

ESS10: Stakeholder Engagement and Information Disclosure



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

Stakeholder Engagement Plan (SEP)

15 December 2022

CEPF Grant 113661

Southern Trelawny Environmental Agency

Cockpit Country Nature-Based Tourism, For Strengthening Biodiversity Conservation
Trelawny, Jamaica

Sub-Grant Summary

- 1. Sub-Grantee organization:** Southern Trelawny Environmental Agency
- 2. Sub-Project title:** Using Nature-Based Tourism to Strengthen Biodiversity Conservation in the Cockpit Country, Jamaica
- 3. Sub-Grant number:** 113661
- 4. Sub-Grant amount (USD\$):** \$50,000.00
- 5. Proposed dates of Sub-Grant:** 1 January 2023 – 31 December 2023
- 6. Countries where activities will be undertaken:** Jamaica
- 7. Date of preparation of this document:** 15 December 2022

8. Overview of the Caribbean Hotspot Project

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

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

9. Introduction to the Project

The project will take place in Key Biodiversity Area (KBA) JAM-7: Cockpit Country along the North Coast Forest Cockpit Country-Black River Great Morass-Central Spinal Forest Corridor in Jamaica.

The objectives of the project are to:

1. Increase awareness in 3 Cockpit Country communities through training, information sharing sessions, publications targeting 3000 persons about the value of biodiversity and how it can be used sustainably and conserved.
2. Introduce ecotourism activities to women, men, and the wider population of 3 Cockpit Country communities as a sustainable alternative livelihood activity that utilizes local natural resources to generate income.
3. Develop a template to reconfigure the operations of STEA's Cockpit Country Adventure Tours to function as an efficient marketing, promotions, and tour packaging enterprise for sustainable ecotourism.

These objectives will be met by undertaking the following activities:

1. Increase the capacity of STEA/CCAT to improve and increase its promotion, social media marketing and networking within the tourism sector locally and globally to attract more visitors to experience the biodiverse landscape of Cockpit Country through a sustainable low footprint experience.
2. To train STEA's team in understand the concepts of Biodiversity conservation and the significance of the cockpit country ecosystem to be able to convey the knowledge to

community residents during outreach meetings and awareness sessions broadening the understanding of the significance of maintain the integrity of the landscape. This knowledge will equip the STEA staff to work in conjunction with residents of the diverse communities in Cockpit Country to identify attractions, areas of ecological sensitivity and develop areas of interest to be utilized as ecotourism sites that are sustainably planned and offer alternate livelihood benefits to the community while conserving sustainably the attraction sites and its surrounding environment.

3. Support the role of STEA in the policy dialogue and advocacy regarding Cockpit Country’s conservation through the promotion of sustainable ecotourism.
4. Enable STEA’s team to outreach to 3 additional communities within its target area of Cockpit Country buffer zone to replicate “Cockpit Country Nature Based Tourism, For Strengthening Biodiversity Conservation.”

This project will not have adverse impacts on the environment and is aimed at limiting environmental footprints through the wise use of the natural resources for recreational purposes that generate sustainable income for community residence who in return protect the resources for their beneficial value. Ultimately, the impact is conservation of the environment enabled by local residents.

10. Summary of previous stakeholder engagement activities

We have initiated communication and engagement with the Sawyers Farmers Group, Bunkers Hill Farmers Group and the Concerned Citizens groups in Madras & Gibraltar regarding the implementation of this project. So far, we have had more than 2 meetings with each group and have initiated field activities that have provided preliminary data for implementing this project. Based on the feedback and understanding brokered with these groups there is a high level of anticipation and expectation for the start of field activities leading to the stated objectives and activities listed.

11. Project stakeholders

The main stakeholders are community organizations in Cockpit Country, namely Bunkers Hill, Sawyers, Madras & Gibraltar. Others Stakeholder include the Jamaica Tourist Board who sets the standards for licensing and operating attractions, the Tourism Product Development Company supports development of attractions, Social Development Commission for providing community profiles, and the local schools and churches as venues for hosting meetings and to communicate key information to stakeholders

Table 11.1: Project stakeholders.

