

ESS10: Stakeholder Engagement and Information Disclosure



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

Stakeholder Engagement Plan

December 2023

Vermont Center for Ecostudies

CEPF-115350

Project Title: Conservation Standards Online Training Workshop Pilot Project

Grant Summary	
1. Grantee organization:	Vermont Center for Ecostudies
2. Sub project title:	Conservation Standards Online Training Workshop Pilot Project
3. Grant number:	CEPF- 115350
4. Grant amount (USD\$):	\$US 49,861
5. Proposed dates of grant:	1 April 2024 to 31 March 2025
6. Countries where activities will be undertaken:	Antigua & Barbuda, The Bahamas, Jamaica, Saint Lucia and St Vincent & the Grenadines, Haiti, Dominican Republic.
7. Date of preparation of this document:	1 Dec 2023

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

Component 1. VCE develops an online CS course

- VCE will develop a highly interactive online training workshop using the Conservation Standards framework, with case studies and other materials adapted to the Caribbean context.
- In this activity VCE develops presentations, instructional videos, reading materials, customized interactive whiteboard collaboration areas, and online quizzes to allow trainers to test their command of the material on their own, and tools to measure increases in practitioner capacity due to the training.

Component 2. VCE provides training 30 or more conservation practitioners in CSOs

- VCE provides online training workshops to at least 30 individuals from CSOs that are working in CEPFs target countries, protected areas and KBAs, and/or on CEPF target species in the Caribbean. The training will be free of cost to trainees. In this pilot project, the training will be in English. As soon as this pilot project can demonstrate the value of training and mentoring in CS to donors and secure funding, VCE will develop the same course in Spanish and Kreyòl to expand access to CS training to the vast majority of conservationists in the Caribbean.
- The training will encompass the full project cycle using the Conservation Standards framework: *Assess, Plan, Implement, Analyze & Adapt, Share*.
- VCE will provide an optional training session on using Miradi and [MiradiShare](#) software that greatly facilitates use of CS.
- The training will emphasize using Conservation Standards to develop funding proposals and conservation plans.
- Activities will include VCE staff leading six or seven 3hr workshop sessions per workshop series for a total of 20-25 hours of instruction in highly interactive sessions. Using a flexible format with

1-3 trainers, Workshops can accommodate as few as 5 or as many as 24 trainees. This flexibility will enable VCE to provide multiple workshop series in order to accommodate individuals and teams with different availability.

Component 3. VCE provides follow-up CS mentoring to develop plans and proposals

- VCE will provide follow-up training and mentoring in a series of flexible practitioner-led sessions, in which VCE trainers work with practitioners so that they can further develop skills and experience using CS principles and practices to address their own conservation challenges.
- VCE will explicitly focus on teaching and encouraging trainees to use the CS framework to develop fully-elaborated feasible conservation plans, as well as fundable proposals that are tailored to the donor's framework and terminology.
- VCE will monitor the number of plans and proposals that trainees develop, up to what stage, and if they are implemented or funded. However, since this is a pilot project, we explicitly do not set goals for numbers of plans or proposals developed.

Component 4. VCE mentors trainees to develop personal and organizational conservation capacity building plans.

- VCE will provide follow-up training and mentoring to enable each trainee to develop both personal and organizational conservation capacity building plans.
- To aid in this, VCE will develop a conservation capacity self-assessment tool adapted from published competency frameworks, and share it with trainees to enable them self-assess their individual and organizational conservation capacity strengths and weaknesses.
- VCE will then mentor trainees to develop CS-style personal and organizational strategic plans to build their own conservation capacity.

10. Summary of previous stakeholder engagement activities

Other than conducting CS training events (spanning 1-5 days) in the Caribbean since 2016, (Haiti in 2017, DR in 2018, BirdsCaribbean conferences in Guadeloupe in 2019 and PR in 2022), VCE has not conducted targeted stakeholder engagement activities related to this project.

11. Project stakeholders

The primary focus of this pilot project is conservationists working with CSOs in the seven countries listed in item #6 above, who are interested in, and willing to work to increase their conservation impact by learning to apply principles and practices of adaptive management to their conservation planning and actions.

Table 11.1: Project stakeholders.

Stakeholder Group	Type of Stakeholder <small>(partner / target stakeholder)-</small>	Involvement in project	Interest <small>(low / medium / high)</small>	Influence <small>(low / medium / high)</small>	Project Component
CSO employees	Target	Trainee	high	medium	2-4
Gov't agency employees	Target	Trainee	high	medium	2-4
Students, unaffiliated professionals	Target	Trainee	high	medium	2-4

12. Stakeholder engagement program

VCE aims to ensure equal opportunities for trainees to attend and to fully participate in and actively learn in CS online training sessions.

