

## ESS10: Stakeholder Engagement and Information Disclosure



**CRITICAL ECOSYSTEM**  
PARTNERSHIP FUND



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

# Stakeholder Engagement Plan

18 November 2022

CEPF Grant 113658

BirdsCaribbean

*Developing a Conservation Action Plan for the Endangered Whistling Warbler in  
Cumberland Forest Reserve and the Central Mountain Range, St. Vincent*

St. Vincent and the Grenadines

## Introduction

- 1. Grantee organization:** BirdsCaribbean
- 2. Sub project title:** Developing a Conservation Action Plan for the Endangered Whistling Warbler in Cumberland Forest Reserve and the Central Mountain Range, St. Vincent
- 3. Grant number:** 113658
- 4. Grant amount (USD\$):** \$49,984
- 5. Proposed dates of grant:** 1 November 2022 - 31 October 2024
- 6. Countries where activities will be undertaken:** St Vincent and the Grenadines
- 7. Date of preparation of this document:** 18 November 2022

## 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. Introduction to the Project

### Our objectives are to:

- 1) Conduct surveys on Whistling Warblers and other terrestrial birds, while noting any other endemic endangered species (e.g., plants, amphibians), in the Cumberland Forest Reserve and the Central Mountain Range in Saint Vincent and the Grenadines to obtain baseline data to be used in the Whistling Warbler conservation action plan, and for future use in management plans of the Reserve.
- 2) Hold training workshops to teach local Forestry staff and interested stakeholders how to conduct standardized bird and biodiversity monitoring and research, build capacity in the use of eBird, iNaturalist, Autonomous Recording Units (ARUs), and generally teach birding and monitoring techniques.
- 3) Prepare a Whistling Warbler conservation action plan with the St. Vincent Department of Forestry and other stakeholders, to be continually updated and implemented in the long-term.

The environmental and social risks from this project are minimal. The stakeholder engagement plan

aims to outline collaborations with the stakeholder groups and ensure equal opportunities for stakeholder groups to participate in discussions, and access information arising from activities of the sub-project.

**10. Summary of previous stakeholder engagement activities**

In May 2022, we engaged with FIU and Rare Species Conservatory Foundation during our pilot trip to St. Vincent. We had productive meetings and discussed collaboration in terms of field work and analyses (ARU deployment, GIS mapping), and local capacity building. We have continued discussion with these organizations for further work in the next two years (Nov. 2022-Oct. 2024). Our project partner SCIENCE has engaged previously with local school teachers and the general response was positive.

**11. Project stakeholders**

Project stakeholders include the two co-leading organizations for another project focused on the St. Vincent Parrot, and local school teachers who will be engaged in education and outreach activities by our project partner SCIENCE.

*Table 11.1: Project stakeholders.*

<b>Stakeholder Group</b>	<b>Type of Stakeholder (partner / target stakeholder)-</b>	<b>Involvement in project</b>	<b>Interest (low / medium / high)</b>	<b>Influence (low / medium / high)</b>	<b>Component under which will be engaged</b>
<b>International CSOs:</b> Rare Species Conservatory Foundation	Target stakeholder	NGO co-leading St Vincent Parrot project with the St Vincent Forestry Dept. Where possible, we will share field data, training opportunities, tools, and methods between our two projects.	High	Medium	Base-line monitoring protocol established and knowledge of distribution and habitat relationships of the Whistling Warbler and other forest birds in the Cumberland Forest Reserve and the Central Mountain Range has increased
<b>Local CSOs:</b>					
<b>Academia:</b> Florida International University (FIU)	Target stakeholder	NGO co-leading St Vincent Parrot project with the St Vincent Forestry	High	Medium	Base-line monitoring protocol established

		Dept. Where possible, we will share field data, training opportunities, tools, and methods between our two projects.			and knowledge of distribution and habitat relationships of the Whistling Warbler and other forest birds in the Cumberland Forest Reserve and the Central Mountain Range has increased
<b>Government:</b>					
<b>Communities:</b> St. Vincent School Teachers	Target stakeholder	Will receive educational materials on the Whistling Warbler and other St Vincent forest birds.	Medium	Medium	Capacity to monitor and conserve the Whistling Warbler and other forest birds increased through training and education and outreach

## 12. Stakeholder engagement program

The stakeholder engagement program aims to ensure equal opportunities for stakeholder groups to participate in discussions, and access information arising from activities of the sub-project. Outputs to be produced and disseminated with stakeholders include reports on activities and the subproject, written protocols, and educational materials.

The sub-project will implement meaningful consultations. In the context of this sub-project, meaningful consultation is a two-way process, that:

- a) begins early in the planning process to gather initial views on proposals and inform the design of activities;
- b) encourages stakeholder feedback, particularly as a way of informing the definition of activities and their scope, and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts;
- c) continues on an ongoing basis, as risks and impacts arise;
- d) 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 relevant local language(s) and is understandable to stakeholders;

- e) considers and responds to feedback;
- f) supports active and inclusive engagement with project-affected parties;
- g) is free of external manipulation, interference, coercion, discrimination, and intimidation; and
- h) is documented and disclosed by the grantee.

