

(DRAFT)

Stakeholder Engagement Plan (SEP)

(The SEP will be updated within sixty (60) days after Project effectiveness)

**Barbados – Beryl Emergency Response and Recovery Project
(P507190)**

DRAFT

September 2024

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Abbreviations

BGLAD	Barbados Gays & Lesbians Against Discrimination
BECT	Barbados Environmental Conservation Trust
BESF	Barbados Environmental Sustainability Fund
BHTA	Barbados Hotel and Tourism Association
BMA	Barbados Manufacturers' Association
CERC	Contingent Emergency Response Component
CSOs	Civil Society Organizations
DEM	Department of Emergency Management
E&S	Environmental and Social
EOC	Emergency Operations Centre
ESCP	Environmental and Social Commitment Plan
GC	Grievance Committee
GM	Grievance Mechanism
LGBTI	Lesbian, Gay, Bisexual, Transgender, Intersex
M&E	Monitoring and Evaluation
MFEI	Ministry of Finance, Economic Affairs, and Investment
NGOs	Non-Governmental Organizations
NOW	National Organization of Women
PAI	Project Area of Influence
PECU	Project Execution and Coordinating Unit
PIU	Public Investment Unit
PPDO	Proposed Project Development Objective
SEP	Stakeholder Engagement Plan
SEA/SH	Sexual Exploitation and Abuse/Harassment
SMS	Short Message Service
UN	United Nations
UNDP	United Nations Development Program
UNFPA	United Nations Population Fund
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
WB	World Bank

1. Introduction/Project Description:

Between July 1 and 4, 2024, Hurricane Beryl, the most powerful Atlantic hurricane on record for the month of June, struck several Caribbean nations, including Barbados. On July 1, 2024, Beryl, then a Category 4 hurricane, inflicted severe damage along Barbados's south coast, notably at the Bridgetown marina, and severely impacted the fishing industry, with more than 200 vessels damaged or lost—90 percent of which were uninsured. The hurricane disrupted the accessibility, availability, quality, and utilization of goods and services, particularly in the fishing markets, leading to potential long-term economic challenges. Additionally, the tourism sector suffered considerable setbacks, with 73 percent of hotels, apartments, and guest houses sustaining varying degrees of damage. The housing sector was not spared, with reports of damage to 40 houses, further exacerbating the hurricane's toll on the community.

The proposed Project Development Objective (PDO) is to support Barbados' recovery efforts from the impacts of Beryl and to promote resilient reconstruction. To achieve its objectives, the following project components are envisaged:

Component 1: Immediate Recovery from Hurricane Beryl, which includes the **recovery of the Fisheries Sector** (providing assistance for the repair and replacement of fishing vessels, along with the rehabilitation of the marina and coastal protection measures,) **Repair and Rehabilitation of the Port** (it involves immediate debris clearance and small civil engineering works to ensure the structural integrity of port facilities, including the rehabilitation of the breakwater and other eligible facilities,) and **Coastal Protection and Rehabilitation of Landing Facilities for Fisherfolk** (encompasses the rehabilitation of fishers' landing facilities, the implementation of coastal protection measures, and the reinforcement of coastal defenses for roads, as well as the rehabilitation of beach areas.)

Component 2: Strengthening Resilience for Future Events, which aims at **strengthening the National Emergency Management System (NEMS)**, to include the improvement of the Information Management System of the Department of Emergency Management; support for implementing recommendations from the just concluded National Disaster Preparedness Baseline Assessment and the ongoing Comprehensive Disaster Management Audit ; ~~Development of engineering and functional designs for a new National Emergency Operations Centre (NEOC);~~ Review and update of the National Emergency Shelter Strategy and the development of associated Management and Operational Guidelines; Resource enhancement and Capacity building at the community level to enhance preparedness and response capacity;) and **implementing Technical Assistance for the Port and Fisheries Infrastructure Resilience (Studies for the Port and Fisheries Infrastructure Resilience.)**

Component 3: Contingent Emergency Response Component (CERC)

Component 4: Project management, including hiring of experts/consultants on procurement, financial management, environmental and social specialist, monitoring and evaluation, and communication, as well as audits and other incremental operating costs per WB regulations.

