

World Bank

Unleashing the Blue Economy of the Caribbean (UBEC)

Stakeholder Engagement Plan

Government of Saint Vincent and the Grenadines

Government of Saint Lucia

Government of Grenada

OCES Commission

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1. Introduction: The World Bank's Environmental & Social Framework

The World Bank's Environmental and Social Framework (ESF) is designed to protect people and the environment from potential adverse impacts that could arise from World Bank-financed projects and to improve development outcomes. The ESF ensures that World Bank-financed projects are guided by transparency, non-discrimination, social inclusion, public participation and accountability. The ESF also builds Borrower governments' own capacity to deal with environmental and social issues.

The World Bank's ESF consists of:

- The World Bank's Vision for Sustainable Development;
- The World Bank's Environmental and Social Policy for Investment Project Financing, which sets out the requirements that apply to the Bank;
- Ten Environmental and Social Standards (ESS), setting out requirements applying to Borrowers;
- Environmental and Social Directive for Investment Project Financing; and,
- Directive Addressing Risks and Impacts on Disadvantaged or Vulnerable Individuals or Groups¹.

The World Bank standards relevant to the UBEC project are: ESS1 Assessment and Management of Environmental and Social Risks and Impacts; ESS2 Labor and Working Conditions; ESS3 Resource Efficiency and Pollution Prevention and Management; ESS4 Community Health and Safety; ESS5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement; ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources; ESS8 Cultural Heritage and ESS10 Stakeholder Engagement and Information Disclosure.

This Stakeholder Engagement Plan (SEP) serves as one of four ESF instruments being prepared for the Unleashing the Blue Economy of the Caribbean (UBEC) Program:

- Environmental & Social Management Framework (ESMF)
- Labour Management Procedures (LMP)
- Resettlement and Process Framework (RPF)
- Stakeholder Engagement Plan (SEP).

2. Objectives of the Stakeholder Engagement Plan

This SEP establishes the purpose and methods of engagement and information disclosure during implementation of the UBEC program. The SEP serves as a guide to the Organisation of Eastern Caribbean States (OECS) and OECS member states participating in UBEC (Grenada, Saint Lucia and Saint Vincent and the Grenadines – in the first phase of the UBEC project) in ensuring that stakeholder engagement and transparency occur at all stages of project implementation.

Consistent with ESS10, the specific objectives of this SEP are as follows:

¹ More information on the ESF is available from <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>.

1. To establish a systematic approach to stakeholder engagement, identifying stakeholders and building and maintaining a constructive relationship with them.
2. To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design.
3. To promote and provide means for effective and inclusive engagement with stakeholders affected by project activities throughout the project life cycle.
4. To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner.
5. To provide project-affected parties with accessible and inclusive means to raise issues and grievances and to respond to and manage such grievances.

Consistent with ESS10, stakeholder engagement begins at the project preparation stage. Consultations at this early stage are used to disseminate project material explaining intended project benefits and communication systems. These early consultations also serve to inform stakeholders of anticipated environmental and social (E&S) risks and impacts, mitigation measures, and associated environmental and social instruments. Finally, stakeholder consultation undertaken at the project preparation stage is essential for strengthening the stakeholder analysis included in the SEP. A description of consultation activities conducted at the UBEC project preparation stage are presented in Section 6.

In addition to a stakeholder analysis (Section 5), the SEP presents a suite of engagement methods appropriate to a range of stakeholder types, to be implemented at various points throughout project implementation cycle (Section 7). This stakeholder engagement program is designed to support continuous efforts to keep stakeholders informed about project implementation generally, and to disclose project information about environmental and social risks and associated risk mitigation measures. Finally, stakeholder engagement is also meant to ensure that the SEP document itself is updated and strengthened over time.

Finally, section 8 offers a detailed Grievance Redress Mechanism (GRM) enabling the national and regional Project Implementing Units (PIUs) to respond to concerns and grievances of project-affected parties related to the implementation of the project in a timely manner.

It is important to note that the SEP is a living document and is meant to be updated during the life of the project. Use of the SEP to inform the scope, and frequency of stakeholder engagement should be proportionate to the nature and scale of the project and subprojects as well as their potential risks and impacts.

3. Program Description

The Unleashing the Blue Economy of the Caribbean (UBEC) Program is to be implemented as a Series of Projects (SOP) over a five to fifteen-year period, with each project implemented over a five-year period as per projected country demand². The Project Development Objective (PDO) is to strengthen the enabling environment for the blue economy, economic recovery and resilience of selected coastal assets in participating countries and at sub-regional level. The PDO serves as an overall framework for strengthening the management and resilience of marine and coastal assets to stimulate select OECS economies at the regional, national and community levels. In particular, participating countries will benefit from improved competitiveness in two critical, interconnected sectors – tourism and fisheries – and one underlying enabling infrastructure service, waste management.

While the UBEC program challenges are regional in nature, addressing these will require interventions and institution building at both the regional and national levels. Coordination among participating countries is critical for enhancing synergies given their economic dependence on tourism and their shared marine ecosystems and fishery resources, as well as mitigating coastal and marine pollution.

The SOP approach enables countries to join the program when they are ready, and to participate at different implementation levels within the same PDO framework. Investment projects to be initiated in FY2022 are to be led by the governments of Grenada, Saint Lucia, Saint Vincent and the Grenadines and the OECS Commission. A second phase comprising at least one additional country-level investment project is expected to be initiated in FY2023-2025; other Caribbean countries may participate from FY2024 onwards. The design of the second and subsequent phase of projects will consider the capacity of institutions, technical competencies, and challenges, and will benefit from lessons learned from phase 1.

The Project is comprised of four components implemented in the tourism, fisheries and waste management sectors in the three Eastern Caribbean countries and at the regional level through the OECS Commission.

COMPONENT 1: STRENGTHENING GOVERNANCE, POLICIES AND CAPACITY BUILDING FOR KEY PRODUCTIVE SECTORS

This component, through its two sub-components, targets national and regional policies, strategies, institutions, legal frameworks, and capacity building by the public sector necessary to support economic recovery and jobs and to improve the management of natural assets contributing to the regional marine environmental health and resilience.

² The term “Program” in this document refers to a Series of Projects (SOP). The SOP approach provides flexibility for considerable economies of scale and facilitates positive spillovers that accommodate for financial constraints.

Subcomponent 1.1 Strengthening Regional Policies, Institutions and Coordination. This subcomponent will support the harmonization of regulations and government procedures, while boosting regional cooperation to allow for stronger economies of scale in the region. With the OECS Commission playing a strategic role in strengthening regional integration and helping to manage shared economic resources in the interest of OECS countries, the regional approach will address potential transboundary issues and increase the impact of national interventions. The regional approach is essential to address transboundary issues such as fisheries, intra-regional tourism, and for phasing out single-use plastics.

This subcomponent will support: i) renewal of the OECS Common Tourism Policy to increase competitiveness based on a blue economy approach; ii) update of the OECS Regional Fisheries Policy and develop a regional strategy for Illegal, Unreported and Unregulated (IUU) fishing; and, iii) the use of Management Strategy Evaluation processes to enhance collaboration between resource managers and decision makers and to explore the trade-offs in performance of promising candidate management strategies through national, subregional and regional processes, and iv) the development of an OECS Waste Management Policy and Action Plan, and other regional policy reforms to address marine litter.

Subcomponent 1.2 Strengthening National Policies, Institutions and Capacity Building: This subcomponent is designed to strengthen governance and the regulatory framework of tourism, fisheries and aquaculture, and waste management at the national level in the three participating countries. This will be achieved through (i) support for sectoral standards, policies, and/or operational guidelines, (ii) policy measures aimed at increasing value-added investments and reducing plastic pollution and enhancing domestic waste management, and (iii) capacity development to ensure the region has access to a skilled workforce.

COMPONENT 2 -SCALE UP ACCESS TO FINANCE AND INFRASTRUCTURE INVESTMENTS IN THE BLUE ECONOMY

Delivered through two subcomponents, this component includes an innovative financing mechanism to enable private sector-led growth and direct investments into economic activities that enhance ocean health and resilience leading to an increase in employment and greater Gross Domestic Product (GDP) contribution from ocean assets.

Subcomponent 2.1-Scale Up Access to Finance to Micro, Small and Medium-sized Enterprises (MSMEs) and Fisherfolk Communities: The project will focus on two financing mechanisms under this subcomponent.

The Regional MSME matching grants program is designed to finance business development services (BDS) and matching grants to increase the productivity, job creation, and upgrade the capabilities of MSMEs and communities within the blue economy value chains for the region's tourism, fisheries and aquaculture, and waste management sectors. The matching grants will be provided both at the individual firm level (Window 1) and at the value chain group level (Window 2). Specific attention will be given to assisting youth and women-owned MSMEs and those that work within regional supply chains to address and build business ideas out of critical regional problems such as plastics or sargassum. Eligibility

criteria will ensure MSMEs with commercial viability adopt an approach of building back better, respecting the integrity and resilience of the regional coastal ecosystems. The program will be managed at the regional level by the OECS Commission to foster greater regional collaboration.

Expansion of the regional climate-risk insurance for fisheries focuses on the Caribbean Ocean and Aquaculture Sustainability Facility (COAST) fisheries risk insurance scheme. The COAST insurance product supports governments' efforts to rapidly channel financial resources to those fishers most impacted by extreme weather events, by providing governments with funding to cover the most immediate needs of fishers following a natural disaster or extreme weather event. COAST enhances inclusiveness by covering, among others, fish vendors and processors, most of whom are women. Through formal registration in the scheme, these women, for the first time, will be insured to support their livelihoods. On a pilot basis, the Caribbean Catastrophe Insurance Facility (CCrif) has made the COAST product available to Grenada and Saint Lucia, for the 2019/20, 2020/21 and 2021/22 policy years. This Project UBEC will now extend this risk insurance product to SVG and continue to support Grenada and Saint Lucia to scale up efforts in the application of this insurance product.

Subcomponent 2.2 Scale Up Infrastructure Investments for Economic Resilience and Ocean Health:

This subcomponent will support direct investments in resilient coastal infrastructure that generate jobs in the short-term and lay the foundation for long-term recovery through investments that help build a low-carbon, less polluting, more sustainable and resilient coastal economy that is adaptive to climate change. Public investments supported by this sub-component will serve to de-risk private investment by improving, restoring or preserving healthy and functioning marine ecosystems, and measures to prevent further degradation of key marine/coastal hotspots. This activity will also finance pre-feasibility studies, climate risk screening, cost-benefit analysis, environmental and social impacts, and public consultations. Example of activities to be financed will include: i) enhancements of marine-based tourism infrastructure (e.g. yachting, mooring buoys, visitor information, signage, access) to improve visitor experience and generate value from marine and coastal natural assets; ii) targeted investments in waste collection, segregation, recycling and disposal infrastructure to improve solid waste management systems and reduce plastics pollution; iii) pre- to post-harvest fisheries improvements to increase the value of fish products (such as small-scale solar powered processing and cold storage facilities), and investments in aquaculture to support food security and economic diversification for local communities; and, iv) restoration of nature-based infrastructure for coastal resilience (e.g. replanting coastal mangroves) and adoption of innovative technologies to strengthen monitoring and surveillance of the marine ecosystems.

COMPONENT 3: CONTINGENT EMERGENCY RESPONSE COMPONENT (CERC)

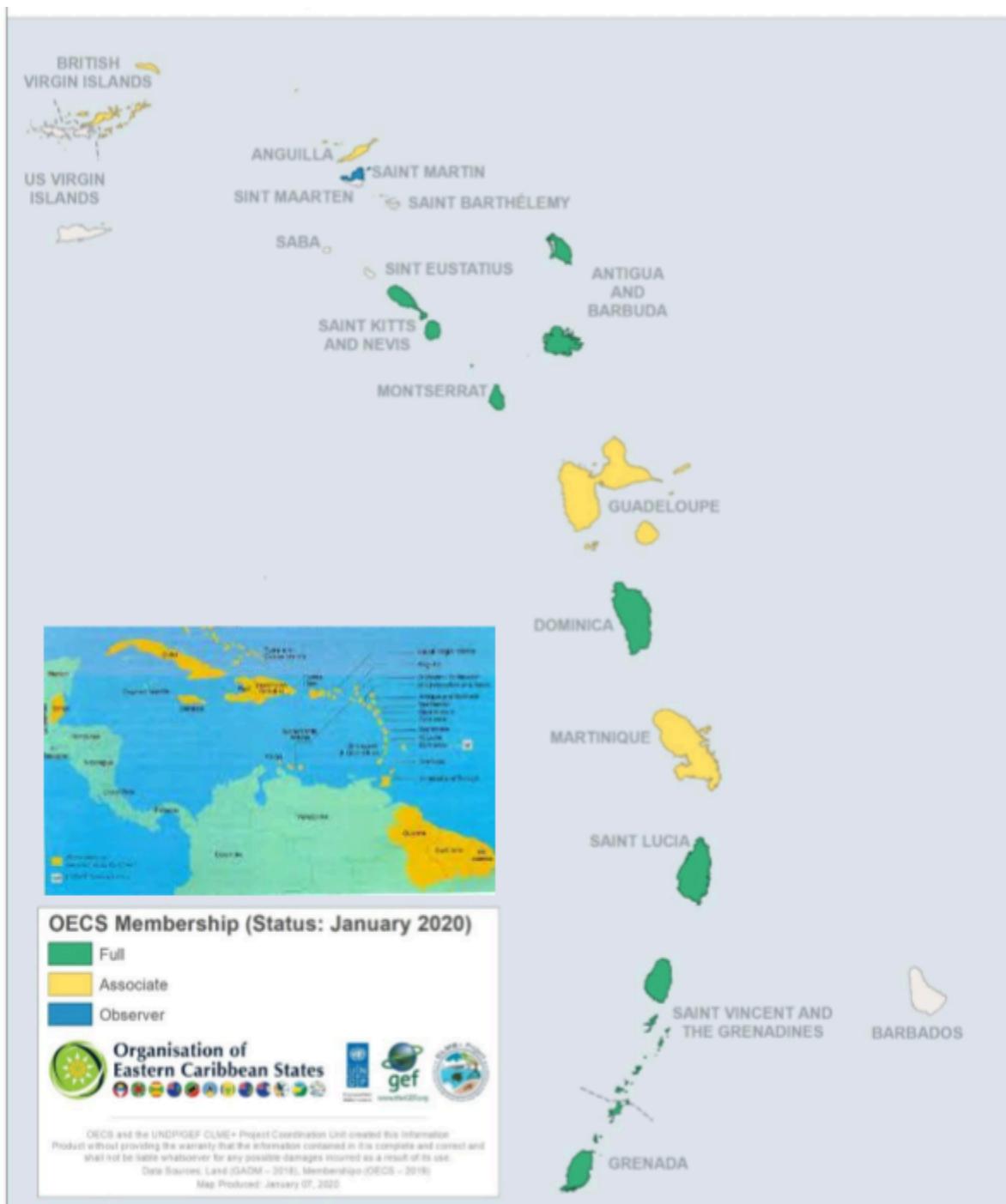
This component will support the capacity of the participating countries to rapidly respond in the event of a future eligible crisis or emergency defined as "an event that has caused, or is likely to imminently cause, a major adverse economic and/or social impact associated with natural or man-made crises or disasters." Such events may include a disease outbreak such the COVID-19 pandemic. This component would draw from uncommitted loan resources from other project components to cover the emergency response.

COMPONENT 4 -PROJECT MANAGEMENT, COMMUNICATION AND REGIONAL COORDINATION

The objective of this component is to ensure effective project implementation, monitoring of activities and final project evaluation. The component will finance the expenditures of Project Implementation Unit (PIU) in each country related to project coordination and management; compliance with environmental and social standards; monitoring, evaluation, and impact assessment; data collection; fiduciary administration, accounting and financial/technical audits; stakeholder and citizens' engagement mechanism, including a GRM; communications; and regional coordination.

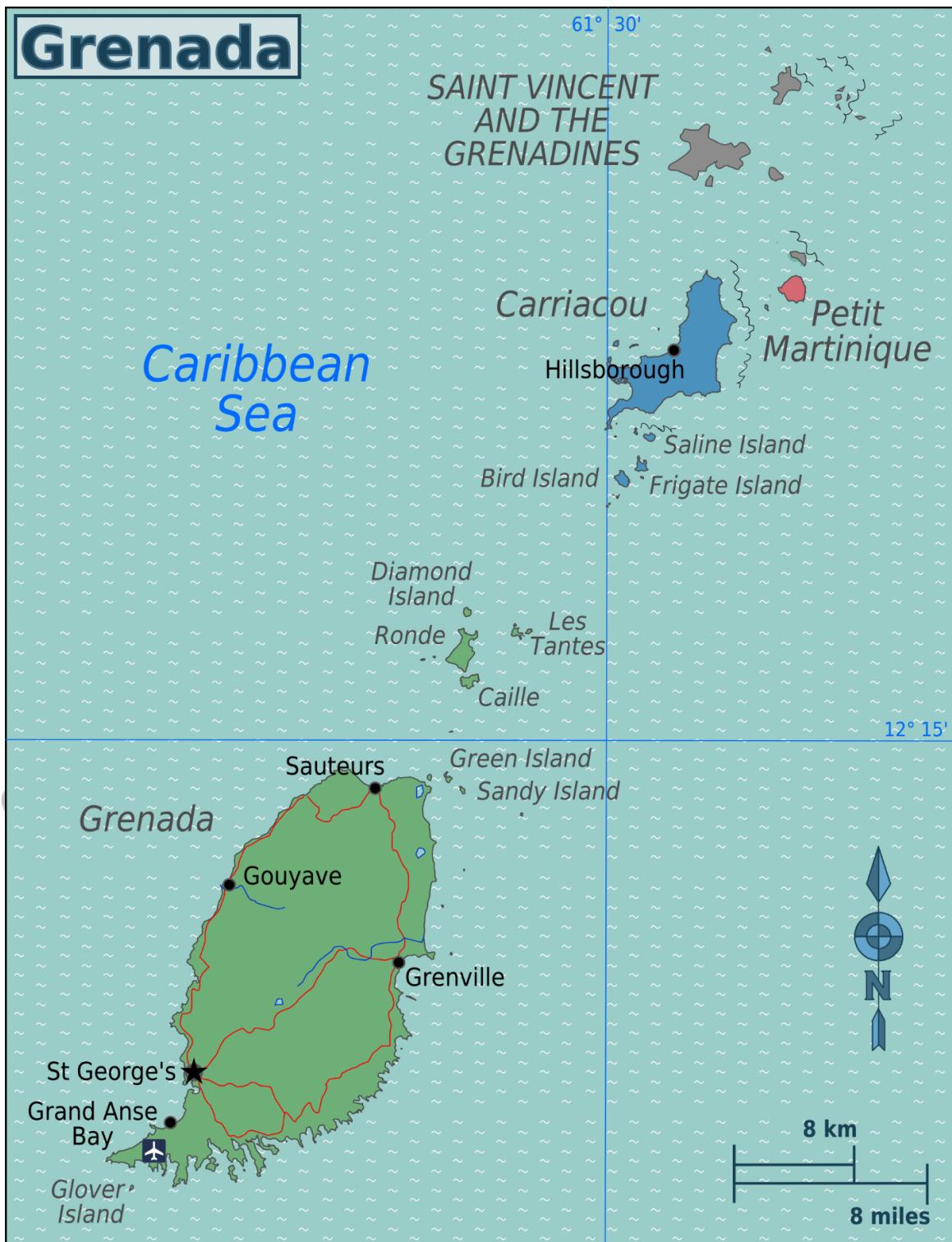


Figure 1. The Eastern Caribbean Region³



³ Source: <https://clmeplus.org/doculibrary/members-of-the-organisation-of-the-eastern-caribbean-states-oecs-map/>

Figure 2. Map of Grenada⁴



⁴ Source: https://commons.wikimedia.org/wiki/File:Grenada_Regions_map.svg

Figure 3. Map of Saint Lucia⁵



⁵ Source: https://upload.wikimedia.org/wikipedia/commons/3/3f/Saint_Lucia_geography_map_en.png

Figure 4. Map of St. Vincent and the Grenadines⁶



⁶ Source:

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

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INSTITUTIONAL STRUCTURE FOR PROJECT IMPLEMENTATION

The program will be implemented at both the national and regional levels, under a coordinated framework. The implementation arrangements are designed to ensure clear ownership of the project components and to strengthen regional and inter-ministerial coordination among and within the participating countries.