Stakeholder Group	Type of Stakeholder (partner / target stakeholder)-	Involvement in project	Interest (low / medium / high)	Influence (low / medium / high)	Component under which will be engaged
International CSOs:					
Local CSOs:	1. Bunkers Hill Farmers Group 2. Sawyers	Local partnering organizations	High	High	Components 1 to 3

	Farmers Group 3. Concerned Citizens of Madras				
Academia:	1. Windsor Research Center 2. University of the West Indies	Conduct research and present findings to support implementation activities	Medium	High	Components 2 to 4
Government:	1. Jamaica Tourist Board 2. Tourism Product Development Company	Standardization and product development	High	Medium	Components 2 & 3
Communities:	Madras, Bunkers Hill, Sawyers	Beneficiaries and partners in the implementation	High	High	Components 1 to 4

12. Stakeholder engagement program

The stakeholder engagement program aims to ensure equal opportunities for stakeholder groups to participate in discussions, and access information arising from activities of the sub-project. Outputs to be produced and disseminated with stakeholders include information on Cockpit Country conservation, significance of the ecology, economic benefits to be derived from conservation and wise use of the natural resources.

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

- a) begins early in the planning process to gather initial views on proposals and inform the design of activities;
- b) encourages stakeholder feedback, particularly as a way of informing the definition of activities and their scope, and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts;
- c) continues on an ongoing basis, as risks and impacts arise;
- d) is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders;
- e) considers and responds to feedback;
- f) supports active and inclusive engagement with project-affected parties;
- g) is free of external manipulation, interference, coercion, discrimination, and intimidation; and
- h) is documented and disclosed by the grantee.

Stakeholder engagement mechanisms will vary depending on the group and their level of interest / influence. Table 12.1 below provides possible methods for engagement for stakeholder groups

identified above but is not a commitment to utilize all methods. The appropriate method for each engagement will be chosen.

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

Stakeholder group	Possible methods for consultation and engagement
Local CSOs	Community meetings, workshops and training sessions
Academia	Academic Institutions will be contracted to conduct marketing and conservation research.
National government agencies	State agencies will be contacted to secure policy guidelines and procedural requirements to access their services and training expertise
Local communities including, but not limited to women, unemployed young people, elderly, LGBTI persons, persons with disabilities, and immigrants	The method utilized by STEA will enable access to the full cross section of the communities and ensure access without prejudice and decisive inclusion of all marginalized gender and special interest groups. We will be carrying out interviews and surveys and conducting public meetings and training sessions and gathering community data.

13. Consultation methods

Consultations will occur with the project-affected stakeholders listed above. These consultations are to ensure equal opportunities for groups to participate in discussions, provide valuable information and access information arising from activities of the project. Consultations will occur mainly through the use of community meetings, workshops, survey instruments, field visits, interviews and distribution of pamphlets.

14. Other engagement activities

We are engaging communities to locate attractions, identify owners of properties, negotiate user agreements, identify potential participants in the project and set up operational units for management of project outcomes. Tour Guides and other service providers will be identified, trained and certified in Team Jamaica and First Aid certifications in preparation for licensing. The aim is to identify, develop and promote nature-based attractions that employ community residents, facilitate partnerships between STEA and community organizations in co-management and profit-sharing arrangements. Ultimately, the income generated will serve as an incentive for community residents to protect the attraction sites, immediate environment and achieve biodiversity conservation.

15. Timeline and resources

Stakeholder engagement is an important element of this project. Table 15.1 below outlines the indicative timeline for SEP implementation. The budget for SEP implementation has been built into the project budget.

