

**ESS10: Stakeholder Engagement and Information Disclosure**



**Stakeholder Engagement Plan**

**Date 4/27/2023**

**CEPF Grant:**

**112934**

**Grantee**

**IUCN**

***Sub-project Title***

***Catalyzing the recovery of threatened priority plant families of Jamaica.***

**Sub-project Location**

**Jamaica**

## **Grant Summary**

1. Grantee organization. IUCN
2. Sub-project title. Catalyzing the recovery of threatened priority plant families of Jamaica.
3. Grant number. CEPF-112934
4. Grant amount (US dollars). \$164,457.73
5. Proposed dates of grant. 6/1/2023 – 5/31/2025
6. Countries where activities will be undertaken. Jamaica
7. Date of preparation of this document. 3/24/2023

### **1. Introduction:**

Overall, the project intends to gather new information concerning the conservation status of 100 species of plants that are endemic to Jamaica and generate conservation action plans for use by the National Environment and Planning Agency (NEPA). This project is a collaboration of the following five organizations: IUCN Secretariat, University of West Indies, Royal Botanic Gardens, Kew, NEPA and the IUCN Species Survival Commission Conservation Planning Specialist Group (IUCN SSC CPSG).

The project is comprised of two main components:

1. a participatory workshop to undertake conservation assessment through the use of the IUCN Red List system;
2. a participatory workshop to agree on conservation plans required to enable the restoration of populations of the target conifer and palm species.

There will be stakeholder engagement throughout the entire project, starting with sub-grants between the IUCN and (i) IUCN SSC Conservation Planning Specialist Group, (ii) University of West Indies, and (iii). Components 1 and 2 involve workshops that will engage with stakeholders from a variety of groups including NGOs, government and

### **2. Summary of previous stakeholder engagement activities:**

In preparation for the workshop, IUCN has consulted with NEPA and UWI to develop a list of stakeholder prospects (especially for participation in workshops and planning), these are provided as a separate document within the full project proposal.

### **3. Project stakeholders:**

The workshops will target researchers and stakeholders in civil society, as well as some representation from government. Key stakeholder groups may include participant local communities, non-governmental organizations, local and national authorities, and private landowners. They can also include politicians, companies, labor unions, academics, religious groups, national social and environmental public sector agencies, and media agencies.

### **4. Stakeholder engagement program:**

Stakeholder engagement mechanisms will vary depending on the group and their level of interest / influence.

Table 2 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 2: Methods that will be used to consult and engage each stakeholder group*

Stakeholder group	Possible methods for consultation and engagement
Local CSOs	<ul style="list-style-type: none"> <li>• Direct emails</li> <li>• Face-to-face meetings<sup>1</sup></li> <li>• Virtual meetings/ calls and WhatsApp messages</li> <li>• Social media tagging</li> <li>• Posting on Caribbean listservs</li> <li>• IUCN / UWI webpage</li> <li>• Workshops and webinars</li> </ul>
Academic institutions	<ul style="list-style-type: none"> <li>• Face-to-face and virtual meetings and field expeditions</li> <li>• Direct emails</li> <li>• Engagement in project activities</li> <li>• Posting on Caribbean listservs</li> <li>• Social media</li> <li>• IUCN / UWI webpage</li> <li>• Regional databases</li> <li>• Media</li> </ul>
National government ministries, departments and agencies	<ul style="list-style-type: none"> <li>• Face-to-face and virtual meetings</li> <li>• Direct emails</li> <li>• Engagement in project activities</li> <li>• Posting on Caribbean listservs</li> <li>• Social media</li> <li>• IUCN / NEPA webpage</li> <li>• Regional databases</li> <li>• Media</li> </ul>

**5. 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 direct emails, face-to-face meetings and virtual meetings/ calls and WhatsApp messages. Project-affected stakeholders will form an important component of the workshop participants.

**6. Other engagement activities:**

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<sup>1</sup> As a result of the ongoing COVID-19 pandemic, face-to-face meetings will adhere to the guidance established in the World Bank Technical Note: “Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings” March 20, 2020 as well as national-level COVID-19 transmission prevention guidelines.

Not applicable.