Phase 1 national participants will include the governments of Grenada, Saint Lucia and Saint Vincent and the Grenadines, with the OECS Commission as the regional entity. At the national level, the Ministry of Implementation (MOIID) in Grenada, the Ministry of Finance (MoF) of Saint Lucia, and the Ministry of Tourism, Civil Aviation, Sustainable Development and Culture (MTSD) of Saint Vincent and the Grenadines will be responsible for project execution, in close collaboration with the implementing line ministries for each component. At the regional level, the OECS Commission will be the institution principally responsible for regional coordination, knowledge exchange, and providing additional capacity to project implementation and monitoring of impacts.

The Regional Project Steering Committee (PSC) will conduct the overall management/oversight of the project. The PSC would be composed of a Permanent Secretary-level representative from the Ministry of Finance from each country, and a representative from the OECS Commission (Director General or delegate). The PSC will be responsible for: 1) oversight of annual workplans, 2) regional procurement decisions, 3) discussion and agreement on regional policy issues related to the blue economy, 4) oversight of regional fiduciary matters; and 5) oversight of reporting requirements from National PIUs.

A dedicated Project Implementation Unit (PIU) will be established within the OECS Commission and within each participating country. The regional PIU will be led by a full-time Project Manager and will include a full-time M&E specialist, a full-time procurement specialist, a dedicated technical specialist for each of the three project sectors, an environmental and a social specialist.

The regional PIU will be responsible for (i) facilitating the regional coordination of the Project through implementation support to the National PIUs, and (ii) implementing the regional grant-financed activities. More specifically, the regional PIU will be responsible for (a) providing input and coordinating support to the PSC on strengthening and harmonizing regional policies among the participating countries to support economic recovery, jobs and ecosystem health (Subcomponent 1.1); (b) managing and monitoring the MSME Grant program to foster the recovery and the resilience of MSMEs in the region (Subcomponent 2.1a); (c) managing regional M&E and consolidating M&E data received from the national PIUs; and (d) fiduciary functions (procurement and financial management) for regional activities.

Each country will have a national PIU responsible for implementing national-level activities and coordinating with relevant national ministries. National level PIUs will have a full-time project manager that will be housed at the Ministry of Finance for SLU, the Ministry of Tourism for SVG and at the Ministry of Implementation for Grenada. The full-time project manager will be responsible for ensuring

the delivery of all national activities, including obtaining the necessary approvals for procurement and E&S documents, data collection and reporting on national M&E indicators. The Financial Management function will be managed at the country level, either within the PIU or through an existing centralized arrangement (Grenada). Each national PIU will also have an environmental specialist and a social specialist responsible for approval of ESF documents at the national level, and supervision of E&S matters related to national project activities.

In each country, the National Ocean Governance Committee will serve as the National Blue Economy Technical Committee (NBETC) for the Project. The NBETC will advise the national PIUs on the technical implementation and contracting of activities related to the areas of Tourism, Fisheries and Aquaculture, and Solid Waste Management, and the Regional PIU on policy issues. The Regional Ocean Governance Team (OGT) will provide technical support to the national technical committees through the OECS Commission on matters related to ocean governance and the blue economy. The Committee is comprised of representatives from the three participating UBEC countries as well as other OECS member states whose perspective helps to inform the overall work of the Committee.

Responsibilities of the national E&S specialists are detailed in the ESMF and include but are not limited to screening, risk assessment, review and approval of national ESF documents and the supervision of all national-scale activities, including monitoring and reporting on national scale project and sub-project compliance with ESF instruments.

4. Stakeholder Identification and Analysis

A necessary starting point to stakeholder engagement is a thorough identification and analysis of key stakeholders. This stakeholder map should be reviewed and updated throughout the life of the project. Implementation of the UBEC project requires the active input of key stakeholders in each participating country.

The primary focus of stakeholder engagement is on reaching those individuals, groups and communities directly affected by project activities. This includes stakeholders active in the tourism, fisheries & aquaculture and waste management sectors, including those involved in different value chain activities within each country, and internationally. However, the stakeholder map also identifies organisations who may not be directly affected by project activities, but nonetheless have an interest in its outcome⁷. Engaging these interested parties will strengthen project design and improve project outcomes. The stakeholder analysis also brings attention to the importance of engaging with vulnerable individuals and groups.

⁷ World Bank 2018 Guidance Note on ESS10 defines “**project-affected parties**” as individuals, groups or communities likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These individuals or groups, including local communities. “**Other interested parties**” refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. These parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups.

The focus of the SEP is on five broad groups of stakeholders:

(i) National Government Ministries, Departments and Agencies

Government ministries, departments and agencies are integral to the overall success of the project throughout the project cycle. They play a critical role in physical, technical, legal and regulatory framework of the project, including through inter-departmental collaboration.

(ii) Private Sector Organisations

The focus of private sector stakeholder engagement is on micro small and medium-sized enterprises (MSME) and the associations representing the interests of MSME active in the tourism, fisheries & aquaculture and waste management sectors in each of the three countries. These include:

- Affected MSMEs in the fisheries & aquaculture sector: Domestic commercial fishing, artisanal fishing, subsistence fishing, crab harvesting and sea moss harvesting.
- Affected MSMEs in marine-based tourism: Diving & snorkelling, Yachting & marine charters, Water taxis, Vendors, Horseback riding, Small tour guides, Sport fishermen, and Tour operators.
- Industry associations: Chambers of commerce, Hospitality associations and Fisherfolk cooperatives.

(iii) Civil Society Organisations and civil society at large

Civil society groups within each of the three participating countries consist of a wide variety of organizations contributing directly to the three project sectors, including non-governmental organizations (NGOs), community-based organisations (CBOs), universities and technical schools, and the media. Examples of civil society groups/organizations for each country include:

- NGOs active in environmental stewardship, conservation, and social enterprise.
- Secondary Schools, Community Colleges and other learning institutions offering courses on environmental conservation, climate change and entrepreneurship.
- Media houses: Television and radio broadcasting stations.
- Influencers: including experts, artists and cultural icons.

(iv) Regional Organisations

A number of government and civil society organisations active in the tourism, fisheries & aquaculture and waste management sectors operate at a regional scale. These regional groups are generally “interested parties”, whose perspectives and input will inform and strengthen project implementation.

(v) Vulnerable Individuals and Groups

These include individuals who own and operate micro-enterprises and sole proprietorships in the tourism and fisheries & aquaculture sectors, as well as individuals in affected communities facing a range of limitations and obstacles to benefiting fully from project activities. Vulnerable individuals and groups are identified in Section 5.5.

The analysis presented in the following tables focuses on stakeholders in Grenada, Saint Lucia and St. Vincent and the Grenadines. The analysis offers a brief description of each stakeholder, identifies each stakeholder as “affected” or “interested,” and offers a simple assessment regarding ease of access to web-based technologies⁸.

5.1 Grenada Stakeholders

Stakeholder	Description	Sector	Affected/ Interested	Access to Tech
Ministry of Finance, Planning, Economic Development & Physical Development	UBEC project executing agency and lead on national development policy. Responsible for the implementation of fiscal and economic policies as well as the facilitation of social & environmental policies in co-operation with other agencies, thereby providing & enabling sustainable growth.	Government/ Cross-sector (UBEC Project Execution)	Affected	High
Fisheries Division (Ministry of Climate Resilience, the Environment, Forestry, Fisheries & Disaster Management)	Responsible for management and development of fisheries sector, including marine protected areas, resource assessment and management, and extension.	Government/ Fisheries & Aquaculture	Affected	High
Cabinet and Office of the Prime Minister	Lead on national development policy, link to OECS Commission and regional policy.	Government/ Cross-sector	Interested	High
Physical Planning Unit, Min. of Finance, Planning, Economic Development & Physical Development	Prepares and adopts physical development plans, undertakes development control and considers planning applications.	Government/ Cross-sector	Affected	High
Ministry of Agriculture and Lands, Lands and Surveys Unit	Responsible for the management (sale or leasing) of State / Crown land, and surveying.	Government/ Cross-sector	Interested	High
Ministry of Legal Affairs	Provides legal advice to government.	Government/ Cross-sector	Interested	High
Grenada Port Authority	Manages seaports and responsible for maritime administration including shipping, maritime safety and pollution control	Government/ Cross-sector	Interested	High
National Disaster Management Agency (NADMA)	Mission is to reduce the loss of life and property within Grenada, Carriacou and Petite Martinique by ensuring that adequate preparedness, response and mitigation measures are in place to deal with the impact of hazards.	Government/ Cross-sector	Interested	High

⁸ This overview draws from a stakeholder analysis undertaken by OECS for the Caribbean Regional Oceanscape Project (CROP).

Department of Economic and Technical Cooperation (Ministry of Finance, Economic Development, Planning and Physical Development)	Lead on national development policy; The DETC is also the national designated authority for the Green Climate Fund .	Government/Cross-sector	Interested	High
Government Information Service	Disseminates information on project processes and outputs	Government/Cross-sector	Interested	High
Ministry of Carriacou and Petite Martinique Affairs	Engages stakeholders in Carriacou and Petite Martinique and represents issues specific to these islands.	Government/Cross-sector	Affected	High
Sustainable Development Council	Forum for national dialogue on sustainable development.	Government/Cross-sector	Interested	High
Ministry of Tourism and Civil Aviation	Lead agency for the formulation of national policies and programs for the development and promotion of the tourism sector.	Government/Tourism	Affected	High
Grenada Tourism Authority	A statutory corporation of the national government serving as the national tourism organization, responsible for the development of the tourism sector of Grenada, Carriacou, and Petite Martinique through destination management and marketing.	Government/Tourism	Affected	High
Ministry of Trade, Industry, Co-Operatives & CARICOM Affairs	Includes a mandate to promote, facilitate, and harness the sustainable growth potential of the national Marine and Yachting industry through marketing, education, advocacy, networking and collective action	Government/Tourism	Affected	High
Environment Health Division (Ministry of Health, Social Security & International Business)	Concerned with all aspects of the natural and built environment that may affect human health, including waste management hazardous materials. Consists of 13 Environmental Health Officers with offices in every parish, including Carriacou and Petite Martinique.	Government/Waste	Affected	High
Grenada Solid Waste Management Authority	Enabled by national legislation to develop solid waste management facilities and improve the coverage and effectiveness of solid waste storage, collection and disposal facilities.	Government/Waste	Affected	High
National Water & Sewerage Authority (NAWASA)	Responsible for the management of sewage and production and distribution of water.	Government/Waste	Affected	High

Private waste operators	Privately owned solid waste management companies	Private Sector/ Waste	Interested	Low
Grenada Chamber of Industry & Commerce (GCIC)	Members cover a broad spectrum of private enterprise, including corporations, boards of trade and trade associations, serving as an organized grassroots business network in Grenada, Carriacou and Petit Martinique. The GCIC's goal is to foster a strong, competitive, and profitable economic environment that benefits, not only business, but all Grenadians.	Private Sector/ Cross-Sector	Affected	High
Fishers' Cooperatives: <ul style="list-style-type: none"> • Gouyave Fishermen Coop. Society Ltd, • Southern Fishermen Association, • Sauteurs Fishermen Coop, • Melville Street Fishermen Group, • Grenville Fishermen Association, • Soubise Fishermen Coop., • Calliste Fishermen Coop. • St. Mark Fishermen Coop. • Grenville FAD Fishers Association • Carriacou Fishermen Coop. • Petite Martinique Fishermen Coop. 	Membership-based organisations representing the interests of individuals active in the fisheries and aquaculture industries. Nine of the cooperatives are located on Grenada, with one each in Carriacou and Petit Martinique.	Private sector/ Fisheries & Aquaculture	Affected	Low
Grenada Hotel and Tourism Association (GHTA)	Non-profit, non-governmental organization tasked with being the representative private sector voice of the island's tourism sector.	Private Sector/ Tourism	Affected	High
Grenada Water Taxi Association	Represents private water taxi operators	Civil Society/ Tourism	Affected	Low
Grenada National Training Agency (GNTA)	Lead national agency for technical and vocational education and training. Offers	Civil Society/ Cross-sector	Interested	High

	courses in areas relevant to the blue economy.			
St. Patrick's Environmental and Community Tourism Organization (SPECTO)	Mission is to develop and coordinate ecotourism activities in the parish of St. Patrick contributing to the advancement of the people of the parish by increasing job opportunities while protecting endangered species and the environment.	Civil Society/ Cross-sector	Affected	Low
Ocean Spirits Inc.	Works with local communities <u>across</u> Grenada to utilize sea turtles and sea turtle habitat through means other than consumptive use.	Civil Society/ Cross-sector	Affected	Low
Grenada Community Development Agency (GRENCODA)	Provides guidance and support to rural individuals, families and communities to improve their quality of life by encouraging peoples participation in community-based initiatives, which will build self-reliance particularly among small farmers, low-income workers, women and youth.	Civil Society/ Cross-sector	Interested	Low
Sandy Island / Oyster Bed Marine Protected Area (SIOBMPA), Carriacou	NGO managing a unique ecosystem on the island of Carriacou.	Civil Society/ Cross-sector	Affected	Low
Stakeholders in the Bathway-Levera area	The potential project activity includes upgrades to the Bathway-Levera Area. The project should engage stakeholders affected by this project.	Civil Society/ Cross-sector	Affected	Low
Caribbean Youth Environment Network – Grenada Chapter	Local chapter of a non-profit network dedicated to improving the quality of life of Caribbean young people by facilitating their personal development and full involvement in all matters pertaining to the environment & sustainable development.	Civil Society/ Cross-sector	Affected	Low
Friends of the Earth Grenada	Representatives of communities impacted by project activities and a source of knowledge and as factor of successful implementation.	Civil Society/ Cross-sector	Affected	Low
Grenada Sustainable Development Trust Fund (GSDTF)	Provides a sustainable source of financing through the development and management of endowments and other funds for supporting sustainable development initiatives and activities.	Civil Society/ Cross-sector	Interested	High
Grenada National Trust (GNT)	The GNT was established in 1967 with a mandate to "to protect Grenada's cultural, architectural and natural heritage."	Civil Society/ Cross-sector	Interested	High

Sustainable Grenadines Inc. (SusGren)	NGO committed to the conservation of the coastal and marine environment and sustainable livelihoods for the people in the Grenadine Islands	Civil Society/ Cross-sector	Interested	Low
Grenada Coral Reef Foundation (GCRF)	Dedicated to protecting & managing coral reefs and related ecosystems through holistic science-based marine conservation programmes. Members have expertise and experience in fisheries management and development, and in marine protected areas	Civil Society/ Cross-sector	Interested	Low
Gaea Conservation Network	Network of biologists, ecologists, spatial and statistical modellers, conservation communication specialists, environmental policy researchers, and natural resource managers whose aim is to conserve island biodiversity and ecosystems through environmental education, research, citizen-science and capacity building.	Civil Society/ Cross-sector	Interested	Low
St. George's University, School of Art and Sciences and	Expertise and experience in disciplines relevant to coastal management and ocean governance, key role in training Grenadian expertise.	Civil Society/ Cross-sector	Interested	High
Windward Islands Research & Education Foundation (WINDREF)	Promotes health, well-being, and sustainable development through multi-disciplinary research, education, and community programs.	Civil Society/ Cross-sector	Interested	High
T. A. Marryshow Community College	National public educational institution offering post-secondary training.	Civil Society/ Cross-sector	Interested	Low
Inter-Agency Group of Development Organisations (IAGDO)	A national organization representing a cross-section of civil society organizations and community-based organizations across Grenada.	Civil Society/ Cross-sector	Interested	High

5.2 Saint Lucia Stakeholders

Stakeholder	Description	Sector	Affected/ Interested	Access to Tech
Ministry of Finance, Economic Growth, Job Creation, External Affairs and Public Service	UBEC project executing agency and responsible for co-ordination of development planning, mobilization of public resources, and ensuring effective accountability for the use of such resources.	Government/ Cross-sector (UBEC Project Execution)	Affected	High