2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can

raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

3. Stakeholder Identification and Analysis

Stakeholder identification for the project was initiated during Project preparation and will be further developed as the project activities are further defined.

3.1 Methodology

To meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach*: Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback*: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity*: Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, **poor fishers**, women, Youth, the elderly, persons with disabilities, among others.

3.2. Affected Parties and Other Interested Parties i

The project stakeholders are categorized into two main groups: 'Project-Affected Parties,' who are directly impacted by the project's execution, and 'Other Interested Parties,' who have an interest in the project for various reasons. Detailed descriptions and examples of these stakeholders are presented in the table below.

3.2. Affected Parties and Other Interested Parties.

The project stakeholders are categorized into two main groups: 'Project-Affected Parties,' who are directly impacted by the project's execution, and 'Other Interested Parties. Detailed descriptions and examples of these stakeholders are presented in the table below.

Identification of stakeholders	Description	Rationale/interest
C (A)	C (B)	C (C)
Affected parties: Persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project	Poor households, including fishers.	Refers to those who may be more likely to be adversely affected by the project impacts (For example, fishers who lost their boats and women involved in the fishing value
	Single female headed households who participate in the fishery chain value and live in poverty when compared with other households.	

<p>and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.</p>	<p>Persons with disability – see the description under section 3.3 below.</p>	<p>chain who lost income due to the interruption of economic activity) and/or more limited than others in their ability to take advantage of a project’s benefits. They are also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so.</p>
<p>Other interested parties: Individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.</p>	<p>• NGOs and Civil Society Groups (for example: Barbados council for disabled, National Organisation of Women (NOW) Barbados; the Business and Professional Women's Club of Barbados; Barbados Gays & Lesbians Against Discrimination (BGLAD,) Barbados Youth Development Council, Barbados Environmental Conservation Trust (BECT), Barbados Environmental Sustainability Fund (BESF), Small Business Association of Barbados, Barbados Manufacturers’ Association (BMA), Barbados Hotel and Tourism Association (BHTA), etc.</p> <p>Academia: University of the West Indies Cave Hill Campus, American University of Barbados, Ross University School of Medicine, Victoria University of Barbados, Bridgetown International University, Barbados Community College, Sammuel Jackman Prescod Institute of technology, etc.</p> <p>Government ministries: Ministry of Finance, Economic Affairs, and Investment (MFEI); Ministry of Environment and National Beautification, Green and Blue</p>	<p>Other interested parties may have interest and/or concerns about the objectives and outcomes of the project, including how they could be able to collaborate and contribute with the implementation of projects activities and with outcomes. Their participation in consultations allows them to express their concerns and provide feedback on how the project aligns with their interests and the broader public interest.</p>

	<p>Economy-Coastal Zone Management Unit and Fishery division; Ministry of Tourism and International Transport; Ministry of Labour, Social Security and Third Sector; Planning and Development Department; Department of Emergency Management (DEM). Etc.</p>	
	<ul style="list-style-type: none"> Consulting representatives from: counties, municipalities (cities and town), and special districts, especially those affected by hurricane Beryl. 	
	<ul style="list-style-type: none"> Businesses and their organizations: Caribbean Tourism Organization, Export Barbados; Integrated Sustainability; Financial Intermediary (FI) <ul style="list-style-type: none"> The Barbados Workers' Union Barbados consumer Empowerment Network. Fair trading commission The Media: Local radio and TV stations operating in Barbados 	

3.3. Disadvantaged/Vulnerable Individuals or Groupsⁱⁱ

Within the context of the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

- **Poor households/fishers**, especially those whose vessels are not covered by insurance as they may be disproportionately impacted by the destruction brought about by the hurricane or future severe weather events. The Project will prioritize the most vulnerable through the implementation of selection criteria to be defined in the Project Operations Manual.
- **Elderly people:** Among Caribbean Countries, Barbados now has one of the highest proportions of older persons¹, with 17 percent of the population aged 55 and over and nearly 11 percent having reached or sur-passed age 65. Elderly people are considered a vulnerable group because they often