7. **Timeline and resources:**

Indicative timeline for SEP implementation

<b>Action</b>	<b>Implementation Schedule</b>	<b>Cost Estimate (USD)</b>
Red List and conservation planning process training	Q4 2023	\$3,000
Conservation Action Plans	Q1 2024 and Q2 2024	\$3,000

8. **Monitoring and arrangements:**

The protected area managers and other relevant stakeholders will be surveyed during the conservation planning workshop.

9. **Consultation:**

The above details the consultation process that was done for the proposal and this plan, in collaboration with the Regional Implementation Team and the CEPF Secretariat.

10. **Disclosure:**

The stakeholder engagement plan will be made available through in-country project-partners – potentially disseminated via websites. Stakeholder engagement that occurs under the sub-project will be recorded via channels such as notes, photos, reports, logs, etc. Any reports on stakeholder engagement will include a summary of feedback received and actions taken. This feedback will then be integrated into project design, as appropriate and the relevant stakeholder group informed of action taken as a result of their feedback. This information may be transmitted in writing or orally in meetings, as appropriate to the stakeholder group, or groups, in question.

11. **Grievance mechanism:**

The following is the GM for the project to address concerns of IUCN’s external stakeholders. 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 IUCN and the CEPF Secretariat. This will be done through a printed handout or other locally appropriate means.

### First Level of Redress

1. **Receive Grievance:** At the project level, all complaints should be received by the Human Resources Officer at IUCN North America Regional Office. 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:

<b>Contact</b>	
Telephone	(202) 464-0931 – primary contact point.
Email address	On request – all email addresses for HR contain staff names.
Physical address	1630 Connecticut Ave NW, Washington, DC 20009

**All grievances received by IUCN staff should be forwarded to the Human Resources Officer at IUCN North America Regional Office within 24 hours of receipt.**

2. **Acknowledgement:** All grievances will be acknowledged by telephone or in writing by the Human Resources Officer at IUCN North America Regional Office 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 Officer at IUCN North America Regional Office 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 IUCN'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 IUCN-CI Biodiversity Assessment Unit at IUCN North America Regional Office
  - 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 IUCN operations/activity, communication to Human Resources Officer at IUCN North America Regional Office.
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 IUCN-CI Biodiversity Assessment Unit. 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 as appropriate

- b. A resolution cannot be achieved, and the case is presented to the CEPF Grant Director or IUCN’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 by IUCN’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:

<b>Contact</b>	
Title	Grant Director for the Caribbean Islands Biodiversity Hotspot
Telephone	+1-703-341-2400
Email address	<a href="mailto:cepf@cepf.net">cepf@cepf.net</a>
Physical address	Critical Ecosystem Partnership Fund, 2011 Crystal Drive, Suite 600, Arlington, VA 22202

**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.

**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)**

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

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

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

**Survivor-centered approach**

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

SEA/SH grievances can be received through any of the available channels and will be considered as “High-profile grievances - that if not resolved promptly may represent significant risks to the environment or community”. A list of SEA/SH service providers will be kept available by the Project. Additionally, if an incident occurs, it will be reported as appropriate, keeping the anonymity and confidentiality of the complainant and applying the survivor-centered approach<sup>2</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**

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<sup>2</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.

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 from 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 from the Grantee will keep the survivor informed about any actions taken by the perpetrator 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 from 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 from the Grantee. Neither the designated person responsible from 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 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 from the Grantee should form a SEA/SH verification committee comprised by her/him, one member of the Grantee organisation, 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>3</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 organization 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 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.**

A list of GBV service providers for the Dominican Republic 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-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.

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<sup>3</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).

- A statement describing how you will inform stakeholders of the objectives of the sub-project and the existence of the grievance mechanism (e.g., posters, signboards, public notices, public announcements, use of local languages).
- A statement that you will share all grievances – and a proposed response – with the Regional Implementation Team and the CEPF Grant Director within 15 days. If the claimant is not satisfied following the response, they may submit the grievance via the CI Ethics Hotline (toll-free telephone line: +1-866-294-8674 / secure web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>). If the claimant is not satisfied with the response from the CEPF Executive Director, they may submit the grievance to the World Bank via the World Bank's 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 sub-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

### **Addressing Gender-based Violence**

The grantee 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-centered approach. The grantee 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 their 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.

Following the guidance above, describe the grievance mechanism that you will use.