Government Information Service (GIS)	An information and communication network responsible for disseminating accurate facts on government policies, programmes, services and activities.	Government/Cross-sector	Interested	High
Office of the Prime Minister	Lead on development policy, budgeting, external relations.	Government/Cross-sector	Interested	High
Department of Sustainable Development	Lead policy agency for achieving sustainable development and for national response to climate change. Focal point for most multi-lateral environmental agreements, as well as for the Global Environment Facility and the Adaptation Fund.	Government/Cross-sector	Interested	High
Ministry of Economic Development, Housing, Urban Renewal, Transport and Civil Aviation	Responsible for preparing, implementing and monitoring Saint Lucia's development plans, and is the Nationally Designated Authority for the Green Climate Fund.	Government/Cross-sector	Interested	High
Department of Physical Planning (Ministry of Agriculture, Fisheries, Physical Planning, Natural Resources and Co-operatives, and Development Control Authority)	Responsible for development planning and development control, including the granting of planning permission for developments in coastal areas.	Government/Cross-sector	Affected	High
National Conservation Authority (NCA)	Responsible for the management of beaches and more generally of coastal, protected and other declared or designated areas established under the NCA Act.	Government/Cross-sector	Interested	High
Division of Maritime Affairs (Saint Lucia Air and Sea Ports Authority)	Offers institutional support to the government's ocean governance team and has responsibility for the safety and security of shipping in Saint Lucian waters and ports, the prevention of pollution from ships, the implementation of maritime legislation and conventions and the facilitation and development of the maritime sector.	Government/Cross-sector	Affected	High
Saint Lucia Air and Sea Ports Authority (SLASPA)	Responsible for the management of five seaports (Castries, Cul de Sac, Rodney Bay, Soufriere and Vieux Fort), the	Government/Cross-sector	Interested	High

	regulation of marine operations and the registration of craft operators, and the issuance of notices to mariners.			
Attorney General's Chambers	Provides legal advice and services to both government and the general public. Its actions include the drafting of legislation and the provision of advisory and litigation services.	Government/ Cross-sector	Affected	High
Invest Saint Lucia	The official investment promotion agency, it is responsible for stimulating, facilitating & fostering investment opportunities for both foreign and local investors in Saint Lucia.	Government/ Cross-sector	Interested	High
Ministry of Infrastructure, Ports, Energy and Labour	Responsibility for seaports, coastal infrastructure and energy.	Government/ Cross-sector	Affected	High
National Emergency Management Organisation (NEMO)	Responsible for planning responses to disasters, including inputs in development control in coastal areas.	Government/ Cross-sector	Interested	High
Ministry of Equity, Social Justice, Empowerment, Youth Development, Sports and Local Government	To promote, support and facilitate the participation, development and organization of St. Lucians, in utilizing their resources to effect self-directed change towards the economic, social, cultural, political and spiritual advancement of themselves, their communities and the nation.	Government/ Cross-sector	Affected	High
Central Statistical Office of Saint Lucia	National government agency responsible for producing accurate, reliable and timely information on Saint Lucia	Government/ Cross-sector	Affected	High
Fisheries Department (Ministry of Agriculture)	Oversees the fisheries sector in a manner ensuring its sustainability, protects marine biodiversity and regulates other marine-based activities so as to mitigate negative impacts on fishers' livelihoods.	Government/ Fisheries & aquaculture	Affected	High
Ministry of Tourism, Information and Broadcasting	Responsible for tourism development policy, standards, product development and regulations.	Government/ Tourism	Affected	High
Saint Lucia Tourism Authority (SLTA)	Responsible for branding and marketing Saint Lucia's tourism products.	Government/ Tourism	Affected	High
Ministry of Health	Responsible for health policy, the management of health institutions and	Government/ Waste	Affected	High

	infrastructure, and environmental health, including waste management and hazardous waste.			
Saint Lucia Solid Waste Management Authority (SLSWMA)	Implements an integrated system for the collection, treatment, recycling, and disposal of solid and hazardous waste.	Government/Waste	Affected	High
Private waste operators	Privately owned solid waste management companies	Private Sector/Waste	Interested	Low
ANBAGLO, Saint Lucia Dive Association	Represents the ten most important diving operators on Saint Lucia, both private businesses and ones attached to major hotels (e.g. Sandals, Sugar Beach, Windjammer and Anse Chastanet / Jade Mountain).	Private Sector/Tourism	Affected	High
Saint Lucia Chamber of Commerce, Industry and Agriculture	A key role played by the Chamber is that of representation of private sector interests at the national level.	Private Sector/Cross-Sector	Affected	High
St. Lucia Co-operative Credit Union League Ltd.	The umbrella organisation for Saint Lucia's 16 Credit Unions, it seeks to foster their growth and welfare, so that by creating an enabling environment their members have access to affordable financial services to cover their socio-economic needs. Several members provide financing to fishing and other marine-based sectors.	Private Sector/Cross-sector	Interested	High
Fishers' Cooperatives in Gros Islet, Castries, Anse la Raye/Canaries, Soufriere, Choiseul, Laborie, Goodwill/Vieux Fort, East Coast/Micoud, and Dennery	Nine functioning fishers' cooperatives run by a Manager and Board of Directors representing the interests of individuals employed in the fisheries and aquaculture industries.	Private sector/Fisheries & Aquaculture	Affected	Low
Saint Lucia Hospitality and Tourism Association (SLHTA)	The official organisation and national spokesperson of Saint Lucia's hotel and restaurant sector. It functions as the principal intermediary for tourism service providers and is an influential lobby on tourism development issues.	Private Sector/Tourism	Affected	High
Endless Summer Cruises, First 4 Sail, Hackshaw's Boat	Companies offering boat charters for yachting and sailing active in Saint Lucia.	Private sector/Tourism	Affected	High

Charters, Sea Spray Cruises, Sail Oasis, Saint Lucia Wave Riders, Jus' Sail, Cox and Company Ltd.				
Tropical Shipping St. Lucia Ltd.	Local subsidiary of Florida-based shipping & insurance company for marine cargo, including the shipment of chilled or frozen products, from and to the USA and the Caribbean.	Private sector/ Tourism	Affected	High
Soufriere Marine Management Association (SMMA)	A self-sustained not-for-profit NGO authorized by the Government of St. Lucia to manage both the Soufriere and Canaries & Anse La Raye Marine Management Areas.	Civil Society/ Cross-sector	Interested	Low
Saint Lucia National Trust (SLNT)	Established by statute in 1975, the SLNT is charged “to conserve the natural and cultural heritage of Saint Lucia” and as such manages, among others, coastal nature reserves (e.g. Maria Islands Nature Reserve, several offshore islands), environmental protection areas (Pointe Sable Environmental Protection Area) and other sites (Pigeon Island National Landmark).	Civil society/ Cross-sector	Affected	High
Caribbean Youth Environment Network (CYEN) – Saint Lucia Chapter	Local chapter of a non-profit organisation that promotes education and training, Caribbean integration and community empowerment as “tools to develop an ethic amongst young people that assists in the conservation and protection of natural resources within the Wider Caribbean”.	Civil Society/ Cross-sector	Interested	Low
Saint Lucia National Conservation Fund (SLUNCF)	Dedicated to the conservation, restoration, and effective management of Saint Lucia’s biodiversity and natural resources.	Civil society/ Cross-sector	Interested	High
Canaries Community Improvement Foundation (CCIF)	Aims to make the fishing village of Canaries more resilient to the impacts of climate change & uplift its economy. It is responsible for a ridge-to-reef project which includes a community-run coral nursery and fish sanctuary which benefitted from the GEF’s small grants programme.	Civil society/ Cross-sector	Affected	Low

Aupicon Charcoal and Agricultural Group	Community groups engaged in sustainable livelihoods within the Pointe Sable Environmental Protection Area.	Civil society/ Cross-sector	Affected	Low
Sir Arthur Lewis Community College (SALCC)	Saint Lucia's sole public tertiary education institution. It prepares for degrees in, among others, teaching, business, agri-entrepreneurship and climate-smart agriculture, engineering, technology and sustainable tourism.	Civil society/ Cross-sector	Interested	High
Soufriere Constituency Council, Soufriere Regional Development Foundation, Soufriere Water Taxi Association	Key stakeholders in the coastal community of Soufriere.	Civil society/ Cross-sector	Affected	Low
Gros Islet Constituency Council	Key stakeholders in the coastal community of Gros Islet.	Civil society/ Cross-sector	Affected	Low
Dennery South Constituency Council	Key stakeholders in the coastal community of Dennery.	Civil society/ Cross-sector	Affected	Low
Laborie-Augier Constituency Council, Laborie Development Foundation, Laborie Cooperative Credit Union	Key stakeholders in the coastal community of Laborie.	Civil society/ Cross-sector	Affected	Low
Saint Lucia Fisherfolk Cooperative Society	Fishers' umbrella organisation, replacing the National Association of Fisherfolk Cooperatives. It acts as the united voice expressing fishers' interests and concerns in order to resolve potential conflicts and improve their largely artisanal livelihoods.	Civil Society/ Fisheries & Aquaculture	Affected	Low
Sea Moss Farmers Associations	Represent the interest of the emerging Sea Moss industry. Includes the Praslin Sea Moss Farmers' Association	Civil Society/ Fisheries & Aquaculture	Affected	Low
The National Council of and for Persons with Disabilities (NCPD)	Promotes policies, programmes, practices and procedures for individuals with disabilities and to empower the disabled community to achieve equality, independence and economic self sufficiency	Civil society/ Cross-sector	Interested	High

Rise Saint Lucia	Not-for-profit, non-governmental organization, formed in St. Lucia in 2007, dedicated to the healthy development of people, especially youth.	Civil society/ Cross-sector	Interested	Low
Raise your voice Saint Lucia	Founded in 2012, it empowers women and children victims of domestic violence in Saint Lucia by providing them the social and economic skills necessary to help them reach their fullest potential.	Civil society/ Cross-sector	Interested	High
National Youth Council	The primary activities of the Council include youth mobilization and equipping youth with basic leadership skills, providing them with avenues which will enable them to create employment for young people.	Civil society/ Cross-sector	Interested	High
Caribbean Youth Environment Network (CYEN)	CYEN is a non-profit network organization dedicated to improving the quality of life of Caribbean young people by facilitating their personal development and full involvement in all matters pertaining to the environment and sustainable development.	Civil society/ Cross-sector	Interested	High
Helen's Daughters	Established in 2016 out of a call for proposals from UN Women's Empower Women Champions for Change Program. The organization supports rural women with the use of adaptive agricultural techniques, capacity-building and improved market access.	Civil society/ Cross-sector	Affected	High

5.3 St. Vincent and the Grenadines Stakeholders

Stakeholder	Description	Sector	Affected/ Interested	Access to Tech
Ministry of Tourism, Civil Aviation, Sustainable Development and Culture	Lead agency for the formulation of national policies and programs for the development and promotion of the sector.	Government/ Tourism (UBEC Project Execution)	Affected	High
Ministry of Finance, Economic Planning and Information Technology	It leads the process of re-engineering economic growth, promoting sustainable development and improving the quality of life of all Vincentians.	Government/ Cross-sector	Affected	High

Fisheries Division (Ministry of Agriculture, Forestry, Fisheries, Rural Transformation, Industry & Labour)	Aims to effectively manage and develop the fisheries sector, in consultation with all stakeholders and within the context of economic diversification, through the sustainable utilization of available aquatic resources, by research, technology transfer and training.	Government/ Fisheries & Aquaculture	Affected	High
Agency for Public Information (API) (Office of the Prime Minister)	Describes itself as the “main artery for the dissemination of current information related to government policy, programmes and matters of public interest”.	Government/ Cross-sector	Interested	High
Office of the Prime Minister	Lead on national development policy	Government/ Cross-sector	Interested	High
Invest SVG	Investment promotion and facilitation of investment processes. Focuses on seven main sectors, including tourism development, agro-processing, renewable energy and light manufacturing, all relevant to the blue economy.	Government/ Cross-sector	Interested	High
Ministry of National Mobilization, Social development, Family, gender Affairs , Youth, Housing, and Informal Human Settlements, Lands and Surveys, and Physical Planning	Its mandates include development control, as well as forward planning with the preparation of land use plans.	Government/ Cross-sector	Interested	High
St. Vincent and the Grenadines Port Authority (SVGPA)	Responsible for Kingstown ports (cruise, ferry boats and cargo liners) and ports of the Grenadines, in Bequia, Canouan, Mustique and Union Island.	Government/ Cross-sector	Interested	High
National Parks, Rivers and Beaches Authority (NPRBA)	Protected and other management areas are one of the instruments in coastal and marine spatial planning.	Government/ Cross-sector	Interested	High
Tobago Cays Marine Park (TCMP)	Manages the Marine Protected Area, an area of exceptional biodiversity and contributes to the livelihoods of the inhabitants of the Grenadines.	Government/ Cross-sector	Interested	High
Ministry of Legal Affairs	Legislative drafting and overall operations of the legal system, particularly relevant if new legislation required.	Government/ Cross-sector	Affected	High
National Emergency Management Office (NEMO)	Coordinates the use of all available resources (local, regional, and international) to ensure that all the people of St. Vincent and the Grenadines are better able to mitigate, prepare for,	Government/ Cross-sector	Affected	High

	respond to and recover from the impact of disasters in the shortest possible time.			
SVG Tourism Authority	Tourism promotion and standards in the tourism sector.	Government/ Tourism	Affected	High
Central Water and Sewerage Authority (CWSA)	Its mission is “to consistently provide all consumers with the highest quality water supply, sewerage and solid waste management services”.	Government/ Waste	Affected	High
St. Vincent and the Grenadines Chamber of Industry and Commerce	Critical for private sector engagement, its membership includes a number of businesses in sectors related to the blue economy.	Private Sector/ Cross-sector	Affected	High
East Caribbean Group of Companies (ECGC)	St. Vincent-based corporation includes influential businesses.	Private sector/ Cross-sector	Interested	High
Barrouallie Fisheries Development Cooperative Society Ltd.	Primary fisherfolk cooperatives. A critical sector both as a source of knowledge and a factor of successful implementation.	Private sector/ Fisheries & Aquaculture	Affected	Low
Union Island Fisherfolk Organisation		Private sector/ Fisheries & Aquaculture	Affected	Low
Calliaqua Fisherfolk Cooperative Society Ltd. (CALFICO)		Private sector/ Fisheries & Aquaculture	Affected	Low
Goodwill Fishermen's Cooperative Society Ltd.		Private sector/ Fisheries & Aquaculture	Affected	Low
St. Vincent and the Grenadines Hotel and Tourism Association (SVGHTA)	Critical for private sector engagement in the various tourism sub-sectors.	Private Sector/ Tourism	Affected	High
Serenity Dive	Private business offering dive and snorkelling tours (as well as lessons) and which seeks “to promote the awareness of the importance and value of marine conservation”.	Private sector/ Tourism	Interested	High
Dive St. Vincent	Calling itself a “reef field station”, DSV specialises in dives centred on the marine life of St. Vincent, especially its sea creatures.	Private sector/ Tourism	Interested	High
Bequia Seafood Company Ltd.	A commercial seafood company and major exporter providing fresh and frozen conch, lobsters, and fresh pelagic and local fish	Private sector/	Affected	High

	operating from a fisheries facility located at Paget Farm, Bequia.	Fisheries & aquaculture		
St. Vincent and the Grenadines National Trust (SVGNT)	Its mission is to preserve the cultural, natural and architectural heritage of SVG. It has developed a project to demonstrate that whale watching is an economically viable alternative to whaling and to restore old whale boats for new alternative uses.	Civil Society/ Cross-sector	Affected	High
The SVG Broadcasting Corporation	The company owns and operates the lone non subscriber television broadcasting station, SVGTV, and an FM radio station, Magic 103.7.	Civil Society/ Cross-sector	Interested	High
Sustainable Grenadines Inc. (SusGren)	NGO with a mission to empower community groups through environmental education and stewardship-building so as to ensure the Grenadines is a place of abundant healthy natural resources managed by resilient interconnected island communities.	Civil Society/ Cross-sector	Interested	Low
Union Island Environmental Attackers	An NGO launched by the young people of Union Island in 1999 to improve their surroundings (initially through clean-ups) so as to safeguard their economic survival by ensuring the island remained a tourist destination. Today, its aim is to “promote a more environmentally conscious and concerned community”.	Civil Society/ Cross-sector	Interested	Low
St. Vincent and the Grenadines Chamber of Agriculture & Nutrition (SVGCAN)	A network of over 2,300 farmers launched by Lennox Lampkin, who promotes all-natural farming and shares his experience using climate-smart agricultural practices with both schoolchildren and adult learners.	Civil Society/ Cross-sector	Affected	Low
Caribbean Youth Environment Network (CYEN) - SVG	Local chapter of a non-profit organisation that promotes education and training, Caribbean integration and community empowerment as “tools to develop an ethic amongst young people that assists in the conservation and protection of natural resources within the Wider Caribbean”.	Civil Society/ Cross-sector	Interested	Low
St. Vincent and the Grenadines Conservation Fund (SVGCF)	Its mission is “to ensure marine and terrestrial ecosystems of St. Vincent and the Grenadines are healthy and communities are active stewards in their conservation and management” and “to	Civil Society/ Cross-sector	Interested	High

	provide funding to support conservation of biodiversity”.			
St. Vincent and the Grenadines Environmental Fund (SVGEF)	It has made grants in the area of marine conservation that contributed, among others, to a whale and dolphin conservation project in Bequia and Barrouallie and the conversion of a whaler into a small tourism operator (Toninas Adventure) offering whale-watching and other similar tours.	Civil Society/ Cross-sector	Interested	High
Action Bequia	Community-based, self-financed association intent on preserving the island’s attraction by undertaking actions “to improve the amenity, beauty and safety of its environment”, including a campaign against littering.	Civil Society/ Cross-sector	Interested	Low
Canouan Island Council	Non-profit organisation whose mission is to enhance and improve the continued, psychological and material wellbeing of all segments of the Canouan Community.	Civil Society/ Cross-sector	Interested	Low
St. Vincent and the Grenadines Community College (SVGCC)	Post-secondary education institution comprising four divisions (Nursing, Technical and Vocational, Teacher Education and Arts, Sciences and General Studies) with over 2000 students. It seeks to prepare its students “to contribute proactively to a changing society”, and therefore could be a channel to introduce them to the challenges and rewards of a blue economy.	Civil Society/ Cross-sector	Interested	High
Richmond Vale Academy	Non-profit educational institution that offers courses on poverty reduction, environmental conservation and climate change. Involved in a coastal conservation and community empowerment project in North Leeward.	Civil Society/ Cross-sector	Interested	High
Denisha Hector	Founder and manager of The Trade Corner (TTC), “an online magazine and news forum focused on issues of international trade that mainly impact Small Island Developing States”.	Civil Society/ Cross-sector	Interested	High
Bequia Tourism Association (BTA)	An island-wide association that also encompasses representatives of community groups, Bequia schools and private residents.	Civil Society/ Tourism	Affected	High

5.4 Regional Stakeholders

Stakeholder	Description	Sector	Affected/ Interested	Access to Tech
Caribbean Regional Fisheries Mechanism (CRFM) Secretariat	An institution of CARICOM promoting and facilitating the responsible utilization of the region's fisheries and other aquatic resources for the economic and social benefits of the people of the region. The secretariat is located in Belize City, Belize.	Government/ Fisheries & Aquaculture	Interested	High
Cartagena Convention	The Convention for the Protection and Development of the Marine Environment of the Wider Caribbean Region is a regional legal agreement for the protection of the marine environment of the Gulf of Mexico, the Caribbean Sea and the areas of the Atlantic Ocean adjacent to them. All of the OECS countries are signatories to the Convention. The Regional Coordinating Unit is based in Kingston, Jamaica, serving as the Convention's Secretariat.	Government/ Waste	Interested	High
Caribbean Tourism Organisation (CTO)	The CTO provides services and information necessary for the development of sustainable tourism for the economic and social benefit of the Caribbean people. The CTO includes member states as well as a large number of allied private sector members. The CTO is based in Barbados.	Private Sector/ Tourism	Interested	High
University of the West Indies (UWI)- Centre for Resource Management and Environmental Studies (CERMES)	It focuses on tropical island environmental management and its mission is to make a significant contribution to sustainable development in the Caribbean region. CERMES is a department within the Faculty of Science and Technology on the UWI Cave Hill Campus in Barbados.	Civil Society/ Cross-sector	Interested	High
Centre for Livelihoods, Ecosystems, Energy, Adaptation and Resilience in the Caribbean (CLEAR Caribbean)	CLEAR seeks to address environmental degradation and human vulnerability through integrated solutions for community development and adaptation to climate change. Current projects include reef restoration, lionfish eradication & the elaboration of National Vocational Qualifications in coral restoration and	Civil Society/ Fisheries & Aquaculture	Interested	High

	seamoss production. CLEAR's Caribbean offices are in Reunion Choiseul, Saint Lucia.			
Caribbean Natural Resources Institute (CANARI)	CANARI is a non-profit organisation whose mission is to promote equitable participation and effective collaboration in managing the natural resources critical to development in the Caribbean islands, improving people's lives while simultaneously contributing to the conservation of natural resources. CANARI is based in Barataria, Trinidad & Tobago.	Civil Society/ Cross-sector	Interested	High
The Nature Conservancy (TNC)	A membership-based charitable organisation with offices around the world working to strengthen the natural infrastructure and ecosystems that sustain communities and protect against climate-related threats. TNC has a programme focused on the Eastern Caribbean, including projects in Grenada, Saint Lucia and Saint Vincent & the Grenadines.	Civil Society / Cross-cutting	Interested	High
Massy Stores	One of the largest retailers in the region and at the forefront of fostering sustainable production, including the RePlast (Saint Lucia) Project.	Private Sector/ Cross-sector	Interested	High

5.5 Vulnerable individuals and groups

Effective stakeholder engagement requires a deliberate effort to reach vulnerable groups involved in the tourism, fisheries & aquaculture and waste management sectors. Special actions will be required to engage vulnerable individuals and groups and ensure they benefit from project activities. The SEP considers the categories of vulnerable groups identified in the Bank Directive: “Addressing Risks and Impacts on Disadvantaged or Vulnerable Individuals or Groups are included in your assessment”⁹.

