the complainant in writing. Documents are added to the grievance file.
  - e. *Satisfaction:* If the complainant is not satisfied with JEMS'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 Grant Director for the Caribbean Islands Biodiversity Hotspot.

#### 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	RIT Manager for the CEPF Caribbean Islands Hotspot
Telephone	+1-868-638-6062
Email address	<a href="mailto:caribbeanrit@canari.org">caribbeanrit@canari.org</a>
Physical address	Caribbean Natural Resources Institute, #105 Twelfth Street, Barataria, Trinidad & Tobago

### 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 Grant Director via the telephone: +1-703-341-2400 or email: [cepf@cepf.net](mailto:cepf@cepf.net) Physical address: Critical Ecosystem Partnership Fund, 2011 Crystal Drive, Suite 600, Arlington, VA 22202, USA

### Fourth Level of Redress

If claimants are not satisfied with the way in which their grievance has been handled at level three, they can contact the CEPF Executive Director via the telephone +1-866-294-8673 or via the web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>

## **18. Addressing Gender Based Violence**

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 Grantee 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 Grantee 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 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.<sup>1</sup> Any cases of SEA/SH brought through the Grantee will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The CEPF will be notified as soon as the designated persons from the Grantee organization learn about the complaint.

If a SEA/SH related incident occurs, it will be reported through the 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 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 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 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,

---

<sup>1</sup> The survivor-centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor centered approach aims to create a supportive environment in which the survivor's interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor's recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor's capacity to make decisions about possible interventions.

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 Grantee needs to report the anonymized SEA/SH incident as soon as it becomes known, to the Executive Director who will in turn inform the CEPF.

Complaint Forms and other detailed information should be filed in a safe location by the designated person responsible for the Grantee. Neither the designated person responsible for the Grantee nor the Executive Director should seek additional information from the survivor.

SEA/SH incident reporting is not subject to survivors' consent but the designated person responsible from the 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 Grantee and CEPF; (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 Grantee and/or Executive Director 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 Grantee should form a SEA/SH verification committee comprised by her/him, one member of the Grantee organization, one member of a local service provider and a representative of the contractor (if relevant). The designated person responsible from the 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 project<sup>2</sup>, 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 Grantee or a contractor. The designated person responsible from the 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 entities in SVG legal system, the designated person responsible for the Grantee should

---

<sup>2</sup> 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).

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 issues, the designated person responsible for the Grantee does not conduct investigations, make any announcements, or judge the veracity of an allegation.

Any cases of SEA/SH brought through the Grantee will be documented but remain closed/sealed to maintain the survivor's confidentiality. Here, the GM 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**.

The Code of Conduct that forms part of the Labor Management Plan includes a list of behaviors constituting Sexual Exploitation and Abuse (SEA) and behaviors constituting Sexual Harassment (SH) that will be provided to all project workers and community workers.

## 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 Sub-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 Sub-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 Sub-grantee Personnel rapes, or otherwise sexually assaults a member of the community.
- A Sub-grantee Personnel denies a person access to any project Site unless he/she performs a sexual favour.
- A Sub-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**

- Sub-grantee Personnel comment on the appearance of another Sub-grantee Personnel (either positive or negative) and sexual desirability.
- When a Sub-grantee Personnel complains about comments made by another Sub-grantee Personnel on his/her appearance, the other Sub-grantee Personnel comment that he/she is "asking for it" because of how he/she dresses.
- Unwelcome touching of a Sub-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.