Table 15.1: Indicative timeline for implementation

Action	Cost Estimate (USD)	Implementation Schedule			
		2023			
		Q1	Q2	Q3	Q4
Project launch and community meetings	\$1,760	x	x	x	x
Assessing community Ecotourism potential through mock tours, meetings and interactions with community residents, establish attraction standards for tourism, and build consensus on product packages through brainstorming sessions.	5,083.32	x	x		
Data gathering, education and training and dissemination of project information door to door in the communities.	3,733.34		x	x	x
Negotiating engagements with communities, consultants, and specialists and presenting the objectives of the project and its expectations, to community leaders and partners.	10,793.34	x	x		

16. Monitoring and arrangements

STEA's Executive Director will: 1. Manage the overall project and its outputs. 2. Supervise the full team's activities 3. Negotiate with consultants, community leaders and seeing to smooth intervention in the target communities. 3. Prepare and making presentations on project objectives and expectations of community 4. Report on project activities to donor.

17. Disclosure

STEA has met with the leaders of community organizations in the three communities, held meetings with the wider membership and the community and signaled our interest in undertaking this project and gained their favorable feedback and commitment to work in partnership. The approved project along with this Stakeholder Engagement Plan will be shared in subsequent meetings with communities.

18. Grievance mechanism (GM)

The following is the Grievance Mechanism (GM) for the project to address concerns of Southern Trelawny Environmental Agency's stakeholders. The GM will be made available to stakeholders, including via Southern Trelawny Environmental Agency's website, once the project starts. Grievances that relate to external stakeholders will be handled by a separate mechanism which is included as part of the project's Stakeholder Engagement Plan.

The key measures will be to explain the project-to-project workers, explain the existence of the GM and make available contact information of Southern Trelawny Environmental Agency and the CEPF RIT. This will be done through a printed handout or other locally appropriate means.

Objectives of the GM

The objectives of the GM are as follows:

1. Ensure that the World Bank ESSs are adhered to in all project activities.
2. Address any negative environmental and social impacts of all project activities.

3. Resolve all grievances emanating from project activities in a timely manner.
4. Establish relationships of trust between project staff and stakeholders.
5. Create transparency among stakeholders, including affected persons, through an established communication system.
6. Bolster the relationship of trust among the project staff and the affected parties.

First Level of Redress

1. *Receive Grievance:* At the project level, all complaints should be received by the Executive Director. Complaints can be made in person, in writing, verbally over the phone, by email or any other suitable medium. Complaints can be filed anonymously. The point of receipt of complaints is listed below:

Contact	
Position	Executive Director
Telephone	8765862044
Email address	info@stea.org
Physical address	Main Street Albert Town, Albert Town PO, Trelawny

All grievances received by Southern Trelawny Environmental Agency’s staff should be forwarded to the Executive Director within 24 hours of receipt.

2. *Acknowledgement:* All grievances will be acknowledged by telephone or in writing by the Executive Director within 48 hours of receipt and the complainant will be informed of the approximate timeline for addressing the complaint if it can’t be addressed immediately. The Executive Director will seek to ensure the speedy resolution of the grievance. If the grievance cannot be resolved at this level, it is taken to the next level.
3. *Record:* The grievance will be registered in Southern Trelawny Environmental Agency’s grievance file, including relevant documents.
4. *Notification:* Communication of the grievance as follows:
 - a. Notification will also be made to the Regional Implementation Team (RIT) Manager within 15 days.
 - b. If it is concerning general Southern Trelawny Environmental Agency’s operations/activity, communication to Executive Director
5. *Assessment:* A decision is made on the nature of the investigation that will take place.
6. *Investigation:* Appropriate investigation of the grievance by an internal team assigned to this task (for example, this may include staff directly involved as well as Sub-committee of the board of directors at Southern Trelawny Environmental Agency. The investigation may include meetings with the complainant and other stakeholders and a review of relevant documents. An impartial party shall be involved in meetings with the complainant. Community representatives or representatives of the complainant will be allowed to sit in on these meetings. Minutes of meetings and documents will be added to the grievance file.

7. *Resolution*: Depending on the findings of the investigation:
 - a. A resolution is decided immediately
 - i. The complaint is rejected
 - ii. A response is agreed
 - iii. The complaint is referred to as appropriate
 - b. A resolution cannot be achieved, and the case is presented to the CEPF RIT for further input

8. *Communication*: Once a resolution has been reached, the decision is communicated to the complainant in writing. Documents are added to the grievance file.