All three participating countries are Small Island Developing States (SIDS) highly vulnerable to natural hazards and heavily dependent on foreign tourism and domestic marine fisheries for income generation, foreign exchange, jobs, and food security. While they are considered upper-middle income economies¹⁰, all three countries rank low in the Human Development Index (HDI) relative to other Eastern Caribbean countries, with correspondingly high rates of household poverty (see **Table 2**).

In addition to low-income households that depend on fisheries or tourism, vulnerable populations include lone parent and female-headed households and those less able to care for themselves, notably

⁹ <https://ppfdocuments.azureedge.net/9598117e-421d-406f-b065-d3dfc89c2d78.pdf>

¹⁰ <https://datahelpdesk.worldbank.org/knowledgebase/articles/906519-world-bank-country-and-lending-groups>

children, the elderly, and persons with disabilities. Other vulnerable groups include the landless, workers in the tourism and fisheries sectors, immigrant groups with precarious residency status – including refugee claimants, and LGBTI¹¹ communities.

Table 2. Indicators of Well-being for Eastern Caribbean countries¹²

Country	HDI Ranking (2019)	Household Poverty Levels
St. Vincent and the Grenadines	97	30.2%
Dominica	94	28.8%
Saint Lucia	86	28.8%
Grenada	74	37.7%
Antigua and Barbuda	78	18.3%
St. Kitts and Nevis	74	21.0%
Barbados	58	15.0%

Another group of vulnerable persons are the entrepreneurs operating sole proprietorships and micro-enterprises in the tourism and fisheries & aquaculture sectors. These groups are summarized in Table 3.

Table 3. Vulnerable Blue Economy Sectors Dominated by Micro-Enterprises

Tourism	Fisheries & aquaculture
<ul style="list-style-type: none"> • Diving & snorkelling • Yachting & marine charters • Water taxis • Vending • Horseback riding • Small tour guides • Sport fishermen • Tour operators • Small-scale resorts • Tourism facilities located in low-lying coastal area prone to storm surge and flooding 	<ul style="list-style-type: none"> • Domestic commercial fishing • Artisanal fishing • Subsistence fishing • Crab harvesting • Sand & aggregate mining • Sea moss harvesting • Sea urchin harvesting

¹¹ Lesbian, gay, bisexual, transgender, or intersex

¹² HDI Ranking from UNDP. 2020. Human Development Report.

<http://hdr.undp.org/en/content/latest-human-development-index-ranking>; Poverty levels from UN. (2016). *Sub-regional country programme document for Barbados and the OECS (2017-2021)*.

<https://www.bb.undp.org/content/barbados/en/home/library/sdg/sub-regional-country-programme-document-for-barbados-and-the-oec.html>

Their lack of or limited access to computers, smart phones and the required connectivity places the group at a widespread disadvantage to gaining equal access to project information and the opportunity to have their voices heard. These vulnerable groups would consequently be reliant on physically visiting and manually requesting project facilities in order to benefit from them. This will be time consuming and financially draining for stakeholders that already face severe limitations on their resources and capacity.

The risk of vulnerable and disadvantaged groups being excluded from project activities and/or benefits will be mitigated via deliberate stakeholder engagement. Stakeholder engagement will be designed to ensure that all vulnerable and disadvantaged groups are informed and provided with opportunities to participate in and benefit from project activities. These methods and strategies are presented in Section 7 of the SEP.

5. Consultation During Project Preparation

This section describes the consultation process undertaken during project preparation, explaining its purpose, identifying who was reached, and the consultation methods used.

National and regional consultations were carried out in line with national and World Bank COVID-19 protocols and took into account the recommendations of 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 (See Annex 1).

In coordination with the OECS Commission, national governments, and the World Bank, project information and the project ESF instruments were presented to key stakeholders in the three participating countries from the three key sectors of tourism, fisheries & aquaculture and waste management. Stakeholder consultation reached government, private sector, civil society and regional organisations.

National consultations provided stakeholders with access to information regarding (a) the purpose, nature and scale of the project; (b) the duration of proposed project activities; (c) potential risks and impacts of the project, and the proposals for mitigating these; (d) the proposed stakeholder engagement process, highlighting the ways in which stakeholders can participate; (e) the process by which meetings will be advertised, summarized, and reported; and (f) the process and means by which grievances can be raised and will be addressed.

In addition to explaining the overall project, information dissemination included the four E&S instruments prepared for UBEC – the Environmental & Social Management Framework (ESMF), Labour Management Procedures (LMP), the Resettlement and Process Framework (RPF) and the SEP, including the project Grievance Redress Mechanism (GRM).

Grenada's stakeholder consultation meeting took place on November 10, 2021 as part the wider UBEC program preparation process. The meeting was hosted virtually using Zoom. Seven stakeholders from the public and private sector took part in the meeting, which targeted stakeholders from both

governmental and non-government organizations. In addition to the Zoom meeting, email and phone consultations took place. The PowerPoint presentation was emailed to the stakeholders and follow up phone calls and emails were made, requesting feedback or comments.

Saint Lucia's UBEC consultation activities were coordinated by the National Integrated Planning and Programme Unit (NIPP) on behalf of the Department of Finance. A general stakeholder consultation event was delivered as a virtual Zoom meeting on October 22, 2021. The event was preceded by three weeks of outreach and promotion to engage government and non-governmental stakeholders from across Saint Lucia via website postings, email and telephone. Stakeholders participating in the consultation event were provided a detailed overview of project activities across each of the three sectors, with presentations made by the Department of Tourism, the Department of Fisheries and the Solid Waste Management Authority. A presentation providing the overview of environmental and social risks and mitigation measures including the instruments developed was made. The event allowed stakeholders to seek clarification and provide input to the project.

Sector consultations in **St. Vincent and the Grenadines** took place on October 19th, 2021 in the form of two-to-three-hour virtual Zoom events, hosted by the Ministry of Tourism, the Fisheries Division, and the Solid Waste Management Unit. Each Zoom event relied on a similar format, combining formal presentations and questions and answers sessions. In addition to the virtual Zoom events, stakeholders were invited to provide feedback by email. The virtual events in SVG reached government agencies, and sector-specific interest groups from civil society and the private sector expected to be affected either directly or indirectly by project activities. These consultations provided stakeholders with (1) an overview of the proposed project activities, (2) an understanding of the project's environmental and social documents, and (3) an opportunity to seek clarification and provide feedback.

Stakeholders participating in the national consultations generally expressed support for the principles and guidance laid out in the four draft E&S instruments. At the same time, the consultations events served as important forums for stakeholders to ask questions and seek clarification regarding various aspects of these documents. While the reports of the stakeholder consultations included in Annex 8 provide greater detail, the following highlights the requests for clarification related to three broad topics that arose during these events:

- **Understanding the Grievance Redress Mechanism (GRM):** The stakeholder consultation events were used to respond to and explain a number of specific requests for clarification on the GRM, such as how to avoid delays in project implementation while considering a grievance, and the role of national laws in addressing grievances.
- **Sustaining Stakeholder Consultation:** Responses to questions from a number of participants confirmed that consultation and feedback mechanisms would continue beyond project preparation and explained how these would be designed to reach specific stakeholder groups through various dissemination methods.

- **Institutional Roles & Responsibilities:** Clarification was provided regarding the separation of roles and responsibilities between regional and national PIUs, and how limited institutional capacity at a national scale will be addressed by UBEC.
- Finally, the stakeholder event in Saint Lucia served to clarify and confirm the nature of minimum age labor requirements related to minors working in the fisheries and agriculture sectors.

The majority of comments and requests for clarification were related to specific project opportunities to be implemented within the UBEC program. Topics that arose included implementation of marine management areas, expanding the use of Fish Aggregating Devices, addressing land-based sources of pollution and ship waste, and developing solid waste management strategies. The potential risks and mitigation measures are already addressed in the draft E&S instruments.

At the regional level, a consultation plan was prepared by the OECS Commission in November 2021. It identifies who is to be consulted at the regional level during preparation of UBEC Program and how the consultations process will take place. As with national consultation efforts, information dissemination will focus on UBEC project overview, potential environmental and social risks and impacts, the four UBEC E&S instruments as well as the Environmental and Social Commitment Plan (ESCP).

Coordination and promotion of regional consultation activities will be led by the OECS Commission, including use of various OECS Commission tools and platforms (website, Zoom account, etc) for event hosting. The World Bank's E&S safeguards specialists will be available as expert resources. A consultant will assist with preparation of consultation material / resources and reports, including capturing of comments arising during the consultation. The OECS Commission will rely on multiple dissemination methods, including virtual webinar events, OECS websites and other accessible online platforms, email and social media distribution, local and regional news media, and on demand at OECS Commission offices. A virtual consultations meeting will take place on November 30th to address regional activities of the UBEC Project.

Annex 8 includes the national consultations reports prepared by the governments of Grenada, Saint Lucia and St. Vincent and the Grenadines. Annex 8 will be updated to include the report of the regional level consultation process that the OECS commission will undertake, particularly on the virtual meeting planned for Nov 30th, 2021.

6. Stakeholder Engagement Program During Project Implementation

This section explains how the engagement will take place throughout the project implementation cycle with each of the stakeholder groups identified in section 5. The engagement strategy identifies the stages of consultation, the types of information that will be shared, and various methods of communication and engagement to be deployed. While these consultation methods are meant to serve as a menu available at each stage of consultation, efforts are made in the SEP to recommend their appropriateness for specific groups of stakeholders, including vulnerable individuals and groups.

Consultations to take place during implementation will be carried out in line with national and World Bank COVID-19 protocols and will take into account the recommendations of 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 (See Annex 1).

7.1 Consultation Timelines

PIUs will engage stakeholders at various points in the project lifecycle to obtain their views and perceptions on the project, obtain data, build capacity in areas related to tourism, fisheries & aquaculture and waste management, provide project updates, share documents and other outputs for review and feedback.

Stakeholder engagement is designed to disclose information and solicit feedback using a range of methods described in sections 7.2 and 7.3. These methods should be applied within each of the following four consultation phases:

Phase 1 Project Launch

Immediately following project effectiveness and during the design of sub-project investments and technical assistance.

Phase 2 Announcement of Investments

To accompany the announcement of sub-project investments and technical assistance.
To prepare the sub-project E&S instruments (Environmental and Social Impact Assessments, Environmental and Social Management Plans and Resettlement Plans, as warranted)

Phase 3 Updates on Implementation

To occur at various points during the implementation of project investments and technical assistance activities.

Phase 4 Project closure

To occur in advance of project closure and as an input to lessons learned.

7.2 Consultation Methods and Formats

A range of methods will be employed in order to both reach a diverse audience and to accommodate stakeholders with limited access to internet facilities. Consultation methods and activities will be tailored to the level of resources available and reflect the scope and nature of risk. Guidance on consultation and engagement methods is presented in Table 4. Table 5 offers a wider menu of engagement methods appropriate for any of the 4 stages of consultations. Particular efforts should be made to attract the perspective of the wider society, to be achieved through methods such as broadcasted talk shows and live streaming consultations on Facebook and YouTube.

Table 4. Stakeholder engagement methods appropriate to each stakeholder group

Stakeholder Group	Information Needs	Examples of Appropriate Methods
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National government departments/ agencies	Technical information on project implementation; types of support & technical competence required by government entities; roles and responsibilities, potential costs.	<ul style="list-style-type: none"> Information posted to OECS & national Government Websites Online meetings such as via Zoom or WhatsApp Workshops Policy briefs Emails
Private sector organisations	<p>Detailed information on the project, including project governance, and how the project is expected to benefit the tourism, fisheries & aquaculture and waste management sectors. Information on policies to be developed under component 1.</p> <p>Information on the grant matching mechanism, COAST and investments on the three sectors to take place under component 2.</p>	<ul style="list-style-type: none"> Information posted to OECS & national Government Websites Government Information Service Virtual (such as via Zoom) Public Meetings One-on-one WhatsApp consultations Social Media Email dissemination Newspaper articles
Civil Society organizations and civil society at large	<p>Detailed information on the project, including project governance, and how the project is expected to affect the tourism, fisheries & aquaculture and waste management sectors. Information on policies to be developed under component 1 and investments under component 2.2.</p>	<ul style="list-style-type: none"> Information posted to OECS & national Government Websites Email dissemination Virtual (such as Zoom) Public Meetings Live streaming consultations on Facebook and YouTube Social Media Traditional media such as Radio or Television Talk shows and Newspaper articles
Regional organisations	<p>Detailed information on the project, including project governance, and how the project is expected to benefit the tourism, fisheries & aquaculture and waste management sectors. Information on regional policies, institutions and coordination as well as matching grant scheme.</p>	<ul style="list-style-type: none"> Information posted to OECS & national Government Websites Virtual (such as via Zoom) Public Meetings Written material such as policy briefs
Vulnerable individuals and micro-enterprises.	Simple non-technical information on the project, including proposed benefits, what is needed from them, how their knowledge can be used in the implementation of the project.	<ul style="list-style-type: none"> Information posted to OECS & national Government Websites Public meetings (virtual and in person, subject to COVID restrictions) Community Bulletin Boards

		<ul style="list-style-type: none"> • Hard copy available from community locations • Traditional media such as radio or television talk shows, newspaper articles
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Table 5. Menu of communication methods for reaching multiple stakeholder groups

Method type	Description
One-on-One Meetings	<ul style="list-style-type: none"> • One-on-one interaction with key stakeholders, community meetings, meetings with government officials, virtual (such as via zoom or WhatsApp) and in-person.
Public Meetings and Workshops	<ul style="list-style-type: none"> • Structured and facilitated in-person or virtual events.
Website and Social media	<ul style="list-style-type: none"> • Web Pages, Blogs, Social Media, Electronic reports and Documents, E-newsletters, Live streamed consultations on Facebook and YouTube
Traditional Media	<ul style="list-style-type: none"> • Local radio talk shows, government information magazines aired on television, newspaper articles
Non-formal written material	<ul style="list-style-type: none"> • Brochures, Posters, Booklets, Flyers, Newsletters, Case Studies, non-technical papers
Public Relations	<ul style="list-style-type: none"> • Speeches, press conferences, participation in conferences
Formal Written Material	<ul style="list-style-type: none"> • Policy briefs, operational manuals, mission reports, cabinet notes and submissions, technical publications, articles in regional and international magazines

7.3 Strategy for Information Disclosure

Project information shared throughout the project lifecycle will allow stakeholders to understand the risks and impacts of the project, and potential opportunities from which they may benefit. Table 6 identifies the type of information to be disclosed at each phase of project consultation.

Table 6. Information disclosure method by stage of consultation

Consultation Stage	Information to be disclosed	Timetable	Primary purpose
Phase 1	<ul style="list-style-type: none"> • Project description and benefits • Project GRM • ESMF, SEP, LMP, RF 	Following project effectiveness and prior to launch of investment sub projects	Information disclosure
Phase 2	<ul style="list-style-type: none"> • Information on regional and national policies, institutions and capacity building. 	Announcement of investments and TA projects	Information disclosure and stakeholder feedback

	<ul style="list-style-type: none"> Information to access the matching grants scheme and COAST as well as on overall investments under 2.2. Information on potential E&S risks and impacts of subprojects. GRM 	Preparation of ESMPs and RPs.	
Phase 3	<ul style="list-style-type: none"> Updates on project investments under 2.2. Overall implementation of matching grants scheme and COAST GRM 	Implementation of investments	Information disclosure and stakeholder feedback
Phase 4	<ul style="list-style-type: none"> Project impacts, benefits and risks Lessons learned 	In advance of project closure	Stakeholder feedback and lessons learned

Project information will be disclosed in a variety of ways, reflecting the varying capacities of different stakeholder groups for engaging in stakeholder consultation. While dissemination via government website will be a key part of the dissemination strategy, table 7 presents a number of options to be tailored to the needs of different stakeholder groups.