¹ <https://www.census.gov/library/publications/1989/demo/aging-bb.html#:~:text=Among%20developing%20countries%2C%20Barbados%20now,reached%20or%20surpassed%20age%2065>

face specific challenges that can affect their well-being and ability to benefit from development projects. These challenges include, but are not limited to, potential physical frailty, social isolation, economic insecurity, etc. Additionally, elderly individuals may have reduced mobility or cognitive function, making it harder for them to adapt to changes and advocate for their needs. Recognizing these vulnerabilities, the Project will aim to ensure that the needs of elderly people are considered in project planning and implementation to prevent exacerbation of their vulnerability and to promote inclusive benefits from development efforts.

- **Persons with disabilities and their caretakers:** Most recent estimations² for Barbados approximate the number of persons with disabilities at around 20,000. Persons with disabilities may face barriers to accessing physical environments, services, and information, which can limit their participation in society and the economy. Disabilities can also lead to social exclusion and discrimination, reducing opportunities for education, employment, and social interaction. Furthermore, persons with disabilities might have additional health care needs and may require specialized services or support.
- **Women-headed households:** 75% of all vulnerable families are female-headed households. In Barbados³, the proportion of female-headed households is high at 44%; such households tend to be less able to confront climate change as they are more likely to be poor households. Poor rural households are also most affected by climate-related risks and spend much more of their total household expenditures on risk reduction than other households.
- **Sexual and gender minorities:** In December 2022, the Barbados High Court made a landmark oral ruling to decriminalize consensual same-sex relations. Despite this progress, pervasive prejudice and discrimination based on gender identity and expression, as well as sexual orientation, persist⁴. These societal challenges can lead to the discrimination and exclusion of sexual and gender minorities from various development processes.
- **Youth:** in 2016, youth (aged 15-24) made up 13.5% of Barbados' population. That same year, 26% of youth were unemployed and 29% were not in education, employment, or training (NEET). Male youth had a higher NEET rate at 32% than females (26%). In 2022, the youth unemployment rate was estimated to be 24.5%, with higher rates of unemployment among male youth (27.7%) than female youth (20.8%) (UN Women, 2023).

Recognizing the challenges for vulnerable groups (for example, based on their economic status (e.g. informal workers), or their geographical location (e.g. coastal communities)), the Project will prioritize their inclusion in the stakeholder engagement process, ensuring their voices are heard and considered during the planning and decision-making stages of initiatives that may impact their lives. The Project will identify representative organizations and leaders for vulnerable groups to partner with in stakeholder engagement. These partnerships will be defined in the Stakeholder Engagement Plan (SEP), which is to be finalized after the project becomes effective, consistent with the timeframe of the Environmental and Social Commitment Plan (ESCP). As deemed necessary, vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means.

Section 4.2.2 of this SEP, titled 'Methodology of Communication,' highlights the engagement methods to be used when interacting with vulnerable groups.

² https://www.ohchr.org/sites/default/files/lib/docs/HRBodies/UPR/Documents/Session15/BB/UNCT_UPR_BRB_S15_UNCT%28UNDP%2CUNFPA%2CUN_Womwen%29_E.pdf

³ [20231208_gender_inequality_cc_drr_barbadosf.pdf \(unwomen.org\)](https://www.unwomen.org/en/digital-library/publications/2023/12/20231208_gender_inequality_cc_drr_barbadosf.pdf)

⁴ [undp_barbados_lgbti_survey_report_1.pdf](https://www.undp.org/publications/undp-barbados-lgbti-survey-report-1)

4. Stakeholder Engagement Program

4.1. Summary of Stakeholder Engagement in Project Preparation

During project preparation, the following public consultation meetings were conducted:

The Government of Barbados reported that after the impact of Hurricane Beryl on Barbados, between July 7 and July 31, four consultation events took place involving more than 200 stakeholders, including poor fishers, women participating in the fishery value chain, youth, among others. These consultations informed the formulation of the Project, especially for Component 1: Immediate Recovery..., and specifically for Sub-Component 1.1: Recovery of the Affected Sectors; Sub-Component 1.2: Climate Resilient Coastal Protection; Sub-Component 1.3: Repair and Rehabilitation of Bridgetown, among others. An additional consultation took place on Tuesday, October 8, 2024, involving fisher communities, women, and youth. The results of following consultations will be reflected in the updated Stakeholder Engagement Plan (SEP) and within the timeframe of the Environmental and Social Commitment Plan (ESCP).