It is in the best interests of successful conservation action in the Caribbean to engage a broad diversity of trainees. To achieve this, VCE will target CSOs that are already CEPF grantees, and which

CANARI will identify. VCE will also target groups and individuals that other Caribbean conservation partners identify, as well as advertise to potential trainees more broadly through online announcements on listservs such as the one that BirdsCaribbean sponsors.

Because the project focuses on training people in adaptive management, there is perhaps no activity that VCE will implement in that is not expressly designed to engage the trainees, including the following:

1. Announce trainings widely to inform and attract a wide diversity of trainees
2. Provide training to as many trainees as possible to avoid excluding anyone.
3. Although we will conduct this pilot series of training sessions in English, VCE will accommodate trainees whose first language is not English by providing core learning materials in Spanish, Kreyòl and French.
4. VCE training sessions always include a ‘Plus/Delta’ after action review at the end to provide participants ample opportunity to provide feedback to adapt and improve the sessions. VCE
5. Only highly experienced CS trainers with extensive facilitation experience will lead training sessions to insure that all learning styles and personality types are actively and productively engaged.
6. VCE will conduct surveys and interviews with trainees to gauge impact, and to solicit more in-depth feedback on the success of the training, and possibilities for improvement in engagement, as much as course content.

13. Consultation methods

As described in #4 and 6 above, VCE trainers will conduct targeted sessions to solicit and process feedback that will provide valuable information to improve delivery of the training sessions. VCE will also encourage trainees to contact VCE trainers via email or other electronic means with any questions, concerns or suggestions.

14. Other engagement activities

Not Applicable

15. Timeline and resources

Table 15.1 below outlines the timeline for implementing SEP. By design, stakeholder engagement is a central element of this training project, and is difficult to separate in any meaningful quantitative way. Nevertheless, we have provided rough estimates of the cost of specific actions.

Table 15.1: Timeline for implementation

Action	Cost Estimate (USD)	Implementation Schedule			
		2024			
Designing and disseminating announcements and surveys to achieve a broad diversity of trainees.	\$800	X	X	X	
Processing applications to insure broad diversity.	\$800	X	X	X	X
Conducting and processing post-training interviews and surveys on impact and suggestions to improve the training and to increase inclusion and diversity.	\$2000			X	X

16. Monitoring and arrangements

The Project Lead overseeing monitoring. The trainer team will openly discuss feedback and implement appropriate and feasible suggestions in a timely manner.

For monitoring the engagement, itself, the following will take place:

- Registration and sign-in sheets will be used
- The numbers of persons, including their gender and age range, involved in each engagement activity will be recorded
- Notes from consultations will be recorded and any feedback or suggestions incorporated into any final document.

17. Disclosure

By design, VCE will directly discuss its engagement activities at the end of every training session in the Plus/Delta feedback exercise, and in follow up surveys and interviews post training.

18. Grievance mechanism (GM)

The following is the GM for the project to address concerns of VCE's external stakeholders. The GM will be made available to stakeholders once the project starts. Grievances that relate to project workers will be handled by a separate mechanism which is included as part of the project's Labor Management Procedure.

This GM is streamlined, considering the limited scope of project activities at the community level and the low risk of adverse social impacts. The key measures will be to explain the existence of the GM provide contact information of VCE and CANARI, the CEPF RIT. This will be done through verbal announcements during online training sessions and electronic means, such as a VCE project web page and email messages.

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 Project Lead, James Goetz. 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	James Goetz
Position	Caribbean Conservation Program Coordinator
Telephone	802-649-1431 ext. 220
Email address	jgoetz@vtecostudies.org
Physical address	20 Palmer Court, White River Junction, VT 05001

At the local and national level, all complaints should be addressed to:

Contact	James Goetz
Telephone	802-649-1431 ext. 220
Email address	jgoetz@vtecostudies.org
Physical address	20 Palmer Court, White River Junction, VT 05001

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

2. *Acknowledgement:* All grievances will be acknowledged by email by the Program Coordinator 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 Program Coordinator 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 the VCE grievance file, including relevant documents.
4. *Notification:* Communication of the grievance as follows:
 - a. If it is concerning the project, communication to the VCE Project Lead, **James Goetz**
 - b. Notification will also be made to the CEPF Grant Director and Regional Implementation Team Manager within 15 days.
 - c. If it is concerning general VCE operations/activity, communication to **James Goetz**.
5. *Assessment:* A decision is made on the nature of the investigation that will take place.
6. *Investigation:* Appropriate investigation of the grievance by an internal team assigned to this task (for example, this may include staff directly involved as well as the Project Lead, **James Goetz**). 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

- d. A resolution cannot be achieved, and the case is presented to the CEPF Grant Director or VCE’s Grievance Committee for further input
8. *Communication:* Once a resolution has been reached, the decision is communicated to the complainant in writing. Documents are added to the grievance file.
- e. *Satisfaction:* If the complainant is not satisfied with VCE’s response, it can be taken to the second level of redress. At all stages, documents are added to the grievance file.