Table 7. Information Disclosure Formats and methods of delivery

Format	Method of Delivery
1. Short videos	<ul style="list-style-type: none"> Presented during Zoom events Posted to OECS & national government websites Transmitted by WhatsApp
2. Powerpoint presentations	<ul style="list-style-type: none"> Presented during Zoom events Posted to OECS & national government websites
3. Brochures	<ul style="list-style-type: none"> Posted to OECS & national government websites Emailed to stakeholders
4. Digital package of full documents	<ul style="list-style-type: none"> Posted to OECS & national government websites as individual files and as a single zipped folder
5. Hard copy of full documents	<ul style="list-style-type: none"> Available for reference at the offices of the OECS commission & national Ministries of Finance Made available at community facilities like libraries, post office, local authority office

Project information will be shared in a manner that is accessible and culturally appropriate, taking into account specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs. To this end, the development of all communication and information materials will be guided by the following:

- Clear messages using simple language
- Openness, honesty, credibility, and trust in all communications
- Tailored to specific groups

- Content that is interesting to the target audience
- Regularity, timeliness and currency of information
- Use of change agents to get information to some audiences
- Designed for two-way communication, with mechanisms for feedback clearly integrated
- Accessible to all – including persons with disabilities.

7.4 Strategy to Incorporate the Views of Vulnerable Groups

The SEP takes into account the specific needs of disadvantaged individuals and groups facing limitations to benefit fully from the project's stakeholder engagement activities. The stakeholder analysis in Section 5 identifies organisations with the potential for limited access to technology needed to participate in virtual events. Section 5.5 of the SEP identifies a number of vulnerable groups facing further limitations. Additional groups will be identified throughout the consultation process and should be included in the stakeholder analysis.

The project will include methods to remove obstacles to their participation, by providing information in locations that are easily accessible and ensuring that they can access project benefits. In addition to the opportunity for one-on-one consultation, stakeholder consultation can rely on collecting feedback directly by landline or cell phone for those who do not have internet access or have limited data plans.

Women have been identified in the project as a particularly vulnerable group and as such, will be afforded special attention by which the project team can engage in discussions either individually or collectively with them about the project as well as their views and perceptions of the project.

Table 8 identifies measures that will be used to remove obstacles to participation by stakeholder groups facing limitations to stakeholder engagement. These limitations include difficulties with internet connectivity or the ability to access to virtual consultations.

Table 8. Factors which may impede full participation and possible mitigation measures

Factors	Vulnerable population	Mitigation measure
Access to technology	Individuals with no internet access, or unreliable access	Rely on dissemination of project information via radio and community newspapers, make hard copies of key documents available from community-based locations, and offer opportunities for one-on-one consultation via phone or WhatsApp
Disability	Impaired hearing or vision, limited literacy	Ensure availability of different channels to disseminate information and obtain feedback (oral, written, virtual).
Language	Creole is spoken in informal settings	Where virtual consultation is provided, ensure local languages are accounted for as appropriate. For in-person, ensure local languages are included in presentation, where appropriate.
Time	Individuals requiring more time to prepare to make arrangements, including single parents,	N/A for virtual consultation. For in person, provide on-site care for children during the consultation. Design consultations to occur in remote communities rather than in major urban centres.

	persons with non-traditional work hours	
Transport	Individuals with limited access to a private vehicle and/or located in remote communities	N/A to virtual consultation. For in-person, consider a monetary allocation for participants to secure their attendance. If a number of persons are from a particular vicinity a single transport can be contracted.
Location	For individuals with limited mobility or capacity to travel to primary urban centres.	N/A for virtual consultation. Design of consultation event should ensure communities in remote locations are reached through a number of consultation methods, including but not limited to radio, hard copy brochures, in-person community events.

7.5 Monitoring & Reporting

Comments received from stakeholders will be recorded through detailed meeting minutes. The E&S specialists of each PIU will be responsible for receiving and recording any queries, concerns or comments regarding the project. Comments and decisions made on comments will be collated and reported back to stakeholders once the final decision on the course of action related to the comments has been made. This will include a brief explanation of how the feedback was taken into account, or the reasons why it was not. Records will also be maintained on the methods used to inform stakeholders on dates and/or locations where they can gather project information and provide feedback.

ESS10 guidance suggests that documentation of stakeholder engagement include the following content:

- (a) Date and location of each meeting, with copy of the notification to stakeholders
- (b) The purpose of the engagement
- (c) The form of engagement and consultation
- (d) Number of participants and categories of participants
- (e) A list of relevant documentation disclosed to participants
- (f) Summary of main points and concerns raised by stakeholders
- (g) Summary of how stakeholder concerns were responded to and taken into account; and
- (h) Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions.

7.6 Role of the Environmental & Social Specialists

The Environmental and Social Specialists are generally responsible for managing and implementing the SEP. Both the regional and national level PIUs will engage an environmental specialist and a social specialist who will support the stakeholder engagement function.

Reporting to the Project Manager, the specific roles and responsibilities for the E&S specialists related to the SEP are as follows:

- Disseminate project information.

- Interface with stakeholders and respond to comments or questions about the project or consultation process.
- Provide contact information if stakeholders have questions or comments about the project or consultation process.
- Document any interactions with external stakeholders.
- Maintain database and records for SEP.
- Coordinate public meetings, workshops, focus groups, virtual platforms, etc.
- Makes sure the SEP is being adhered to and followed correctly.
- Raise awareness of the SEP among project implementation unit, employees contracted firms and relevant external stakeholders.
- Implement, monitor and report on the GRM.
- Monitor and prepare reports on SEP implementation as part of the semi and annual reports; and
- Adjust the SEP based on new development and changes occurred during project implementation.

7.7 Budget

The budget for the implementation of the SEP will be Funded as part of overall Project management cost. Table 9 presents an indicative annual budget for the implementation of the Stakeholder Engagement Plan.

Table 9. Annual Budget for SEP implementation (USD)

#	Concept	Grenada	St. Lucia	SVG	OECS	Total
1	Environmental Specialist	12,500.00	12,500.00	12,500.00	12,500.00	50,000.00
2	Social Specialist	12,500.00	12,500.00	12,500.00	12,500.00	50,000.00
3	Staff travel	5,000.00	5,000.00	5,000.00	5,000.00	20,000.00
4	Consultation (20 activities per year)	20,000.00	20,000.00	20,000.00	20,000.00	80,000.00
5	Information Production & Dissemination	10,000.00	10,000.00	10,000.00	10,000.00	40,000.00
6	Grievance Redress Mechanism (see Section 8)	25,000.00	25,000.00	25,000.00	25,000.00	100,000.00
	Total	85,000.00	85,000.00	85,000.00	85,000.00	340,000.00

7. Project Grievance Redress Mechanism (GRM)

8.1 Purpose and Objectives of the GRM

A grievance refers to an issue, concern, problem or claim, whether actual or perceived, that affects the physical, social and/or economic conditions of individuals and/or communities in the project area of influence. A GRM refers to methods and processes by which a redressal to a grievance is sought and provided. Its design can be specific to a project or it can build on existing institutions and processes whether they are formal or informal. The project GRM is an effective tool for early identification, assessment and resolution of complaints. It provides an opportunity to voice complaints or concerns, and to clarify and resolve misconceptions about project activities.

The GRM described in this document is a Project-specific GRM, which is applicable to solve the concerns of the stakeholders of the UBEC project. The objectives of the project-level GRM are:

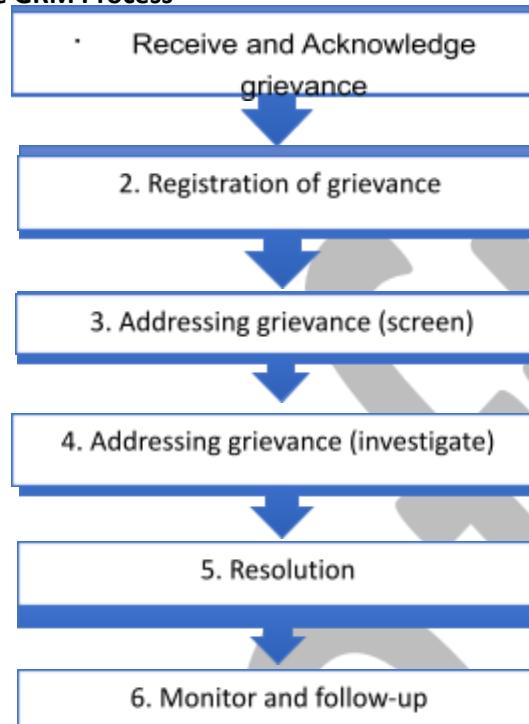
1. Receive, address, resolve and respond to all grievances emanating from the Project activities in a timely manner; and
2. Establish relationships of trust between Project staff and stakeholders.

8.2 The Grievance Redress Process

The GRM process involves a number of steps summarized in Figure 5. Complaints or grievances are assessed using a three-level classification systems, as follows: Level 1 (Low Risk), Level 2 (Moderate Risk) and Level 3 (High Risk). This risk assessment level and the associated response procedures are described in Table 10. As the level of risk associated with a grievance increases, responsibility moves from the E&S Specialists to the Project Manager to the Grievance Redress Committee (GRC).



Figure 5. Six steps in the GRM Process



The GRC may be established as an ad hoc committee during the life of the project and is to be chaired by the Permanent Secretary of the ministry hosting the national PIU. The GRC will include representation by a Civil Society Member, the Project Manager, the E&S specialists, and other line ministries participating in the project, as appropriate.

Table 10. Levels of grievances

Grievance Category	Description	Internal response	Responsibility
Level 1 Low risk	When an answer can be provided immediately. E.g., issues with the communication of information regarding the project.	Respond immediately to complainant. Record and report. It does not require internal consultation	Social Specialist
Level 2 moderate risk	One-off grievance that requires measured response and actions/commitments to resolve complaint. E.g., dissatisfaction with response received at level 1; reports of health and safety concerns, complaints about project timeline issues, field staff or civil works.	Social specialist will review and classify the complaint. If it is classified as a level 2 grievance, the PM will investigate and respond in coordination with the E&S Specialists.	Project Manager

Level 3 High risk	Legal violations on the part of project staff or beneficiaries; Repeated, extensive and high-profile grievances that may jeopardize the reputation of the project. E.g., cases of Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH), reports of fraudulent disbursement funds, failure to deliver promised inputs.	Social specialist will review and classify the complaint. If it is classified as a level 3 grievance, the PM will form a GRC that will be in charge of addressing this level complaint. The GRC will provide advice on how to solve complaints within this level. For SEAH cases, a list of GBV service providers will be kept available by the project. If an incident is reported through the GRM, a survivor-centered approach will be used. Any cases of GBV brought through the GRM will be documented but remain closed/sealed to maintain the confidentiality of the survivor.	GRC
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8.3 GRM steps, roles, responsibilities and timeline

The main actors for the implementation and functioning of the GRM are the E&S specialists, the PM and the GRC. Roles and responsibilities for the GRM are described in the following table.

Table 11. GRM steps, roles, responsibilities and timeline

Steps	Role	Responsibilities	Timeline
1. Socialization of the GRM Proper and timely notification about the GRM channels	Social specialist	<ul style="list-style-type: none"> Inform the Project stakeholders about the available channels to submit grievances. 	Throughout project cycle.
		<ul style="list-style-type: none"> Coordinate the establishment of a signpost in subproject sites. 	Before civil works start, during construction, and after finalization.
2. Reception	Social specialist	<ul style="list-style-type: none"> Support and guide Project stakeholders wishing to file grievances (in person, by telephone, email, phone calls, or during public/community interaction). 	Throughout project cycle.
		<ul style="list-style-type: none"> Receive grievances (including grievances submitted by phone, email, in person, and during public meetings) 	Throughout project cycle.

3. Registration	Social specialist	<ul style="list-style-type: none"> Record the grievance on the Grievance Information Form (Annex 2). Add the date of reception and assign a registration number to the aggrieved person. 	Throughout project cycle.
	Social specialist in coordination with the Environmental specialist	<ul style="list-style-type: none"> Categorize the grievances into level 1,2, or 3 for resolution. The Social specialist reviews the complaint, determines the grievance level and who will be responsible for its resolution. Grievances in levels 1, 2, and 3 will be monitored by the Social specialist 	Upon reception of grievance.
	Social specialist	<ul style="list-style-type: none"> Log the grievance in the Grievance Redressal Registration Monitoring Sheet (Annex 4). 	Upon reception of grievance.
	Social specialist	<ul style="list-style-type: none"> Maintain hard copy and electronic records of grievance register and monitor any correspondence. 	Upon reception of grievance.
4. Acknowledgment	Social specialist	<ul style="list-style-type: none"> Acknowledge the complaint (including providing a description of the process and estimates times to process the grievance). Social specialist will use Annex 3 form. 	Within 2-3 working days upon reception of grievance.
5. Investigation/Resolution The investigation will include, but is not limited to, meetings with the grievant/complainant, in site visits, meetings/interviews with Project staff and collection of relevant documentation and other forms of evidence. Meeting deliberations and decision will be recorded on the Meeting Record	Social specialist	<ul style="list-style-type: none"> For level 1 complaints, investigate and evaluate the grievance and provide a response to the grievance. 	Within 3-5 working days upon receipt of complaint.
Project Manager	<ul style="list-style-type: none"> Provide proper and timely information on the solution worked out for each grievance for all levels. 	Depending on the level of grievance	
	<ul style="list-style-type: none"> Inform the PM on level 2 and 3 grievances at the earliest plausible time. 	Throughout project cycle	
	<ul style="list-style-type: none"> Ensure the GRM procedure is being adhered to and followed correctly for all levels 	Whenever a complaint is addressed.	
	<ul style="list-style-type: none"> Ensure all grievances are satisfactorily resolved in a timely manner. 	Whenever a complaint is addressed.	
	<ul style="list-style-type: none"> For level 2 complaints, in coordination with the Social specialist, investigate and evaluate 	Within 5-10 working days upon	

<p>Form (Annex 5). Community representatives or representatives of the complainant will be allowed to sit in these meetings.</p> <p>6. Monitoring and reporting</p>		the grievance and provide a response to the grievance	receipt of complaint.
	Social specialist	<ul style="list-style-type: none"> Support PM in handling level 2 grievances (including registration, communication with stakeholders, meetings organization, etc.) 	Whenever a level 2 grievance is addressed
	GRC	<ul style="list-style-type: none"> For level 3 complaints, investigate and evaluate the grievance and provide a response to the grievance 	Within 15-30 working days upon reception of complaint.
	E&S specialists	<ul style="list-style-type: none"> Support GRC in handling level 3 grievances (including registration, communication with stakeholders, meetings organization, etc.). For meetings, Social specialist will fill the form in Annex 5). 	Whenever a level 3 grievance is addressed
	Project Manager	<ul style="list-style-type: none"> Inform the WB about all level 3 grievances as soon as possible. 	No later than a week of learning about the level 3 complaint
	Social specialist	<ul style="list-style-type: none"> Once a resolution has been agreed and accepted, the complainant's acceptance will be obtained on the Disclosure Form included as Annex 5. The Social specialist will provide this form to the aggrieved for any level 1, 2 or 3 complaints. 	Throughout project cycle.
	Social specialist	<ul style="list-style-type: none"> Prepare the Quarterly Report on the GRM of the Project. 	Quarterly
	Project Manager and Social specialist	<ul style="list-style-type: none"> Ensure the grievance mechanism procedure is being adhered to and followed correctly. 	Throughout project cycle.
	Project Manager and Social specialist	<ul style="list-style-type: none"> Ensure all grievances (including those in level 3) are satisfactorily and timely resolved. 	Throughout project cycle.
	Project Manager and Social specialist	<ul style="list-style-type: none"> Adjust the GRM process based on lessons learned during implementation. 	Throughout project cycle.

8.4 Available channels to submit grievances

Complaints can be made in person, writing, verbally over the phone, emails or social media. The public, especially persons living in the project area of influence, must be informed about the project activities, as well as where they can submit their concerns, who will be responsible and the timeframe of the response.

The following contact persons may be reached by stakeholders with any questions, concerns, recommendations regarding the project (See Table 12). Upon staffing of all PIUs, the contact information will be updated to that of the Social Specialist or Project Manager in each PIU.

Table 12. Project contacts

Contact	Grenada	Saint Lucia	SVG	OECS Comm.
Name	Candice Ramessar	Haward Wells	Dr. Resa Noel-McBarnett	David Robin (Mr.)
Title	Social Specialist	Director - National Integrated Planning and Programme Unit	Permanent Secretary, Ministry of Tourism, Civil Aviation, Sustainable Development and Culture	Ocean Governance and Fisheries Programme Director
Telephone	(473) 440-2731 592-604-2216	1-758 - 468 5590	784 457 1502	(758) 285 5459
Email address	digitalgrm@gov.gd	nippunit@gmail.com	mintourismsvg@gmail.com	david.robin@oecls.int
Physical Address	Ministry of Finance Building 5 St. George's, Grenada	Department of Finance 2nd Floor Financial Administrative Centre Pointe Seraphine Castries, Saint Lucia	2nd floor, NIS Building Kingstown	OECS Commission, Morne Fortune, P.O.Box 179, Castries, Saint Lucia

Available channels may be adjusted for the implementation of the GRM at the subproject level, with the inclusion of additional channels to submit grievances. All grievances at the national or local level will be recorded in the log and reported to the World Bank every 6 months.

8.5 GRM appeals process

An appeals process will be made available at a national and regional level for concerns that cannot be resolved directly by the GRM. Appeals should be submitted either by email to the regional or national PIU contact, or by contacting the national PIU by telephone or in writing.

8.6 Socialization/Publicization of the GRM

The social specialist will be responsible for information dissemination on the GRM. The social specialist will inform all project staff working for the OECS, national PIUs, the sub- projects including consultants

and contractors, and the staff of the individual country Ministries on the project GRM and explain to them the procedures and formats to be used including the reporting procedures.

Awareness campaigns will be conducted targeting project stakeholders to inform them on the availability of the mechanism. The GRM will also be published on the OECS website, responsible Ministries in each participating country's website and the project website or Facebook page if there is one. A project site board will be erected on the sites of sub-projects indicating the existence of the mechanism and a phone number, email and address for further information. The GRM will be translated into local and colloquial expressions if determined to be needed.

8.7 Anonymity

Grievances can be submitted without providing the complainant's name or contact details with the understanding this might result difficult in some cases. If the grievance registration form is not available, the following key information should be noted:

- a. The Project's name
- b. Name of the person lodging the grievance (if provided)
- c. Contact information of affected person (if provided)

8.8 OECS Grievance Redress Tool

An online Grievance Redress tool has been established by the OECS through the World Bank-supported Caribbean Regional Oceanscape Project (CROP) and will be updated to make specific reference to the UBEC.

The OECS Grievance Redress Mechanism is a complaint mechanism through which people and communities affected by projects and other activities being implemented through the OECS Commission may raise their concerns. Complaints can be reported online and addressed using the OECS Grievance Redress Mechanism Capture Form available at <https://oeics.org/en/grievance-redress>.