The environmental and social reports and plans are being disclosed through <https://www.fisheries.gov.bb>. Feedback received during consultations are being considered in the design of the project and for the subcomponents mentioned above. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan is provided in Annex table 1.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

4.2.1 Description of Engagement Methods

Various methods of engagement will be employed as part of the project's interaction with the stakeholders, to ensure that different stakeholder groups are successfully reached and are involved in project design. Stakeholder consultation will be undertaken throughout the life cycle of the project, they will be accessible to all and will be accompanied by the timely provision of relevant and understandable information. To fulfil this requirement, a range of consultation methods are applied that specifically focus on this approach.

Information that is communicated in advance of public consultations primarily includes an announcement thereof in the public media –national, and the distribution of invitations and full details of the forthcoming meeting well in advance; it may also include the agenda. The information will be widely available, readily accessible, and clearly outlined, to ensure that it reaches all areas and segments of the target community.

4.2.2 Advance public notification of an upcoming consultation will be made available.

- Via publicly accessible locations and channels. The primary means of notification may include mass media and the dissemination of flyers/posters in public places. The project will keep proof of the publication (e.g. a copy of the newspaper announcement) for the accountability and reporting purposes.
- Targeted invitations to identified stakeholders can be an option once stakeholder contact information (telephone or email) is available; and
- .

i) Methodology of communication

- Consideration for literacy levels, persons with disabilities and any other aspects, particularly related to vulnerable groups. To the extent possible, the project will seek to ensure that consultation venues are physically accessible to persons with disabilities. This includes providing ramps, accessible restrooms, and ensuring that meeting rooms are navigable for individuals using wheelchairs or other mobility aids
- Oral communication is most effective via radio or television and making direct calls (in case fixed-line or mobile phone communication is available).
- Provide a safe space when consulting with LGBTI people are groups.
- Selected day and time for project updates and
- Select a communication liaison officer who provides all relevant details, including date, time, location/venue and contact persons.

ii) Grievance / project concerns /suggestions/comments

- Provide a box at project sign board to receive all grievances. This can be used by any member of the affected community and general public to provide their written feedback on the contents of the presented materials.
- Provide a register to note all grievance and suggestions – transferred to an excel file.
- Where necessary, a community liaison officer should be made available to receive and record any verbal feedback in case some stakeholders experience a difficulty with providing comments in the written form.
- Grievances can also be received via telephone, or email (see section on Grievance Redress)

iii) Beneficiary feedback

At the end of the public meeting, provide evaluation forms to participants. The objective is to capture individual feedback from persons who may have refrained from expressing their views or concerns in public. Questions provided in the evaluation form may cover the following aspects:

- Participant's name and affiliation (these items are not mandatory if the participant prefers to keep the form confidential).
- How did they learn about the Project and the consultation meeting?
- Are they generally in favour of the Project?
- What are their main concerns or expectations/hopes associated with the Project or the activity discussed at the meeting?
- Do they think the Project will bring some advantages to their community?
- Is there anything in the Project and its design solutions that they would like to change or improve?
- Do they think that the consultation meeting has been useful in understanding the specific activities of the Project, as well as associated impacts and mitigation measures?
- What aspects of the meeting they particularly appreciated or would recommend for improvement?

iv) Methods and Tools for Engagement

The project will utilize a variety of stakeholder-specific mediums in the stakeholder engagement process such

as national-level public consultations, focus groups and information disclosure throughout design, implementation, and operational phases of the project. Initial consultations will outline the Project's objectives and activities, the grievance management process, and potential impacts and risks related to the proposed project activities. These first consultations will serve as an opportunity to gather feedback on other potential impacts and risks not yet identified.