NB: The complainant may request that the issue be transferred to the second level of redress if he/she does not feel that the grievance is being adequately addressed by the Grant Director for the Caribbean Islands Biodiversity Hotspot.

Second Level of Redress

Second Level of Redress

If claimants are not satisfied with the way in which their grievance has been handled at level one, they will be given the opportunity to raise it directly with the RIT Manager for the Caribbean Islands Biodiversity Hotspot, who can be contacted as follows:

Contact	
Title	RIT Manager for the CEPF Caribbean Islands 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 claimants are 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 Physical address: Critical Ecosystem Partnership Fund, 2011 Crystal Drive, Suite 600, Arlington, VA 22202, USA

Fourth Level of Redress

If claimants are not satisfied with the way in which their grievance has been handled at level three, they can contact the CEPF Executive Director via the telephone +1-866-294-8673 or via the web portal: <https://secure.ethicspoint.com/domain/media/en/gui/10680/index.html>

19. Addressing Sexual Exploitation and Abuse and Sexual Harassment

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

The Grantee will specify an individual who will be responsible for dealing with any SEA/SH issues,

should they arise. A list of SEA/SH service providers will be kept available by the project. The Grantee should assist SEA/SH survivors by referring them to Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

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

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

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

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

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

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

SEA/SH grievances can be received through any of the available channels and will be considered as "High-profile grievances - that if not resolved promptly may represent significant risks to the environment or community". A list of SEA/SH service providers is available at the RIT's page: <https://canari.org/wp-content/uploads/2021/11/CEPF-II-GBV-Service-Providers-DR.pdf>.

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 Grantee will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The CEPF will be notified as soon as the designated persons from the Grantee organization learn about the complaint.

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

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.

incident occurs:

ACTION 1: COMPLAINT INTAKE AND REFERRAL

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

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

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

ACTION 2: INCIDENT REPORTING

The designated person responsible for the Grantee needs to report the anonymized SEA/SH incident as soon as it becomes known, to the Executive Director who will in turn inform the CEPF.

Complaint Forms and other detailed information should be filed in a safe location by the designated person responsible for the Grantee. Neither the designated person responsible for the Grantee nor the Executive Director should seek additional information from the survivor.

SEA/SH incident reporting is not subject to survivors' consent but the designated person responsible from the Grantee needs to provide ongoing feedback to the survivor at several points in time: (1) when the grievance is received; (2) when the case is reported to designated person responsible from the Grantee and CEPF; (3) when the verification commences or when a determination is made that there is an insufficient basis to proceed; and (4) when the verification concludes or when any outcomes are achieved or disciplinary action is taken.

As long as the SEA/SH remains open the designated person responsible from the Grantee and/or Executive Director should update the CEPF on the measures taken to close the incident.

ACTION 3: GRIEVANCE VERIFICATION AND INVESTIGATION

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

creation. The SEA/SH verification committee will consider the SEA/SH allegation to determine the likelihood that the grievance is related to the project.

If after the committee review, SEA/SH allegation is confirmed and it is determined that it is linked to a 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 Grantee or a contractor. The designated person responsible from the Grantee will ask contractors to take appropriate action. The committee reports the incident to the perpetrator's employers to implement the remedy/disciplinary action in accordance with local labor legislation, the employment contract of the perpetrator, and their codes of conduct as per the standard procurement documents.

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

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

Any cases of SEA/SH brought through the Grantee will be documented but remain closed/sealed to maintain the confidentiality of the survivor. Here, the GM will primarily serve to:

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

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

A list of GBV service providers for the Jamaica can be accessed through the Regional Implementation Team's (RIT's) project page at this link: <chrome-extension://efaidnbnmnnibpcajpcglclefindmkaj/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.

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).

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)

The following non-exhaustive list is intended to illustrate types of prohibited behaviours:

(1) **Examples of sexual exploitation and abuse** include, but are not limited to:

- A Sub-grantee Personnel tells a member of the community that he/she can get them jobs related to the work site (e.g., cooking and cleaning) in exchange for sex.
- A Sub-grantee Personnel that is connecting electricity input to households says that he can connect women-headed households to the grid in exchange for sex.
- A Sub-grantee Personnel rapes, or otherwise sexually assaults a member of the community.
- A Sub-grantee Personnel denies a person access to any project Site unless he/she performs a sexual favour.
- A Sub-grantee Personnel tells a person applying for employment under the Project that he/she will only hire him/her if he/she has sex with him/her.

(2) **Examples of sexual harassment in a work context**

- Sub-grantee Personnel comment on the appearance of another Sub-grantee Personnel (either positive or negative) and sexual desirability.
- When a Sub-grantee Personnel complains about comments made by another Sub-grantee Personnel on his/her appearance, the other Sub-grantee Personnel comment that he/she is "asking for it" because of how he/she dresses.
- Unwelcome touching of a Sub-grantee or Employer's Personnel by another Grantee Personnel.
- A Grantee Personnel tells another Grantee Personnel that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