8.9 World Bank Grievance Redressal Service (GRS)

The complainant has the option of approaching the World Bank if they find the project-level GRM cannot resolve the issue. It must be noted that this GRS should ideally only be accessed once the project GRM has first been utilized without an acceptable resolution. World Bank Procedures requires 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 URL link: <https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#5>.

Email: grievances@worldbank.org

Fax: +1-202-614-7313

By letter: The World Bank
Grievance Redress Service (GRS)
MSN MC 10-1018NW,

8.10 Addressing Gender-Based Violence (GBV)

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

GBV is an umbrella term for any harmful act that is perpetrated against a person’s will and that is based on socially ascribed gender differences. GBV includes acts that inflict physical, mental, sexual harm or suffering; threats of such acts; and coercion and other deprivations of liberty, whether occurring in public or in private life. Sexual Exploitation (SE) refers to any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. Sexual Abuse (SA) is an actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. Sexual Harassment (SH) is any unwelcome sexual advance, request for sexual favor, verbal or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation to another, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment.

GBV grievances can be received through any of the available channels and will be considered level 3 grievances investigated and addressed by the GRC. A list of GBV service providers will be kept available by the Project. Additionally, if an incident occurs, it will be reported as appropriate, keeping the anonymity and confidentiality of the complainant and applying the survivor-centered approach¹³. Any cases of GBV brought through the GRM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The WB will be notified as soon as the Project Manager and the social specialist learn about the complaint.

Annex 1 of the LMP includes a Code of Conduct that addresses procedures for referring GBV incidents to the corresponding legal authorities, including for potential prosecution under the Criminal Code. If a GBV-related incident occurs, it will be reported through the GRM, as appropriate keeping the survivor information confidential. Annex 7 provides an initial mapping of GBV services by country that will be updated annually to ensure the information is current.

¹³ 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.

8.11 Grievance Redress Mechanism Budget

The estimated annual budget for the GRM implementation per country is the following:

Item	Cost/ USD
Socializing of GRM (various formats including facility rental, A/V costs, refreshments)	5,000.00
Meetings of GRC (10 meetings @ USD1000)	10,000.00
Information production and dissemination (100 collateral materials @USD100	10,000.00
TOTAL	25,000.00

The cost of the social specialist is accounted for separately. See Table 9 Annual Budget for SEP implementation.

Annex 1 Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings March 20, 2020

With the outbreak and spread of COVID-19, people have been advised, or may be mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission. Countries have taken various restrictive measures, some imposing strict restrictions on public gatherings, meetings and people's movement, and others advising against public group events. At the same time, the general public has become increasingly aware and concerned about the risks of transmission, particularly through social interactions at large gatherings. These restrictions have implications for World Bank-supported operations. In particular, they will affect Bank requirements for public consultation and stakeholder engagement in projects, both under implementation and preparation. WHO has issued technical guidance in dealing with COVID-19, including: (i) Risk Communication and Community Engagement (RCCE) Action Plan Guidance Preparedness and Response; (ii) Risk Communication and Community engagement (RCCE) readiness and response; (iii) COVID-19 risk communication package for healthcare facilities; (iv) Getting your workplace ready for COVID-19; and (v) a guide to preventing and addressing social stigma associated with COVID-19. All these documents are available on the WHO website through the following link: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>.

This Note offers suggestions to World Bank task teams for advising counterpart agencies on managing public consultation and stakeholder engagement in their projects, with the recognition that the situation is developing rapidly and careful regard needs to be given to national requirements and any updated guidance issued by WHO. It is important that the alternative ways of managing consultation and stakeholder engagement discussed with clients are in accordance with the local applicable laws and policies, especially those related to media and communication. The suggestions set out below are subject to confirmation that they are in accordance with existing laws and regulations applying to the project.

Investment projects under implementation. All projects under implementation are likely to have public consultation and stakeholder engagement activities planned and committed as part of project design. These activities may be described in different project documents, and will involve a variety of stakeholders. Commonly planned avenues of such engagement are public hearings, community meetings, focus group discussions, field surveys and individual interviews. With growing concern about the risk of virus spread, there is an urgent need to adjust the approach and methodology for continuing stakeholder consultation and engagement. Taking into account the importance of confirming compliance with national law requirements, below are some suggestions for task teams' consideration while advising their clients.

Task teams will need to review their project, jointly with the PMUs, and should:

- Identify and review planned activities under the project requiring stakeholder engagement and public consultations.
- Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders (international, national, local) etc.
- Assess the level of risks of the virus transmission for these engagements, and how restrictions that are in effect in the country / project area would affect these engagements.
- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines. For example, selection of resettlement options by affected people during project implementation. Reflecting the specific activity, consider viable means of achieving the necessary input from stakeholders (see further below).
- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context.

Based on the above, task teams should discuss and agree with PMUs the specific channels of communication that should be used while conducting stakeholder consultation and engagement activities. The following are some considerations while selecting channels of communication, in light of the current COVID-19 situation:

- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings;
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including webex, zoom and skype;
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Where direct engagement with project affected people or beneficiaries is necessary, such as would be the case for Resettlement Action Plans or Indigenous Peoples Plans preparation and implementation, identify channels for direct communication with each

affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;

- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders;
- An appropriate approach to conducting stakeholder engagement can be developed in most contexts and situations. However, in situations where none of the above means of communication are considered adequate for required consultations with stakeholders, the team should discuss with the PMU whether the project activity can be rescheduled to a later time, when meaningful stakeholder engagement is possible. Where it is not possible to postpone the activity (such as in the case of ongoing resettlement) or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.

Investment projects under preparation. Where projects are under preparation and stakeholder engagement is about to commence or is ongoing, such as in the project E&S planning process, stakeholder consultation and engagement activities should not be deferred, but rather designed to be fit for purpose to ensure effective and meaningful consultations to meet project and stakeholder needs. Some suggestions for advising clients on stakeholder engagement in such situations are given below. These suggestions are subject to the coronavirus situation in country, and restrictions put in place by governments. The task team and the PMU should:

- Review the country COVID-19 spread situation in the project area, and the restrictions put in place by the government to contain virus spread;
- Review the draft Stakeholder Engagement Plan (SEP, if it exists) or other agreed stakeholder engagement arrangements, particularly the approach, methods and forms of engagement proposed, and assess the associated potential risks of virus transmission in conducting various engagement activities;
- Be sure that all task team and PIU members articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.
- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings, and minimize direct interaction between project agencies and beneficiaries / affected people;
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including webex, zoom and skype meetings;

- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, public announcements and mail) when stakeholders do not have access to online channels or do not use them frequently. Such channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Employ online communication tools to design virtual workshops in situations where large meetings and workshops are essential, given the preparatory stage of the project. Webex, Skype, and in low ICT capacity situations, audio meetings, can be effective tools to design virtual workshops. The format of such workshops could include the following steps:
 - o *Virtual registration of participants*: Participants can register online through a dedicated platform.
 - o *Distribution of workshop materials to participants, including agenda, project documents, presentations, questionnaires and discussion topics*: These can be distributed online to participants.
 - o *Review of distributed information materials*: Participants are given a scheduled duration for this, prior to scheduling a discussion on the information provided.
 - o *Discussion, feedback collection and sharing*:  Participants can be organized and assigned to different topic groups, teams or virtual “tables” provided they agree to this.
 - o Group, team and table discussions can be organized through social media means, such as webex, skype or zoom, or through written feedback in the form of an electronic questionnaire or feedback forms that can be emailed back.
 - o *Conclusion and summary*: The chair of the workshop will summarize the virtual workshop discussion, formulate conclusions and share electronically with all participants.
- In situations where online interaction is challenging, information can be disseminated through digital platform (where available) like Facebook, Twitter, WhatsApp groups, Project weblinks/ websites, and traditional means of communications (TV, newspaper, radio, phone calls and mails with clear description of mechanisms for providing feedback via mail and / or dedicated telephone lines. All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions.
- *Engagement with direct stakeholders for household surveys*: There may be planning activities that require direct stakeholder engagement, particularly in the field. One example is resettlement planning where surveys need to be conducted to ascertain socioeconomic status of affected people, take inventory of their affected assets, and facilitate discussions related to relocation and livelihood planning. Such survey activities require active participation of local stakeholders, particularly the potentially adversely affected communities. However, there may be situations involving indigenous communities, or other communities that may not have access to the digital platforms or means of communication, teams should develop specially tailored stakeholder engagement approaches that will be appropriate in the specific setting. The teams should reach out to the regional PMs for ENB and Social Development or to

the ESSA for the respective region, in case they need additional support to develop such tailored approaches.

- In situations where it is determined that meaningful consultations that are critical to the conduct of a specific project activity cannot be conducted in spite of all reasonable efforts on the part of the client supported by the Bank, the task team should discuss with the client whether the proposed project activities can be postponed by a few weeks in view of the virus spread risks. This would depend on the COVID-19 situation in the country, and the government policy requirements to contain the virus spread. Where it is not possible to postpone the activity (such as in the case of ongoing resettlement) or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.

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Annex 2- Grievance Information Form (GIF)

Date/Time received:	Date: (dd-mm-yyyy) Time: <input type="checkbox"/> am <input type="checkbox"/> pm
Name of Grievant:	<input type="checkbox"/> You can use my name, but do not use it in public. <input type="checkbox"/> You can use my name when talking about this concern in public. <input type="checkbox"/> You cannot use my name at all.
Contact Information:	Phone: Email address: Address: (Kindly indicate the preferred method of communication)
Details of grievance: (Who, what, when, where)	<input type="checkbox"/> One-time incident/complaint <input type="checkbox"/> Happened more than once (indicate how many times): <input type="checkbox"/> Ongoing (a currently existing problem)
How would you like to see issue resolved?	

Grievant/Complainant Signature (if applicable)

Date (dd-mm-yyyy)

Signature- Project personnel (to confirm receipt only)

Date (dd-mm-yyyy)

For PIU use only:

Grievance No: _____

Grievance Owner/ Department: _____

Annex 3 - Grievance Acknowledgement Form (GAF)

The Project acknowledges receipt of your complaint and will contact you within 3-5 working days.

Date of grievance/complaint: (dd/mm/yyyy)	
Name of Grievant/Complainant:	
Complainant's contact information:	
Summary of Grievance/Complaint: (Who, what, when, where)	
Next step:	
Approximate timing of next step:	
Channel through which resolution will be communicated:	
Name of Project Staff Acknowledging Grievance:	
Signature:	
Date: (dd/mm/yy)	

No.	Name of Grievant/Complainant	Date Received	Grievance Description	Name of Grievant Owner	Action(s) to be taken by PIU	Resolution Accepted or Not Accepted and Date of Acceptance/Non-acceptance
1.						
2.						
3.						
4.						

Annex 4 - Grievance Redressal Registration Monitoring Sheet

Annex 5 - Meeting Record Form

Date of the Meeting: Grievance No:

Venue of meeting:

Details of Participants:

Complainant	Project/Government/OECS

Summary of
Grievance.....

Meeting Notes:

Decisions taken in the meeting / Recommendations of
GRG.....

Issue Resolved / Unresolved:

Signature of Chairperson of the meeting:

Name of Chairperson: Date (DD/MM/YYYY):

Annex 6- Resolution Form

Result of Grievance Redressal

Grievance No:	
Name of Grievant/Complainant:	
Date of Complaint:	
Summary of Complaint:	
Summary of Resolution:	
Resolved at:	<input type="checkbox"/> First Level <input type="checkbox"/> Second Level <input type="checkbox"/> Third Level
Date of grievance resolution (DD/MM/YYYY):	

Signature of Complainant in acceptance of the suggested grievance resolution, where feasible:

Name:

ID number: Type of ID:

Date (DD/MM/YYYY):

Signature of Social Specialist and Project Manager:

1.....

2.....

1. Name:.....

Place:.....

Date:(dd-mm-yyyy):

2. Name:.....

Place:.....

Date:(dd-mm-yyyy):

Annex 7 - List of available GBV services and points of service

Grenada List of available GBV services

Name of Organisation	GBV Service provided	Contact
Division of Family and Gender Affairs	Provides direct social and psychological services to victims of IPV and adult victims of sexual abuse. This includes counselling, a psychoeducational programme developed specifically for survivors, child protection, and social safety nets such as the Support for Education, Empowerment and Development (SEED) Programme which provides financial payments to the poorest and most vulnerable, and housing and relocation to Cedars Home for Abused Women and Their Children, if needed.	Sir Eric Matthew Gairy Botanical Gardens, St. George's Grenada, W.I. Tel: +1 (473) 440-2255 Fax: +1 (473) 440-4116 +1 (473) 435-7285 Email: pmpress@gov.gd Web: www.gov.gd
Cedars Home for Abused Women	Shelter facility	Undisclosed. But information on services available from the Division of Family and Gender affairs (above).
Legal Aid Clinic	General legal advice and representation, counselling, psychological services, psycho-social, and mediation.	St. John's St., St. Georges. Tel: 1 473-440-3785 Covid-19 emergency contact: 440 3788, 440 3785, 419 4112 and 456 7571 WhatsApp : 405 8643. Email:lacc@spiceisle.com.
Royal Grenada Police Force (RGPF)	Emergency response, investigations, arrests, and providing evidence for prosecution. SVU Hotline	Headquarters Fort George, St. George's Grenada, W.I.. Tel: (473) 440-3999 (473) 440-1043 (473) 440-1047 Call 400 for SVU Hotline
Civil Society Organisations		
Sweet Water Foundation	Sexual Violence Help line. Branch of an organisation located in Canada.	WhatsApp: Message 473-534-5787 Telephone: 473-800-4444 Email:helpline@sweetwaterfoundation.ca
Grenada Planned Parenthood Association (GPPA)	Sexual and reproductive health services and education to women and girls, including through their youth arm (i.e. Youth Advocacy Movement). They run two full time clinics in St. George's and St. Andrew's.	Grenville, Grenada Tel: 473-442-5442

Saint Lucia List of available GBV services

Name of Organisation	GBV Service provided	Contact
Government Organisations		
Department of Gender Relations	Hotline; counselling, legal services, skills training, job placement, alternative housing Public education campaigns, referral services	Ground Floor, Georgian Court Building, John Compton Highway, Castries, St. Lucia . +1 758-716-3123 .
Women's Support Centre	Residential shelter for women and children (up to 5 families); legal services, counselling	Contact via DGR
Family Court	Cases management, counselling for survivors and perpetrators, Protection Orders, Occupation Orders, Tenancy Orders	City Courthouse, Castries Tel: 758-453-2839
Vulnerable Person Team/Unit	Emergency response, investigation, arrest, and provision of evidence for prosecution. Public education campaigns, referrals	Tel: 758-456-3980 (Southern Division) 758-456-4050 (Northern division).
Civil Society		
St. Lucia Crisis Centre	Emergency shelter facilities, hotline, counselling, public education, referrals	Ms. Rufina Paul/ Ms. Paul-Akuffo 107 Chausee Rd. Castries Tel: 758-453-6848
National Organisation of Women	Public education campaigns, referrals.	Ms. Virgina Albert Tel: 758-450-5247
United and Strong	Public education around GBV and the LGBTQI community; referrals	Adaryl Williams Tel; 758-450-0976
Raise Your Voice St. Lucia	Training on GBV prevention and response using human rights based and survivor centered approaches.	Manoel Street Castries Tel: 758-723-4227.

Saint Vincent & the Grenadines- Available GBV services

Name	GBV Service	Contact
Gender Affairs Division	<p>Receives reports and provides direct social and psychological services to victims of IPV and adult victims of sexual abuse.</p> <p>Report can be made via telephone, email, mail or a visit to the Bureau's office</p> <p>Conducts capacity building and training of other GBV service providers. Implements public education programmes on GBV.</p>	<p>http://mobilization.gov.vc/mobilization/index.php/gender-affairs</p> <p>The Ministry of National Mobilisation, Social Development, Family, Gender Affairs, Youth, Housing and Informal Human Settlement Halifax Street Kingstown Saint Vincent Tel: (784) 453-2061 email: office.socialdevelopment@mail.gov.vc</p>
The Crisis Centre	Counselling, Shelter services, Small grants for reintegration and relocation if needed, 24 Hour Hotline	Contact through the Gender Affairs Division Tel; 784-453-2061.
Royal Saint Vincent Police Force	Emergency response, investigations, arrests, and providing evidence for prosecution. Also has a Anti-Trafficking Unit and a Sexual Offences Unit.	Criminal Investigation Division (CID) 1-784-456-1810
Civil Society Organisations		
Marion House	Skills training for survivors Counselling services	<p>Marion House Richmond Hill Tel: 784-456-2161 Fax: 784-456-1318</p>
National Council for Women SVG	<p>Advocacy to encourage legislative changes to improve protection for women and ensure that DV cases are prosecuted.</p> <p>It also provides training on domestic violence prevention and response</p>	<p>https://www.facebook.com/pages/category/Non-Governmental-Organization--NGO-/National-Council-of-Women-555847524550908/</p> <p>Ms. Muriel Byam National Council of Women P.O. Box 1157 Kingstown St Vincent Tel: 456 4743 E-mail: muriel@vincysurf.com.</p>

Annex 8- Project Preparation Stakeholder Consultation Reports

Stakeholder Consultation Report

Grenada

I. Background

This document provides a plan for the consultation to be undertaken in Grenada as part of the preparation of World Bank Unleashing the Blue Economy of the Caribbean (UBEC) Program. The consultation will focus on:

- Project overview, including objectives and activities
- Potential environmental and social risks and impacts
- Environmental & Social Management Framework (ESMF)
- Stakeholder Engagement Plan (SEP)
- Resettlement and Process Framework (RPF)
- Labour Management Procedures (LMP)

II. Description of the Stakeholder Engagement Activity

The consultation activity for Grenada was a **Zoom meeting**. The Zoom Meeting took place on **November 10, 2021**, as part the wider UBEC program preparation process. **Zoom is chosen because it is the most accessible remote channel for all stakeholders (experience from previous national level consultations)**. Seven stakeholders from the public and private sector took part in the Zoom consultations (Appendix 1).

In addition to the Zoom meeting email and phone consultations were added to the consultation plan. The PowerPoint presentation was emailed to the stakeholders and phone calls and emails were made requesting feedback or comments.

The target stakeholders were governmental and non-government stakeholder (a complete list is in Table 1).