4.3. Stakeholder engagement Plan

The table below is the proposed engagement plan during project preparation, the mechanism which will be used for facilitating input from stakeholders will include press releases and announcements in the media, notifications of the aforementioned disclosed materials to local, regional and national NGOs as well as other interested parties.

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Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Preparation	September 2024	Consult the Project (The purpose, nature, and scale of the project; duration of project's activities; Potential risks and impacts of the project on the natural environment, cultural heritage, local communities, and the proposed mitigation measures.	Correspondence by phone/email; one-on-one interviews; formal meetings; and roundtable discussions.	Government entities:	Project Execution and Coordinating Unit (PECU)
			letters to community leaders, traditional notifications; disclosure of Project documentation in a culturally appropriate and accessible manner; community meetings; focus group discussions, including the using of safe spaces ⁵ ; outreach activities	local communities/vulnerable groups, CSOs, Academia, local and national experts, for example on cultural heritage	
	September 2024	Consult the SEP on the identification of stakeholders and the proposals for future engagement, and Grievance Mechanism, etc.	Formal meetings	Government entities	PECU
			Community meetings, group assemblies - in a culturally appropriate and accessible manner.	local communities/vulnerable groups, CSOs, Academia:	

⁵ A place or environment in which individuals can feel confident that they will not be exposed to discrimination, criticism, harassment, or any other emotional or physical harm. It's about creating a supportive, non-threatening environment, where individuals can express themselves freely

Implementation	To start within one month of Project effectiveness and through the life of the Project.	Consult the Environmental and Social Standard (ESS) instruments, as indicated in the ESCP, including Grievance Mechanism, and the Financial Intermediary (FI) ESMS.	Correspondence by phone/email; one-on-one interviews; formal meetings; and roundtable discussions.	Government entities.	PECU
			letters to community leaders, traditional notifications; disclosure of Project documentation in a culturally appropriate and accessible manner; community meetings; focus group discussions; outreach activities	local communities/vulnerable groups, CSOs, Academia.	
		Project implementation progress,	Formal meetings; and roundtable discussions Community meetings; focus group discussions; outreach activities	- Government entities. - local communities/vulnerable groups, CSOs, Academia.	
	Grievance mechanism process Issues of concern Status and compliance reports	Formal meetings; and roundtable discussions Community meetings; focus group discussions; outreach activities	- Government entities. - local communities/vulnerable groups, CSOs, Academia.		
Closure	Within the last semester prior to Project Closure.	Project progress including its Environmental and Social Performance, and Grievance Mechanism	Formal meetings; and roundtable discussions Community meetings; focus group discussions; outreach activities.	- Government entities. - local communities/vulnerable groups, CSOs, Academia	PECU

The SEP will be released in the public domain simultaneously and will be available for stakeholder review during the same period of time.

Electronic copies of the draft SEP is placed on the Government website <https://www.fisheries.gov.bb/barbados-beryl-emergency-response-and-recovery-project/> and will allow for online feedback (see contact information under section 5.2: “Management Functions and Responsibilities” of this SEP, that will enable readers to leave their comments about the disclosed materials.

General information to be provided to stakeholder include: (a) The purpose, nature, and scale of the project; (b) The duration of proposed project activities; (c) Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups, and describing the differentiated measures taken to avoid and minimize these; (d) The proposed stakeholder engagement process highlighting the ways in which stakeholders can participate; (e) The time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported; and (f) The process and means by which grievances can be raised and will be addressed.

4.4. Reporting to Stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project’s overall implementation progress.

5. Resources and Responsibilities for Implementing Stakeholder Engagement Activities

Project Management will be implemented by the Project Execution and Coordinating Unit located in the Ministry of Environment and National Beautification. The PECU will assume responsibilities of project coordinator, M&E and reporting, technical oversight including E&S, and fiduciary aspects including financial management and procurement.