Stakeholder engagement mechanisms will vary depending on the group and their level of interest / influence. Table 12.1 below provides possible methods for engagement for stakeholder groups identified above but is not a commitment to utilize all methods. The appropriate method for each engagement will be chosen.

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

<b>Stakeholder group</b>	<b>Possible methods for consultation and engagement</b>
<b>International CSO:</b> Rare Species Conservatory Foundation	Virtual meetings, training opportunities
<b>Academia:</b> Florida International University (FIU)	Virtual meetings, training opportunities
<b>Communities:</b> St. Vincent School Teachers	Presentations at local schools, workshops, interviews

### **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 valuable information and access information arising from activities of the project. Consultations will occur mainly through workshops with FIU and Rare Species Conservatory Foundation. We will conduct workshops and interviews with St. Vincent school teachers to gain information about the effectiveness of our activities and to ensure their participation in our educational outreach.

### **14. Other engagement activities**

The wider public will be engaged through BirdCaribbean’s social media platforms.

### **15. Timeline and resources**

Stakeholder engagement is an important element of this project. Table 15.1 below outlines the indicative timeline for SEP implementation. The budget for SEP implementation has been built into the project budget. Additional resources for stakeholder engagement are provided through counterpart funding

*Table 15.1: Indicative timeline for implementation*

Action	Cost Estimate (USD)	Implementation Schedule							
		2023				2024			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
CLM Training Workshop	\$14,075	x							
After-school & Saturday youth programs	\$950	x	x	x	x	x	x	x	x
Community/school presentations		x	x	x	x	x	x	x	x
Birding field trips			x	x	x	x	x	x	x
CAP workshop	\$4,400			x	x				

## 16. Monitoring and arrangements

Project co-leaders and the project coordinator will monitor mitigation measures taken during the project, and report on them to the RIT every six months.

## 17. Disclosure

Prior to the start of project activities, the Executive Director will share the stakeholder engagement plan via email to project stakeholders. Stakeholders will be responsible for disseminating this information to their employees or volunteers prior to the start of any engagement in project activities.

## 18. Grievance mechanism (GM)

The following is the GM for the project to address concerns of BirdsCaribbean'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 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 BirdsCaribbean 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 the Executive Director. 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	Executive Director
Telephone	1 (508) 333-8587
Email address	info@BirdsCaribbean.org
Physical address	Natick, MA, USA

All grievances received by BirdsCaribbean staff should be forwarded to the Executive Director within 24 hours of receipt.

2. *Acknowledgement:* All grievances will be acknowledged by telephone or in writing by the Executive Director 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 Executive Director 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 BirdsCaribbean'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 from BirdsCaribbean
  - 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 BirdsCaribbean operations/activity, communication to the Executive Director.
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 at BirdsCaribbean. 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 Grant Director or BirdsCaribbean’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.
9. *Satisfaction*: If the complainant is not satisfied with BirdsCaribbean’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 the complainant is 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 RIT, which can be contacted as follows:

Contact	
Title	RIT Manager for the CEPF Caribbean Islands Biodiversity 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 the complainant is 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)

### Fourth Level of Redress

If the complainant is not satisfied with the way in which their grievance has been handled at level three, they have the opportunity to raise it with the CEPF Executive Director via the CI Ethics Hotline. The CI Ethics Hotline consists of a toll-free telephone line (+1-866-294-8674) and a secure web portal (<https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>) that allows grievances to be made anonymously.

If the complainant is still not satisfied, following the response by the CEPF Executive Director, they will be given the option of submitting their grievance to the World Bank’s Grievance Redress Service but this should only be accessed after other GRM options have been exhausted by the claimant. The RIT and CEPF Secretariat will aim to resolve all grievances within 60 days of receipt.

### The World Bank Grievance Redress Service (GRS)

The complainant has the option of approaching the World Bank, if they find the established GRM cannot resolve the issue. It must be noted that this GRS should ideally only be accessed once the



project's grievance mechanism has first been utilized without an acceptable resolution. World Bank Procedures require the complainant to express their grievances in writing to World Bank office in Washington DC by completing the bank's GRS complaint form, which can be found at the following link: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#5> . Completed forms will be accepted by email, fax, letter, and by hand delivery to the GRS at the World Bank Headquarters in Washington or World Bank Country Offices.

Email: [grievances@worldbank.org](mailto:grievances@worldbank.org)  
Fax: +1-202-614-7313  
By letter: The World Bank  
Grievance Redress Service (GRS)  
  
MSN MC 10-1018 NW,  
Washington, DC 20433, USA

## 19. Addressing Sexual Exploitation and Abuse and Sexual Harassment

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". A list of GBV service providers for the St. Vincent and the Grenadines can be accessed through the Regional Implementation Team's (RIT's) project page at this link <<https://canari.org/wp-content/uploads/2021/11/CEPF-II-GBV-Service-Providers-St-Vincent-the-Grenadines.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.

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, received adequate assistance, and no longer requires support; and if appropriate actions have been

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<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.

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 with entities in SVG legal system, the designated person responsible from the Grantee

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<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).

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 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 confidentiality of the survivor. 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**.