III. Feedback Received from Stakeholders and Project Team's Response To date no comment have been received from persons consulted

Question/Feedback/ Comment Received from Participants	Project Team's Response	Next Steps/ Actions to be taken based on this feedback (if any)	Date for Follow-up Action (if any)
Grenada Chamber of Industry & Commerce (GCIC)– Asked for the presentation to be shard so that what was presented can be perused for comments, as it was a lot to take in at one time.	Committed to emailing the presentation so that it can be perused and comments submitted via email subsequently.	The project team to email presentation to all stakeholders.	November 10, 2021
GCIC – Further sought clarification on the GRM process – in terms of moving forward with the project whether people who are likely to be affected by the project in one way or	Responded that yes, the varying consultations are aimed at getting feedback from the different	None	

<p>another would have an opportunity to discuss possible interruptions or issues that they might have prior to them becoming a grievance, so that they can be considered and addressed if possible as opposed to waiting for a grievance to be reported.</p>	<p>stakeholders, including PAP and parties.</p>		
<p>GCIC - asked for confirmation that what is being spoken to is an initial awareness effort to sensitize people on the project.</p>	<p>Confirmed that was the case and reiterated that there will be consultations with various stakeholder groups including the fisherfolks etc.</p>	<p>None</p>	
<p>PS, Ministry of Tourism and Civil Aviation – Asked in Reference to the Slide on the Project Implementation Unit for the various Islands pertaining to the fact that it was mentioned that the OECS Commission is a key stakeholder in the project and they will be playing a major role; she referred to a recently held meeting with the OECS (on Monday) that sought to discuss the Project Implementation Unit of the various islands – Grenada, St Vincent and St Lucia to discuss that because apart from the PIUs for each island, there is an overarching body under the OECS Secretariat – a PIU there. So, the meeting with the OECS was basically to discuss the various PIU'S needs and whether what is being proposed is really what is needed and what would be required from the OECS Commission in going forward so that the PIUs are successful and are getting the most out of it. PS Stephen is asking if there will be discussions, if they are going to look at the PIUs in detail of if that is something that will be done internally among the three sectors that will be involved in the project to make a determination or if its something that is basically set in stone already or will they have an</p>	<p>In thanking the PS for her question, noted that while Environmental and Social Safeguards of the project was her purview, the National Focal Point may want to respond or they could revert to PS, Ministry of Tourism and Civil Aviation with a response subsequently.</p> <p>The National Focal Point suggested that there could be a bilateral with PS Ministry of Tourism and Civil Aviation as those matters were discussed earlier during the preparatory stages of the project and the expectations were stated then. However, they had the meeting and some of the participants were excluded during the scoping mission – however this will be discussed and then they will revert to the World Bank.</p>	<p>Focal Point to meet with PS</p>	<p>To Be Determined</p>

opportunity to make any adjustments to that going forward.			
PS, Ministry of Tourism and Civil Aviation – Further stated that the OECS is awaiting a response from the PIUs and stated that while she was at the meeting, the other sectors were not and suggested that there be an internal meeting with the three sectors and Focal Point to make some decisions and communicate so that they can ensure they are getting what it is desired out of it.	The Focal Point agreed, assuring that this will be done and thanked the PS.	Focal Point to meet with PS	To Be Determined

No feedback was received by phone or email consultations.

IV. Supporting Documents

List of stakeholders consulted. Contact information and details is in Table 1.

Table 1: Stakeholders consulted

Organization	Sector	Title	Method of Consultation
Ministry of Finance, Planning, Economic Development & Physical Development	Government/ Cross-sector (Project Execution)	Director Department of Economic and Technical Cooperation and UBEC Focal Point	Zoom meeting
Physical Planning Unit, Min. of Finance, Planning, Economic Development & Physical Development	Government/ Cross-sector	CEO	Email Consultation
Government Information Service	Government/ Cross-sector	Director of Information (Ag.)	
Ministry of Carriacou and Petite Martinique Affairs	Government/ Cross-sector	Permanent Secretary	Email and Telephone
Sustainable Development Council	Government/ Cross-sector		Email
Fisheries Division, Ministry of Climate Resilience, the Environment, Forestry, Fisheries & Disaster Management	Government/ Fisheries & Aquaculture	Chief Fisheries Officer (Ag.)	Email and in=person meeting
Ministry of Tourism and Civil Aviation	Government/ Tourism	Permanent Secretary	Zoom Meteing
Ministry of Trade, Industry, Co-Operatives & CARICOM Affairs	Government/ Tourism	Permanent Secretary	Email Consultation
Ministry of Health, Social Security & International Business, Environment Health Division	Government/ Waste	Permanent Secretary	Email and Telephone
Grenada Solid Waste Management Authority	Government/ Waste	General Manager	Email Consultation
National Water & Sewerage Authority (NAWASA)	Government/ Waste	General Manager	Email Consultation
Grenada National Training Agency (GNTA)	Civil Society/ Cross-sector	CEO	Email Consultation
Grenada National Trust (GNT)	Civil Society/ Cross-sector	President	Email Consultation

Gouyave Fishermen Coop. Society Ltd,	Civil Society/ Fisheries & Aquaculture	President	Telephone and Email Consultation
Southern Fishermen Association	Civil Society/ Fisheries & Aquaculture	Manager	Telephone and Email Consultation
Melville Street Fishermen Group,	Civil Society/ Fisheries & Aquaculture	President	Telephone and Email Consultation
Grenville FAD Fishermen Association	Civil Society/ Fisheries & Aquaculture	President	Telephone and Email Consultation
Carriacou Fisherfolk Organization	Civil Society/ Fisheries & Aquaculture	Executive Member	Telephone and Email Consultation
Grenada Chamber of Industry & Commerce (GCIC)	Private Sector/ Cross-Sector	Executive Director	Zoom Meeting
Grenada Hotel and Tourism Association (GHTA)	Private Sector/ Tourism	CEO	Zoom Meeting
GRENCODA	Civil Society/ Cross-Sector	Deputy General Secretary	Email and Telephone Consultation

Stakeholder Consultation Report
Saint Lucia

Government of Saint Lucia Department of Finance
National Integrated Planning and Programme Unit (NIPP)
Stakeholder Engagement Report 26th October 2021

The NIPP on behalf of the Government of Saint Lucia's Department of Finance was tasked with the overall coordination of stakeholder consultation efforts for the World Bank project 'Unleashing the Blue Economy in the Caribbean' (UBEC) Saint Lucia.

This document highlights the steps / actions taken by the NIPP following the conclusion of the WB UBEC Mission; in engaging stakeholders to inform them of the projects, activities, invite reviews of the Environmental & Social (E&S) Instruments proposed by the World Bank team.



Saint Lucia Stakeholder Register to date

Stakeholder	
ANBAGLO, Saint Lucia Dive Association	
Attorneys General's Chambers	
Anton's Charcoal and Agricultural Group	
Barbies Community Improvement Foundation (BCIF)	
Caribbean Youth Environment Network (CYEN) – Saint Lucia Chapter	
Denner South Constituency Council	
Department of Physical Planning (Ministry of Agriculture, Fisheries, Physical Planning, Natural Resources and Co-operatives, and Environment)	
Department of Sustainable Development	
Division of Maritime Affairs (Saint Lucia Air and Sea Ports Authority)	
Endless Summer Cruises, First4 Sail, Hackshaw's Boat Charters, Sea Spray Cruises, Sol Oasis, Saint Lucia Wave Riders, Jus' Sail, Carenage	
Fisheries Department (Ministry of Agriculture)	
Fishers' Cooperatives in Gros Islet, Castries, Anse la Rose/Connies, Soufrière, Chaudail, Labouie, Goodwill/View Fort, East Coast/Mount	
Government Information Service (GIS)	
Gros Islet Constituency Council	
Invest Saint Lucia	
Labouie-Augier Constituency Council, Labouie Development Foundation, Labouie Cooperative Credit Union	
Ministry of Economic Development, Housing, Urban Renewal, Transport and Civil Aviation	
Ministry of Finance, Economic Growth, Job Creation, External Affairs and Public Service	
Ministry of Health	
Ministry of Infrastructure, Ports, Energy and Labour	
Ministry of Tourism, Investment, Creative Industries, Culture and Information	
National Conservation Authority (NCA)	
National Emergency Management Organisation (NEMO)	
Office of the Prime Minister	
Saint Lucia Chamber of Commerce, Industry and Agriculture	
Saint Lucia Fishersfolk Cooperative Society	
Saint Lucia Hospitality and Tourism Association (SLHTA)	
Saint Lucia National Conservation Fund (SLUNCF)	
Saint Lucia National Trust (SLNT)	
Saint Lucia Solid Waste Management Authority (SLSWMA)	
Saint Lucia Tourism Authority (SLTA)	
St. Arthur Lewis Community College (SALCC)	
Soufrière Constituency Council, Soufrière Water Taxi Association	
Soufrière Marine Management Association (SMMA)	
Soufrière Regional Development Foundation	
St. Lucia Co-operative Credit Union League Ltd.	
Tropical Shopping St. Lucia Ltd.	
Ministry of Tourism, Investment, Creative Industries, Culture and Information	
Saint Lucia Tourism Authority (SLTA)	
Landings Saint Lucia	
Saint Lucia Hotel and Tourism Association	
Carnival Sailing	
First 4 Sail	
Hackshaws Chartered Tours	
Hackshaws Chartered Tours	
Saint Lucia Wave Riders	
Jus' Sail	

Engagement Activity Summary to Date

DATE	ACTION	NOTES
16 Sept. 21	Meeting with WB Senior Social Development Specialist on E&S Instruments	None
23 Sept. 21	Consultation plan provided to WB	N/A
23-28 Sept. 21	Saint Lucia Stakeholder Consultation Participants List compiled using Stakeholder Consultation Document Section 5.1	Project partner agencies were invited to assist in procuring updated phone number & email address for participants
1 Oct. 21	E&S Instruments and feedback forms and contact information provided to the general public via Department of Finance website	Available at: https://www.finance.gov.lc/programmes/view/132
5 Oct. 21	Mass email sent out to all stakeholders of compiled participants list	See Stakeholder Register for full list
1 – 12 Oct. 21	Stakeholder Consultation Participants contacted via phone to inform of need for feedback and alert them to the E&S documents shared.	None
12 Oct. 21	UBEC E&S documents & feedback forms & directions posted to Government of Saint Lucia website	Available at: http://www.govt.lc/news/unleashing-the-blue-economy-in-the-caribbean-ubec-project-draft-document-review
13 Oct. 21	Reminder email sent to all listed Stakeholder Participants on E&S Instruments provided for review & feedback,	None
14 Oct. 21	Zoom Meeting Link and Invitation to UBEC Saint Lucia General Stakeholder Consultation sent to all proposed participants	Meeting scheduled for 22 nd October 2021 at 10 am AST.
14 – 21 Oct. 21	Partner agencies reached out to additional stakeholders to inform of the E&S instruments and planned stakeholder consultation	As of 21.10.21 zero (0) reviews received from agencies / general public on published E&S Instruments
22 Oct. 21	Saint Lucia UBEC General Stakeholder Consultation #1	See Agenda and Minutes on the following pages

Consultation #1 Agenda

Unleashing the Blue Economy of the Caribbean (UBEC)

Stake Holders Consultation and Presentation

October 22nd, 2021

Time	Agenda
10:00 AM	Brief remarks - Deputy Director, Department of Finance
10:05 -10:10 AM	Brief Remarks from World Bank –Senior Social Development Specialist
10:10-10:40 AM	Presentation of Environmental and Social (S and E) Safeguard Instruments - UBEC Consultant
10:40 – 10:55 AM	Discussion on S and E Instruments
10:55 – 11:00 AM	BREAK
	PRESENTATION BY AGENCIES
11:00 – 11:15 AM	St. Lucia Solid Waste Management Authority
11:15-11:25 AM	<i>Discussion on Presentation</i>
11:25-11:40 AM	Department of Fisheries
11:40-11:50 AM	<i>Discussion on Presentation</i>
11:50 – 12:05 PM	Ministry of Tourism
12:05-12:15 PM	<i>Discussion on Presentation</i>
12:15-12:25 PM	Open Discussion
12:25-12:30 PM	Brief Recap of consultation
	END

UBEC Saint Lucia Consultation #1 Minutes

October 22nd 10:00am

(Recording can be viewed at

https://drive.google.com/file/d/16BnIkB3Gg1xskDdgiYfxNZyRj0_4wwRi/view?usp=sharing

Minutes:

Deputy Director, Department of Finance presented on:

- the major components of the UBEC project from the perspective of the Government of Saint Lucia;
- the cost breakdown of the regional project [USD56 million] and the total allocated costs for the OECS Secretariat, Grenada, Saint Lucia and Saint Vincent in the sums of 8, 15, 18 and 15 million respectively; and
- the rationale for having the PIU established under the Department of the Finance as well as a PIU at the OECS secretariat.

The World Bank's Senior Social Development Specialist explained:

- the importance of this dialogue and reiterated that it will not be the last throughout this project;
- the need to review the various E&S instruments at this time.

The UBEC Consultant presented:

- the project development objective (PDO);
- the four components under the project;
- the Environmental and Social Framework and the related instruments
 - o ESMF Environmental and social Management framework
 - o LMP Labour Management Procedures
 - o RPF Resettlement and Process Framework
 - o SEP Stakeholder Engagement Plan
- Grievance Redress Mechanism.

Stakeholder Feedback/ Notes

- 1) St Lucia National Conservation Fund: asked whether the existing documents could be modified at this stage, especially around the Labour guidance. The fisheries and agriculture sectors are highly un-regularized and may involve underage (under 18) persons who work or volunteer or assist their parents. Given this context, would the UBEC project grant any special room for addressing this situation?

World Bank Consultant: replied that this consultation allows for feedback that will be reflected on future versions. With regard to the under-age employment and as per by the LMP instrument, default is 18 and older, but it does acknowledge objections or special circumstances. An excerpt from the LMP was shared with meeting participants and read aloud by the Chair *"The minimum age of employment for the Project will be 18 years by default. Under no circumstances will a child under the age of 18 be employed or engaged in connection with the project in a manner that is likely to be hazardous¹⁴ or interfere with the child's education or*

¹⁴

be harmful to the child's health or physical, mental, spiritual, moral or social development" Further guidance to be found in the LMP Instrument.

2) Co-Chair of National Oceans Governance Team/ Director of Maritime Affairs: From a maritime perspective, whether the project would include marine pollution from ships around the MARPOL convention- solid, liquid, and air pollution. There is a bill (maritime pollution bill) currently before the Attorney General. Also in terms of the Labour conventions, Saint Lucia has already written to the ILO in acceding to the maritime Labour convention of 2006. This gives guidance on hiring seafarers on ships etc. Would this project look at this Maritime Labour Convention that Saint Lucia has sent to the ILO to be a member of. Would this project expand to other boaters/ boat operators, seafarers and not just fisher folks.

The chair outlined the significance of such a question regarding the difference between Land Based Sources of pollution (LBS) and Maritime sources which are seemingly not a primary focus at this stage of the project (conceptualization). He stated that one cannot delineated land based sources as they eventually make their way to the marine environment. This point made by the Maritime Director has to be documented and considered as the UBEC progresses in the areas of fisheries, solid waste/ waste management and Labour management procedures.

3) Saint Lucia Air and Sea Ports Authority Maritime Division; Ocean Governance was mentioned in the World Bank Consultant's presentation and we (Saint Lucia) have maritime boundaries/ agreements with Saint Vincent, Martinique and Barbados. These documents are critical to have on such a project. Also, the demarcation of costal zones in the north of the island is ongoing and can be added to some of those working documents.

The chair thanked the contributor for bringing this up and that existing agency documents would be important to refining the various project activities.

4) Co-Chair of National Oceans Governance Team/ Director of Maritime Affairs; In terms of the grievances, would the national laws take precedent over the mechanism discussed?

To this the Chair explained that the national laws are relevant and take precedent, the Grievance Redress Mechanisms are guidelines to undertake the project but if the grievance is far more serious, then local laws/ criminal code would have to be in effect.

Presentation – Saint Lucia Solid Waste Management Authority by the General Manager Ag.

5) Co-Chair of National Oceans Governance Team/ Director of Maritime Affairs; In terms of collection of waste from ships, there is a need for us to collect certain types of waste from ships, how would that affect the lifespan of the Deglos facility?

The General Manager Ag. explained that there will be little impact on the facility. The SLSWMA only accept certain types of waste from cruise ships- no hazardous waste is collected as Deglos does not have the facility to process hazardous waste. One of the intentions of the Waste Management Strategy under the UBEC is to better manage ship waste.

6) Co-Chair of National Oceans Governance Team/ Director of Maritime Affairs; There appears to be the resale of ship waste being sold to the general public by the market in Castries City. This is a concern by most nationals.

The General Manager Ag. stated that waste is a resource. The SLSWMA policy is that if an item can be reused, repurposed, then there is no benefit to bringing it to the landfill, such as metals. The authority can only manage waste that is destined to get to the landfill- there may be other chandlers involved on behalf of the maritime division, shipping agencies, and department of environmental health for example who may not haul ship-refuse to the landfill.

7) An Air and Seaports Authority (SLASPA) representative; Reference waste coming from ships, shouldn't that waste be segregated from locally generated waste? This is in the effort to prevent the spreading of invasive species.

The General Manager Ag. replied that all waste that comes from the cruise ships are deep buried underground to prevent contamination. The SLSWMA does not accept uncooked waste to prevent the same issues that were raised.

8) When does waste become a dutiable item? This is with regard to ship chandlers receiving and supplying to ships. Is Customs involved with the process in handing over ship waste to chandlers?

The General Manager Ag. replied that there is a process to receiving waste from ships. Ships must notify the SLSWMA at least 24 hrs. before to be considered. Approvals are given on the condition that Deglos can handle the waste. The manifest would indicate items that are not bound for the landfill and therefore would require customs intervention.

9) Director of Ports; Cruise is the main business in the harbor and the very first impression is a port with plastic bottles. With the waste coming from communities in Castries and settling in the Castries harbor at La Salopwi, Banannes Bay, hoping that this project will deal with this as well as the flooding issues associated with such.

To this, the General Manager Ag. said that there is an ongoing project through the OECS (reduction in marine litter [REMLI]) that's will deal with this, however it will take more and persons attitudes and behaviors have to change to achieve this.

Presentation – Department of Fisheries by Fisheries Biologist

10) Saint Lucia National trust; mentioned about the demarcation of marine environment and questioned whether the department of fisheries looked at standardizing the demarcation areas around the island. She stated that the SMMA manages the World Heritage sites which is different from what the department is doing. The department of fisheries may want to consider this standardization initiative. Under the Caribbean Challenge Initiative, we [Saint Lucia] was supposed to demarcate at least 20% of marine areas. The Department of Fishers may want to consider looking at what was done for the PMA in moving forward so that stakeholders will better

manage marine spaces. In essence what was done for the SMMA is different than that of the PMA, the latter having a much wider project boundary.

- 11)** A representative of the National Community Foundation (NCF) and Hotel & Tourism Association (SLHTA) confirms via the chatroom that she can provide more information on the Caribbean Challenge Initiative. Perhaps an invitation to the Department of Fisheries to liaise with her to ensure that the UBEC is aligned with existing programs.
- 12)** A SLASPA representative asked whether the UBEC considers small commercial vessels as part of the project initiatives?