5.1. Resources

The PECU will be in charge of stakeholder engagement activities. The budget for the SEP is USD 547,000.00 and is included in component 4: “Project management” of the project.

Budget Category	Quantity	Unit Costs (USD)	Times/Years	Total Costs	Remarks
1. Estimated staff salaries* and related expenses					
1a. Social Development Specialist.	1	65,000.00	5	325,000.00	Unit cost per year.
1b. Travel costs for staff	1	10,000.00	5	50,000.00	Unit cost per year

2. Events					
2a. Organization of focus groups and public meetings	N/A	8,000.00	5	40,000.00	Unit cost per year.
3. Communication campaigns					
3a. Social media campaign, including posters and flyers.	NA	8,000.00	5	40,000.00	Unit cost per year.
4. Trainings					
4a. Training on social/environmental issues for PIU and contractor staff, including on the Grievance Mechanism.	NA	8,000.00	5	40,000.00	Unit cost per year.
5. Beneficiary surveys					
5a. Mid-project perception survey]	1	5,000.00	1	5,000.00	Unit cost per year.
5b. End-of-project perception survey]	1	5,000.00	1	5,000.00	Unit cost per year.
6. Grievance Mechanism					
6a. GM communication materials	NA	2,400.00	5	12,000.00	Unit cost per year
7. Other expenses					
7a. contingency funds				30,000.00	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				547,000.00	

5.2. Management Functions and Responsibilities

The management, coordination and implementation of the SEP will be the responsibility of the Social and Environmental Specialists of the PECU. All contractors responsible for certain project activities will also be expected to apply the relevant provisions of the SEP. The Grievance Mechanism (GM) requirements will be regulated in tender documentation and contracts signed with contractors. The stakeholder engagement activities will be documented by the Project Executing Unit.

Contact information where people can reach if they have comments or questions about the project or the consultation process are:

- **Phone number:** (246) 535-1310.
- **Address:** Third Floor East Wing, Warrens Office Complex
Warrens, St. Michael, Barbados
- **e-mail address:** avery.green@barbados.gov.bb
- **Title of responsible person:** Chief Project Analyst, Public Investment Unit (PIU)
Ministry of Finance, Economic Affairs, and Investment

6. Grievance Mechanism (GM)

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. The GM will allow for anonymous complaints to be raised. The

Grievance Mechanism will be detailed in the final SEP to be finalized after Project effectiveness, and withing the timeframe established in the ESCP. For meanwhile the following contact information will be available:

- Email: **Fisheries.Division@barbados.gov.bb**
- Reference: GM Barbados – Beryl Emergency Response and Recovery Project (P507190)
Address: **Fisheries Division**
- Mobile Number **535 - 5800**

Grievances can be submitted orally to the Fisheries Division using the reference provided above

6.1. Description of GM

The Grievance Mechanism (GM) will be comprehensively detailed in the updated Stakeholder Engagement Plan (SEP), which will be finalized within 60 days following project effectiveness, adhering to the structure outlined in in annex 5 : “Description of the Grievance Mechanism.”

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 or assigned 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 or assigned 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 or assigned 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	GC

Grievance Category	Description	Internal response	Responsibility
		the project. If an incident is reported through the GM, a survivor-centered approach will be used. Any cases of GBV brought through the GM will be documented but remain closed/sealed to maintain the confidentiality of the survivor.	

The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

The project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH). The Project will also have a Labor Grievance Mechanism that workers can use and that will be described in detail in the Labor Management Procedures to be formulated after Project effectiveness and within the timeframe established in the ESCP.

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Regarding SEA/SH related complaints:

The GM will specify an individual who will be responsible for dealing with any SEA/SH issues, should they arise. A list of SEA/SH service providers will be kept available by the project. The GM should assist SEA/SH survivors by referring them to Services Provider(s) for support immediately after receiving a complaint directly from a survivor. To address SEA/SH, the project will follow the guidance provided on the World Bank Technical Note “Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing Involving Civil Works”.