9. *Satisfaction*: If the complainant is not satisfied with Southern Trelawny Environmental Agency's response, it can be taken to the second level of redress. At all stages, documents are added to the grievance file.

NB: The complainant may request that the issue be transferred to the second level of redress if he/she does not feel that the grievance is being adequately addressed by the **Sub-committee of the board of directors** for the Southern Trelawny Environmental Agency.

Second Level of Redress

If the complainant is not satisfied with the way in which their grievance has been handled at level one, they will be given the opportunity to raise it directly with the CEPF RIT, which can be contacted as follows:

Contact	
Title	RIT Manager for the CEPF Caribbean Islands Biodiversity Hotspot
Telephone	+1-868-638-6062
Email address	caribbeanrit@canari.org
Physical address	Caribbean Natural Resources Institute, #105 Twelfth Street, Barataria, Trinidad & Tobago

Third Level of Redress

If the complainant is not satisfied with the way in which their grievance has been handled at level two, they can contact the CEPF Grant Director via the telephone: +1-703-341-2400 or email: cepf@cepf.net

Fourth Level of Redress

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

If the complainant is still not satisfied, following the response by the CEPF Executive Director, they will be given the option of submitting their grievance to the World Bank's Grievance Redress Service

but this should only be accessed after other GRM options have been exhausted by the claimant. The RIT and CEPF Secretariat will aim to resolve all grievances within 60 days of receipt.

19. Addressing Sexual Exploitation and Abuse and Sexual Harassment

The specific nature of sexual exploitation and abuse and of sexual harassment (SEA/SH) requires tailored measures for the reporting, and safe and ethical handling of such allegations. A survivor-centered approach aims to ensure that anyone who has been the target of SEA/SH is treated with dignity, and that the person's rights, privacy, needs and wishes are respected and prioritized in any and all interactions.

The sub-grantee will specify an individual who will be responsible for dealing with any SEA/SH issues, should they arise. The Grantee should assist SEA/SH survivors by referring them to Services Provider(s) for support immediately after receiving a complaint directly from a survivor. A list of SEA/SH service providers is available at the RIT's page: - <https://canari.org/wp-content/uploads/2022/06/CEPF-II-GBV-Service-Providers-Jamaica2.pdf> and will be defined prior to the contracting of workers, will be kept available by the GBV trained individual, the Project Managers, Project Coordinators, and Social Specialists.

To address SEA/SH, the project will follow the guidance provided on the World Bank Technical Note "Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing Involving Civil Works". This Grantee will follow the official WB definitions described on the Technical Note as shown below:

Sexual Abuse (SEA) is an actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions

Sexual Exploitation (SE) refers to any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

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

Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) service provider is an organization offering specific services for SEA/SH survivors, such as health services, psychosocial support, shelter, legal aid, safety/security services, etc.

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

SEA/SH grievances can be received through any of the available channels and will be considered as "High-profile grievances - that if not resolved promptly may represent significant risks to the environment or community".

Additionally, if an incident occurs, it will be reported as appropriate, keeping the anonymity and confidentiality of the complainant and applying the survivor-centered approach.¹ Any cases of SEA/SH brought through the sub-grantee will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The RIT and the CEPF will be notified as soon as the designated persons from the sub-grantee organization learn about the complaint.

If a SEA/SH related incident occurs, it will be reported through the sub-grantee, as appropriate and keeping the survivor information confidential. Specifically, following steps will be taken once an incident occurs:

ACTION 1: COMPLAINT INTAKE AND REFERRAL

If the survivor gives consent, the designated person responsible from the sub-grantee fills in a complaints form, excluding any information that can identify the survivor:

- The nature of the allegation (what the complainant says in her/his own words without direct questioning)
- If the alleged perpetrator was/is, to the survivor's best knowledge, associated with the project (yes/no)
- The survivor's age and/or sex (if disclosed); and,
- If the survivor was referred to services

If the survivor does not want to provide written consent, her consent can be verbally received. If needed or desired by the survivor, the designated person responsible for the sub-grantee refers her/him to relevant SEA/SH service providers, identified in the mapping of SEA/SH service providers and according to preestablished and confidential referral procedures. The survivor's consent must be documented even if it is received verbally. The service providers will be able to direct survivors to other service providers in case the survivor wishes to access other services. The designated person responsible for the sub-grantee will keep the survivor informed about any actions taken by the perpetrator's employer. If the survivor has been referred to the relevant SEA/SH service providers, received adequate assistance, and no longer requires support; and if appropriate actions have been taken against the perpetrator or if the survivor does not wish to submit an official grievance with the employer, the designated person responsible from the Grantee can close the case.