Department of Fisheries representative responded that at present, the project has not considered that but it is still possible as the project scope is not finalized- it could be part of the design.

- 13)** Dive Fair Helen; Previous contributions were vague on the extent of public awareness and education and of course its importance cannot be over emphasized. The extent of this component has not yet been fully appreciated. Perhaps some further discourse on this aspect is needed. Moreover, it could just on the part of the presenters not being able to highlight the importance of the outreach.

To this, World Bank's Senior Social Development Specialist explained the stakeholder engagement plan and how people can be made aware of the actions of the project. This aspect is not only to socialize but also to receive feedback at certain key points of the project implementation. This meeting for example, is part of this plan and there was also early disclosure of the 4 E&S instruments. It is recommended to get more detail from the stakeholder engagement plan which is posted on the government's website.

- 14)** Water Resource Management Agency: being out there in the field (inland to the coast) there and practice is on land and it eventually ends up on the coast. It is important to go through small knit community groups such as environmental groups and run that program through them. Example, in the Praslin community, there are many football clubs, and sports clubs that have interest in their environment instead of bring in outside consultants. The message will get across much faster when small community groups are used.

Presentation – Department of Tourism by Director of Product Development

- 15)** Dive Fair Helen; There seems to be heavy emphasis on infrastructure investment. I am not getting from the presenter an interaction with stakeholders. There seems to be a disconnect between for example hotels who are focused on their product. There is difficulty with the guys on the ground to benefit from the industry especially in the Marigot Bay area. We are shooting ourselves in the foot if we are not reaching out directly to those stakeholders who at present are marginalized.

Ministry of Tourism recalled that Dive Fire Helen aired the same concerns around the dive sector which was responded. There is really much more to be done and the conversation does not stop here with this consultation. The concerned are well noted and the benefits to the dive sector are something that are open for consideration as well consensus across all stakeholders island wide.

16) Strategic action plans for the various sectors that deal with Climate change. In particular, these actions can be married into the UBEC project activities. There are very well conceptualized adaptation planning activities around the various sectors, including water, wastewater etc. A good exercise could be to look at the already widely consulted adaptation plans and incorporate them into these UBEC project.

17) World Bank's Senior Social Development Specialist reminded everyone that this is just the beginning of a process between the Government of Saint Lucia and the World Bank. This means that there are many more opportunities to share ideas, concerns or solutions. Those can be shared via email, there is a website link to the documents. The current stage of the project was also explained beginning with this dialogue. The preparation of the project must go through various stages and then must be approved. After which implementation will begin.

The chair explained the various modes that feedback can be send / received including directly to the department of Fisheries, Tourism, Solid Waste Management Authority or directly to the NIPP of the Department of Finance via email or phone call.

Meeting adjourned at approx. 12:35pm

Stakeholder Consultation Report
Saint Vincent and the Grenadines

UBEC World Bank Project

Stakeholders Engagement Report

by

Ministry of Tourism, Civil Aviation, Sustainable Development and Culture

St. Vincent and the Grenadines

19th October, 2021

This report details information from the first community stakeholders' consultation of the UBEC World Bank project. The consultation was facilitated to engage community stakeholders on the north western side of St. Vincent. Below listed were the objectives of the consultation:

- 1) To provide information of the proposed project to stakeholders
- 2) To seek inputs from the stakeholders on the project design and the environmental and social safeguard tools

The consultation was held virtually on the Zoom platform and consisted of a:

- 1) PowerPoint Presentation by the Tourism Planner provided an overview of the projects and the proposed activities. Furthermore, the Environmental and Social Safeguard Specialist of the Ministry of Tourism, Civil Aviation, Sustainable Development and Culture, St. Vincent and the Grenadines presented on the environmental of social safeguards requirements for project.

Subsequently, stakeholders were given the opportunity to provide feedback(s) related to the overview of the project and the project activities.

I. Description of the Stakeholder Engagement Activity

- Stakeholders including the direct and indirect project beneficiaries throughout the communities of the north western coast and various governmental partners in civil society participated in the consultation. The virtual consultation zoom meeting was held on October 19, 2021 at 1:00 pm. Listed in the below table are the stakeholders that were present at the virtual consultation:

POSITION	ORGANIZATION
Permanent Secretary (PS), Chairperson	Ministry of Tourism, Civil Aviation, Sustainable Development and Culture
Tourism Planner	Ministry of Tourism
Product Development Officer	Ministry of Tourism
Administrative Officer II	Ministry of Tourism
Communications Manager	Ministry of Tourism
Minister's Secretary	Ministry of Tourism
Administrative Officer I	Ministry of Tourism
Marketing Officer	SVG Tourism Authority
Park Ranger	National Parks Beaches and Rivers Authority (NPRBA)
Superintendent	National Parks Beaches and Rivers Authority (NPRBA)
Environmental and Social Safeguard Specialist	Sustainable Development
Stakeholder Rep.	Generation X
Stakeholder Rep.	Rose Bank Development
Stakeholder Rep.	Chateaubelair Town Board
Stakeholder Rep.	Chateaubelair Town Board
Stakeholder Rep.	Rose Hall Cultural Organisation
Stakeholder Rep.	Generation X
Stakeholder Rep.	World Bank Representative
Stakeholder Rep.	Barrouallie Tourism Heritage Organisation
Stakeholder Rep.	Barrouallie Tourism Heritage Organisation

II. Feedback Received from Stakeholders and Project Team's Response

Matters Arising	Discussion/Feedback
1. Blue Economy	<p><input type="checkbox"/> The Permanent Secretary of the Ministry of Tourism, Civil Aviation, Sustainable Development and Culture presented a synopsis of the value and importance of the Blue Economy to St. Vincent and the Grenadines.</p>
2. SVG UBEC Overview and Project Activities	<p><input type="checkbox"/> A presentation was done by the Tourism Planner at the Ministry of Tourism to highlight the four components associated with the project. In addition, the presenter provided a description of the proposed activities for the North West coast of St. Vincent. The presentation was concise and the stakeholders were very receptive.</p>

3. Environmental and Social Safeguard	<p><input type="checkbox"/> Environmental and Social Safeguard Specialist in the Sustainable Development Unit presentation focused on the various environmental and social aspects of the project and how it seeks to protect stakeholders who are affected by the project. Stakeholders were pleased with the thorough presentation.</p>
4. Stakeholders Responses	<p><input type="checkbox"/> The stakeholders expressed appreciation for the UBEC project initiatives and welcomed the proposed plans and programmes that will be executed under the project. (For example, the development of Ecological Management Plans and the implementation of a costal and marine youth engagement programme).</p> <p><input type="checkbox"/> The stakeholders also emphasised that they are looking forward to working along with and supporting the Ministry on the project.</p> <p><input type="checkbox"/> The Stakeholders are anticipating the commencement of the activities and are hopeful that the project will be very beneficial and sustainable to the communities and the persons involved.</p> <p><input type="checkbox"/> Some of the activities that stood out to the stakeholders were:</p> <ul style="list-style-type: none"> ○ Infrastructure investments: - preferably, the construction of a Marine Recreation and Education Centre at Richmond Beach and the Reconstruction of the Troumaca Bay Jetty. ○ Build Capacity within Government and tourism businesses in line with international standards: - especially the Marine Tour Operator Standard, Product Development Training in the production of local foods with specified focus on enhancing community tourism; and Training in Product marketing strategies and tour packages.



FISHERIES DIVISION



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Unleashing the Blue Economy in the Caribbean (UBBEC) Consultation Meeting for Fisheries Division

Meeting Minutes

Date: 19th September, 2021

Time: 9:30 am -12pm

Location: Virtual meeting on Zoom platform

I. Call to Order

The meeting was called to order at 9:30 a.m however, due to technical difficulties didn't commence until 10:13 a.m.

II. Roll Call

Stakeholders in Attendance:

- Fisheries Division
- St. Vincent and the Grenadines Coast Guard
- Bureau of Standards
- Co-operative Division
- Public Health
- Environmental Health
- St. Vincent and the Grenadines Maritime Administration
- Barrouallie Fisheries Development Co-operative
- Dive St. Vincent
- Sustainable Development Unit
- SVG FAD Fishers Co-operative
- Sustainable Grenadines Inc.
- National Park, Rivers and Beaches Authority
- SVG Hotel and Tourism Association
- Tobago Cays Marine Park
- Caribbean Regional Fisheries Mechanism (CRFM)
- National Fisher-folk Organization
- Serenity Dive
- Goodwill Fisherman's Co-operative Society
- William Dabreo (Calliaqua Fisherman)

III. Absentees

- Ministry of Tourism, Civil Aviation and Sustainable Development
- Solid Waste Management Unit

IV. Introductory Activities

The meeting was called to order at 9:30 a.m however at 10:13 a.m the introductory activities began due to technical issues with a faulty computer (audio issues) and transfer of hostship. The Prayer was led by a representative of Barrouallie Fisheries Development Co-operative. The agenda was read by a Fisheries Officer, who then led the introduction of participants. The Chief Fisheries Officer gave the opening remarks followed by a brief overview of the project by a Fisheries Officer including the involvement of Solid Waste Management Unit and Ministry of Tourism, Civil Aviation, Sustainable Development and Culture but stated that the meeting would be specific to the Fisheries Division proposed activities for the 'Unleashing the Blue Economy of the Caribbean (UBEC)' project.

V. Discussion of Proposed Activities

- The first presentation was completed by a Fisheries Officer of the Quality Assurance and Product Development Unit, who addressed Subcomponent 1.2 Activity 1 and 2, and Subcomponent 2.2 Activity 1 and 2. The presenter proposed that data gathering through consultation work and stakeholder meetings is required to develop an action plan on phytosanitary standards for vessels and infrastructure to stimulate the export market. The presenter further proposed that training and workshops be held to increase the capacity building of fishers and other workers to meet phytosanitary standards and improve fish quality. The presenter's response to increasing the value of fish and fisheries products in the pre-harvest stage to increase economic value and meet phytosanitary standards is training alongside the installation of iceboxes and retrofitting of the open boats to have coverings. While, the value of fish and fisheries products in the post-harvest stage can be increased through upgrades of all fisheries centres, existing cold storage and ice-making equipment, and desalination plants alongside installations of more desalination plants, and solar panels (to reduce energy cost), and a processing plant in Canouan. The feedback received was mostly adherent however, it was proposed to expand training to stakeholders and give assistance to fishermen.
- The second presentation was done by a Fisheries Officer of the Extension Unit, who addressed Subcomponent 2.2 Activity 2 and 4. The presenter responded similarly to the previous presenter to increase the value of fish and fisheries products in the post-harvest stage. In addition, the presenter proposed an upgrade on all fisheries centres (with more emphasis on Owia, Kingstown, Bequia, Canouan, Union Island and Calliaqua) alongside installations of more desalination plants and a new processing facility in Clare Valley. The presenter also proposed through Activity 4 that four (4) Underwater Fish Aggregating Devices (FADs) be deployed offshore. The benefits include the reduction of pressure on the inshore pelagic fishery, improved local food security, sustainable management of fisheries resources, promoted community-based management, increased productivity and viability for the livelihoods of fishermen. The feedback received was disappointment by a representative of the Barrouallie Fisheries Development Co-operative in that the Barrouallie Fisheries Center would not be emphasized, as well. Concerns on the durability of the FADs system was raised but was reassured by mention of the creation of FADs with a more dependable design and durable materials.
- The third presentation was done by a Fisheries Officer of the High Seas Unit addressed Subcomponent 1.2 Activity 3. The presenter was tasked to strengthen policies and the capacity for Monitoring, Control and Surveillance of Illegal, Unreported and Unregulated (IUU) fishing. This includes the implementation of data management systems for licensing, registration and production values for

better management of fisheries stocks. The presenter proposed that Collecte Localisation Satellites (CLS) devices be placed on 200 small scale fishing vessels. Whereby the benefits include: accountability, traceability, catch reports, messaging, improve safety and weather alerts and navigation with mapping. Concerns were raised about theft and tampering however the presenter reassures that these devices can be tracked and, are durable and tamper-proof.

- The fourth presentation was done by a Fisheries Officer of the Biology and Research Unit, who addressed Subcomponent 1.2 Activity 4 and 6. The presenter presented to the stakeholders two (2) options to strengthen the protected areas with the inclusion of contribution of the surrounding communities to aid in its conservation and management. The presenter proposed co-management with fisher-folks, divers, community groups, non-governmental organisations (NGOs) and other stakeholders in assisting to educate and enforce Fisheries and Marine Conservation Regulations in all Marine Conservation Areas. The second option was a partnership with COASTFISH. COATFISH is a project funded by the Japanese Government whereby research, monitoring, resource management, resource enhancement and restoration of coastal ecosystems would be conducted specifically in the South-Coast Marine Conservation Area. The feedback received was from the Director of Sustainable Development Unit, suggesting a combination of both projects by expanding COASTFISH to all marine conservation areas. However, this suggestion was refused, due to hefty workload often leading to unsatisfactory and insufficient results. The presenter also presented analytical work on six (6) management rules that assess the target species rights, pre-conditions and potential for a higher-end market. The species to be targeted is Spiny Lobster, Queen Conch, Mackerel Scad, Bigeye Scad and Yellowfin Tuna. There was no additional feedback on the presentation.
- The final presentation was conducted by a Senior Fisheries Officer, who addressed Sub-component 2.2 Activity 3. The presenter alluded to the fact that aquaculture has great potential as it is thriving in larger more developed Caribbean countries however smaller Caribbean islands have not been investing as much. The presenter proposed three (3) target areas for aquaculture; Seamoss, Conch and Lobster whereby the aquaculture of Conch and Lobster have high export potential. The presenter projected a sustainable marine aquaculture development through pilot activities for both lobster and conch grow-out systems, and expansion and regulation of the Seamoss Mariculture Industry. The feedback received was adherent.
-

VI. Concluding Activities

The meeting ended with the closing remarks by the Chief Fisheries Officer.

VII. Adjournment

The meeting adjourned at 12:37 pm.

UNLEASHING THE BLUE ECONOMY IN THE CARIBBEAN (UBEC) PROJECT

ST. VINCENT AND THE GRENADINES

SOLID WASTE SECTOR PRORITY ACTIVITIES CONSULTATION BRIEF

By: Central Water and Sewerage Authority/Solid Waste Management Unit (CWSA/SWMU)

October 19, 2021

1.0 Introduction

It was agreed that some consultations will be conducted by each participating sector as part of the submission for final approval of the activities proposed by SVG under the UBEC project. As such, the SWMU participated in several consultation exercises aimed at information sharing and soliciting feedback about the proposed Solid Waste Management Sector priority activities to be implemented during the first phase of the project. It is also understood that consultation is an ongoing activity that will take place throughout the life of the project. Section 2.0 of this brief summarizes the main consultation activities conducted thus far.

2.0 Consultation Activities

2.1 Consultation with Implementing Agencies hosted by Ministry of Tourism (October 13th 2021)

The Ministry of Tourism, the lead implementing agency for the local component of the UBEC project, hosted a meeting with key stakeholders on October 13th, 2021 where activities for each sector were presented. The purpose of this consultation was to solicit feedback on the activities, to explore interlinkages and to ensure that the total combined budget was within the allotment of USD 15 million for the implementation of Phase 1 in St. Vincent and the Grenadines.

One of the issues raised was that the combined budgets for each sector's priority activities may exceed the allotted sum for the country. As such, there is a need to properly review and possibly reprioritize activities so that each sector (Tourism, Fisheries and Solid Waste Management) can implement a sufficient number of its priority activities to achieve the overall objective of the UBEC project

[The minutes of this meeting can be attached which contain the list of attendees and their designations, the matters raised and the steps taken to address any concerns.]

2.2 CWSA Management Consultation (October 18th, 2021)

The SWMU is a department within the Central Water and Sewerage Authority (CWSA) that is responsible for solid waste management operations. The CWSA also has responsibility for potable water treatment and distribution, sewerage management and water resource management. A consultation was therefore held with the management team of the CWSA to inform of background and current status of the UBEC project, to discuss the specific activities proposed for the SWM sector UBEC and to obtain any comments that would further enhance the effectiveness of the programme.

Meeting Attendees were as follows:

- General Manager
- Engineering Manager with responsibility for water and sewage operations
- Acting Financial Controller

- Public Relations and Marketing Manager
- Human Resources Manager
- Customer Care Manager
- Information Technology Manager
- Internal Auditor
- Administrative Officer
- Solid Waste Manager

The pertinent issues raised from this consultation were:

1. There was a concern about the local institutional capacity to effectively implement the components of the project within the specified time frame. The response to this concern was that the project contains funding to establish PIU within the Ministry of Tourism with the requisite staff to assist with implementation.
2. It was raised that there should be more consideration to address waste water pollution prevention interventions specifically from hospitality infrastructure established in coastal areas. It was explained that there are some interventions under the Tourism sector's list of priority activities and that there is also scope to include more waste water interventions in Phases 2 and 3 of the programme.

2.3 Future Consultations

2.3.1 CWSA's Board of Directors (October 25th 2021)

The CWSA's Board comprises stakeholders from central government agencies, the private sector and civil society. There is a scheduled meeting of the Board on October 25th 2021 where the overall plan for the implementation of phase 1 of the UBEC project along with the SWM sector priority activities will be presented for feedback.

2.3.2 Other Consultations

The proposal to update the 2003 solid waste management plan, which is highly consultative in nature, is given an implementation priority and may result in adjustments to some of the proposed interventions once completed. For example, the World Bank mission of September 2021 has indicated that the proposed infrastructure investment in the closure of the landfill on Union Island and the development of a new waste disposal solution for the island will be reviewed in light of the recommendations of the updated SWM plan. Therefore, public consultations with regard to this activity will be done as part of the preparation of the SWM plan.

Resources

World Bank. 2018. Guidance Note for Borrowers. ESS10: Stakeholder Engagement and Information Disclosure.

<http://documents1.worldbank.org/curated/en/476161530217390609/ESF-Guidance-Note-10-Stakeholder-Engagement-and-Information-Disclosure-English.pdf>

World Bank. Technical Note. “Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing Involving Civil Works”.

<http://pubdocs.worldbank.org/en/632511583165318586/ESF-GPN-SEASH-in-major-civil-works.pdf>

World Bank. 2016. “Directive: Addressing Risks and Impacts on Disadvantaged or Vulnerable Individuals or Groups.

<https://policies.worldbank.org/en/policies/all/ppfdetail/e5562765-a553-4ea0-b787-7e1e775f29d5>

World Bank. ND. Grievance Redress Mechanisms (GRM) Frequently Asked Questions.

<https://thedocs.worldbank.org/en/doc/773821410447867339-0290022014/render/GrievancedressmechanismFA>