7. Monitoring and Reporting

7.1. Monitoring and Reporting of SEP Implementation Summary

The SEP will be periodically revised and updated as necessary during project implementation. Bi-yearly reports summaries on stakeholder engagement activities and reports on public suggestions and grievances, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project.

The following indicators will be reported on, and as described in **detailed with timeframe in annex 4:**

- Beneficiary satisfaction with project’s stakeholder engagement process, of which are women and youth (%).
- Number of community meetings held to discuss project progress, disaggregated by participation rate, of which women and youth (%)
- Number of community meetings held to discuss project progress.

Biannual reports will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project’s ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year will be conveyed to stakeholders through publication of a standalone annual report on the project’s interaction with the stakeholders. The Social Specialist/s and or Environmental Specialist of the PECU will prepare the Bi-annual Reports on the Grievance Redress issues of the project periodic review by Grievance Committee.

7.2. Reporting Feedback to Stakeholders

The SEP will be periodically revised and updated as necessary in the course of project implementation. Bimonthly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The bi-annual summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project’s ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways through virtual and physical bulleting, during public meetings and assembles, workshops, etc.

Annexes

Annex 1: Table 1- Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)

Annex 2 Grievance form

Grievance No.:

REGISTRATION OF GRIEVANCE

Please use capitals:

Personal Details are optional, providing these details may help resolve the grievance, please provide the information below:

Name: _____ **Contact No:** _____

Address: _____ **E-mail Address:** _____
(Detail where to find you)

Gender: _____
Age Group: _____
Name of Project Site: _____

I register my grievance as detailed:

Details of Grievance

(a) Outline reasons why and how you are affected by the project. (overleaf if necessary)

(b) If land or other properties are being affected e.g. (agriculture) include copies of relevant documentation you have, to support your claim.

List documents:

A: _____ B: _____

C: _____ D: _____

Undertaking:

I hereby certify that statements made in my Grievance and documentation enclosed are true and complete to the best of my knowledge. If at any time any part of the Grievance or the documentation is found to be false, I will be liable for any legal action that the Government of Barbados may deem necessary.

Date: _____ **Signature of aggrieved person:** (optional) _____

Name of recording Officer: _____ **Signature:** _____
(Please print) (continue overleaf if necessary)

Annex 3 Grievance Register

- **Note:** It could be useful to consider adding some demographic information as additional columns in the grievance register to be able to have a better picture of the complainants throughout the project's timeframe, for e.g. gender, disability (yes/no), community the complaint originated from.

Notes:

- 1 Complainants should be provided with acknowledgement of grievance within 7 days from the date of receipt (*the Social Specialist should insert the number of days that the project has allocated for acknowledgement of grievance, which should vary from 2-7 days. For simple issues, complaints /queries should be responded to within this allocated number of days*).
- 2 Expected time of redress should be entered in this register.
- 3 Records of Grievances should always be entered in the GR Register and updated as needed, until the grievance is settled.
- 4 Grievances should normally be settled within 4 weeks of initial receipt. If not, reasons for delay should be communicated to the complainant and entered in the Register. (*The Social Specialist should insert the number of weeks allocated for settling grievances under the project, which should vary from 2 weeks to one month. The same approach as detailed above in Note 1 should be followed*).

Grievance Details

Claim Number	Name of sub project Site	Date Complaint Received	Name & Contact Information of Person Making Complaint (optional if the complainant wishes to be anonymous)	Date of Acknowledgement of Receipt of Complaint (Issue involve) (informing complainant of response time) / Response to Complaint for Simple Issues	Actions Taken to Resolve Complaint	How Complaint Resolved	Date Complaint Resolved	If Not Resolved, Date Sent for Appeal	Status of Appeal	Date Resolved	Level of Grievance

Annex 4: Stakeholder engagement indicators:

Indicator name	Definition description.	Frequency	Datasource	Methodology for Data Collection	Responsibility for Data Collection
<p>Beneficiary satisfaction with project's stakeholder engagement process, of which are women and youth (%)</p>	<p>This indicator will measure the average citizen satisfaction rate with the project's stakeholder engagement process.</p> <p>This indicator aims to report on the effectiveness of the stakeholder engagement processes in the project. The planned project surveys will be extended to obtain feedback from community members on their satisfaction with: (i) access to project information and awareness of decisions taken, (ii) their opportunities to provide feedback and participate in the dialogue; and (iii) the responsiveness of the implementing entity to feedback provided. These criteria will be rated on a 1-5 scale and will be equally weighted. In addition, qualitative feedback will be collected as well to improve the stakeholder engagement processes, if needed. For</p>	<p>Annually. The PECU will start reporting from year 2 of the project</p>	<p>Perception survey</p>	<p>Perception survey. Measurement methodology will be defined by the PECU during year 1 of the Project and prior to launching the surveys.</p>	<p>M&S specialists with the support of the E&S specialists of the PECU.</p>

	<p>example, what is working well? How can the project improve its information dissemination strategy? etc. The PECU will oversee this survey and report annually (PECU will start reporting from year 3 of the project). Results will be gender disaggregated. Detailed mechanisms for collecting this data will be developed in year 1 of the Project by the PECU M&E section, with the support of the Bank,</p>				
<p>Grievances responded to in the stipulated time.</p>	<p>The indicator will measure the proportion of grievances responded to in the stipulated time, as defined in the SEP.</p>	<p>Semi-annual</p>	<p>Progress Reports (PECU). Measurement methodology will be defined by the PECU.</p>	<p>Progress Reports prepared by the PECU</p>	<p>M&S specialists with the support of the E&S specialists of the PECU.</p>
<p>Number of community meetings held to discuss project progress, disaggregated by participation rate, of which women and youth (%)</p>	<p>The indicator tracks the frequency of organized community meetings aimed at discussing the progress of the project and related topics. It measures the level of community engagement by recording the number of such meetings and the participation rate, with a specific focus on the inclusion of women and youth.</p>	<p>Semi-annual</p>	<p>Progress Reports (PECU). Measurement methodology will be defined by the PECU.</p>	<p>Progress Reports prepared by the PECU</p>	<p>M&S specialists with the support of the E&S specialists of the PECU.</p>

Annex 5: Description of the Grievance Mechanism

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	Describe the GM structure at national, and local levels (if any). This will include the description of the composition of the Grievance Committee (GC) with the role of redressing grievances where relevant and facilitating all appeals.		
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none"> • Telephone hotline/Short Message Service (SMS) line. • E-mail • Letter to Grievance focal points at local facilities • Complaint form to be lodged via any of the above channels. • Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box. 		
Sorting, processing	Any complaint received is forwarded to [insert], logged in [insert], and categorized according to the following complaint types: [X/Y/Z]. The grievance level can be considered as indicated in the following table.	Upon receipt of complaint	Local grievance focal points
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by [insert]	Within 2 days of receipt	Local grievance focal points
Verification, investigation, action	Investigation of the complaint is led by [insert] A proposed resolution is formulated by [insert] and communicated to the complainant by [insert]	Within 10 working days	Complaint Committee composed of ..., ... and ...
Monitoring and evaluation	Data on complaints are collected in [insert] and reported to [insert] every [insert]		

Step	Description of Process	Time Frame	Responsibility
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected [insert]		
Training	Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are as follows: [insert]		
If relevant, payment of reparations following complaint resolution	[Describe how reparations will be handled including amounts, recipients, etc.]		

Endnotes

ⁱ For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

- **Affected Parties:** Persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
- **Other Interested Parties:** Individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.
- **Vulnerable Groups:** Persons who may be disproportionately impacted or further disadvantaged by the project(s) compared with any other groups due to their vulnerable status and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.
- It is important to note that sometimes projects have different components with very different sets of stakeholders for each component. Those different stakeholders should be considered in preparing the SEP.

ⁱⁱ It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project, and to ensure that awareness raising and stakeholder engagement be adapted to take into account such groups’ or individuals’ particular sensitivities, concerns, and cultural sensitivities and to ensure a full understanding of project activities and benefits. Engagement with vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input into the overall process are commensurate with those of other stakeholders.