ACTION 2: INCIDENT REPORTING

The designated person responsible for the sub-grantee needs to report the anonymized SEA/SH incident as soon as it becomes known, to the RIT Manager who will in turn inform the CEPF.

Complaint Forms and other detailed information should be filed in a safe location by the designated person responsible for the sub-grantee. Neither the designated person responsible for the sub-grantee nor the RIT Manager should seek additional information from the survivor.

SEA/SH incident reporting is not subject to survivors' consent but the designated person responsible from the sub-grantee needs to provide ongoing feedback to the survivor at several points in time: (1) when the grievance is received; (2) when the case is reported to designated person responsible from the sub-grantee and RIT Manager; (3) when the verification commences or when a determination is

¹ 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.

made that there is an insufficient basis to proceed; and (4) when the verification concludes or when any outcomes are achieved or disciplinary action is taken.

As long as the SEA/SH remains open the designated person responsible from the sub-grantee and/or RIT Manager should update the CEPF on the measures taken to close the incident.

ACTION 3: GRIEVANCE VERIFICATION AND INVESTIGATION

Each SEA/SH incident should be verified to determine if it was related to the CEPF-funded project. The designated person responsible for the sub-grantee should form a SEA/SH verification committee comprised by her/him, one member of the sub-grantee organization, one member of a local service provider and a representative of the contractor (if relevant). The designated person responsible from the sub-grantee should notify the SEA/SH Committee of the incident within 24 hours of its creation. The SEA/SH verification committee will consider the SEA/SH allegation to determine the likelihood that the grievance is related to the project.

If after the committee review, SEA/SH allegation is confirmed and it is determined that it is linked to a project², the verification committee discusses appropriate actions to be recommended to the appropriate party—i.e., the employer of the perpetrator, which could be the designated person responsible from the sub-grantee or a contractor. The designated person responsible from the sub-grantee will ask contractors to take appropriate action. The committee reports the incident to the perpetrator's employers to implement the remedy/disciplinary action in accordance with local labor legislation, the employment contract of the perpetrator, and their codes of conduct as per the standard procurement documents.

For SEA/SH incidents where the survivor did not consent to an investigation, the appropriate steps should be taken to ensure the survivor is referred to/made aware of available services and that the project mitigation measures are reviewed to determine if they remain adequate and appropriate or if they require strengthening.

If the survivor is interested in seeking redress and wishes to submit an official complaint with the employer, or with entities in SVG legal system, the designated person responsible from the sub-grantee should provide linkages to the relevant institutions. Ensuring due legal process is up to the police and the courts, not the SEA/SH verification committee. Unlike other types of issues, the designated person responsible from the sub-grantee does not conduct investigations, make any announcements, or judge the veracity of an allegation.

Any cases of SEA/SH brought through the sub-grantee will be documented but remain closed/sealed to maintain the confidentiality of the survivor. This will primarily serve to:

- Refer complainants to the SEA/SH Services Provider; and
- Record the resolution of the complaint

The Grantee will also immediately notify both the CEPF and the World Bank of any SEA/SH complaints **WITH THE CONSENT OF THE SURVIVOR**.

² Project actors are: (a) people employed or engaged directly by the Grantee to work specifically in relation to the project (direct workers); (b) people employed or engaged through third parties (Project staff, subcontractors, brokers, agents or intermediaries) to perform work related to core functions of the project, regardless of location (contracted workers); (c) people employed or engaged by the Grantee's primary suppliers (primary supply workers); and (d) people employed or engaged in providing community labor such as voluntary services or participation in project activities and processes (community workers).

