**Caribbean Efficient and Green-Energy Buildings Project   
(P179519)  
*DRAFT   
Stakeholder Engagement Plan (SEP)***

**May 2024**

|  |
| --- |
| **Government of Saint Lucia** |
| **Ministry of Infrastructure, Ports, Transport, Physical Development and Urban Renewal** |
| A black yellow and white triangle  Description automatically generated |

**TABLE OF CONTENTS**

[1. INTRODUCTION AND PROJECT DESCRIPTION 3](#_Toc161932855)

[2. STAKEHOLDER IDENTIFICATION AND ANALYSIS 5](#_Toc161932856)

[3. STAKEHOLDER ENGAGEMENT ACTIVITIES 9](#_Toc161932857)

[4. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES 16](#_Toc161932858)

[5. GRIEVANCE MECHANISM 19](#_Toc161932859)

[6. MONITORING AND REPORTING 21](#_Toc161932860)

[ANNEX 1: PROPOSED SUB-PROJECT SITES 23](#_Toc161932861)

[ANNEX 2: STAKEHOLDERS’ QUESTIONS / COMMENTS / RECOMMENDATIONS 24](#_Toc161932862)

[ANNEX 3: SITE SPECIFIC CONSULTATION AGENDA 29](#_Toc161932863)

[ANNEX 4: GRIEVANCE SUBMISSION FORM 30](#_Toc161932864)

[ANNEX 5: GRIEVANCE MANAGEMENT REGISTRATION AND MONITORING SHEET 32](#_Toc161932865)

[ANNEX 6: GRIEVANCE DISCLOSURE/RELEASE FORM 33](#_Toc161932866)

# INTRODUCTION AND PROJECT DESCRIPTION

**Regional and Country Context:** Saint Lucia is heavily dependent on imported fossil fuels that have led to high electricity prices and threaten its energy security. Countries in the Eastern Caribbean Region have committed to substantial Nationally Determined Contribution (NDCs)[[1]](#footnote-2) for a transition toward a low-carbon economy. In January 2021, Saint Lucia published its updated NDC, targeting a seven percent reduction of GHG relative to 2010, in the energy sector, by 2030. This level is far above the two percent targeted in Saint Lucia’s first NDC submission. At the regional level, countries are updating national energy policies and regulatory frameworks to support the transition to renewable energy (RE), reducing reliance on imported fuels, and increasing energy-system resilience. Saint Lucia developed its National Green Cooling Strategy in 2020 and is now updating it National Energy Policy and Implementation Action Plan.

Countries in the region have key legal frameworks in place for energy transition and have begun the process of addressing regulatory gaps for investment in energy efficiency (EE) and RE with several pilot programs under implementation. In Saint Lucia, the Electricity Act, amended in 2016, has created the opportunity for electricity generation from RE by independent power producers and has established a regulator - the National Utilities Regulatory Commission (NURC). Several secondary regulations under the Act to guide implementation have been drafted with support from donors but these are still in the development stage and are not formally approved. The Net Metering Program, launched in 2009 by LUCELEC, St Lucia’s electric utility, has allowed consumers to connect their photovoltaics (PV) systems and sell extra electricity to the grid. However, the program allows very limited PV capacity. It cannot exceed 5 kW for residential consumers and 25 kW for commercial customers.

While legal frameworks are in place for energy transition, adequate functional regulatory frameworks to support the energy transition to EE and RE are lacking. Other challenges in the sector include power infrastructure constraints due to inadequate maintenance and investment and high exposure to climate risks, a limited market for energy-efficient equipment, distributed RE and services at national and regional levels, and lack of sufficient capacity and financial incentives to integrate distributed PVs generation. A series of energy audits of public buildings indicated major benefits to investing in EE and RE.

## Among the eleven countries belonging to the Organization of Eastern Caribbean States (OECS), four countries – including Saint Lucia, Grenada, Dominica, and Saint Vincent and the Grenadines (SVG) – are upper-middle-income blend countries and eligible for International Development Association (IDA) borrowing under the World Bank’s (WB) Small Island Economy Exception (hereafter referred to as “OECS IDA member countries”). OECS IDA member countries such as Saint Lucia are considered Small Island Developing States (SIDS) with a 2021 population of 184,401 people and [2021 GDP per capita](https://data.worldbank.org/indicator/NY.GDP.PCAP.CD?end=2021&locations=GD&start=1977) of $9,414.20.

**Project Description, Development Objective, and Components:** The Caribbean Efficient and Green Energy Buildings Program is a regional Series of Projects (SoP) designed to address these common challenges in the energy sector that countries in the region face. The SoP’s programmatic framework is scalable, allowing countries in the region to join at different times. The proposed first project in the series, the Caribbean Efficient and Green-Energy Buildings Project (hereafter referred to as the Project) will support investments in energy efficiency (EE) measures and distributed solar photovoltaic (DPV) systems installed on rooftops or in public spaces throughout Grenada, Saint Lucia, and Guyana. At the regional level, the Project will support technical assistance (TA) activities to strengthen institutional and regulatory frameworks around EE and renewable energy (RE) and to support women in the energy sector. Public buildings and other facilities eligible for investment under the Project may include central and regional administrative buildings, universities and schools, hospitals and clinics, stadiums, airports, water supply and sewage utilities, among others.

The Project Development Objective (PDO) is to save energy and increase the use of renewable energy in public buildings in participating countries. In Saint Lucia, the project comprises of the following components:

**Component 1 (US$25.10MM for Saint Lucia):** Investment in EE measures and DRE systems for Saint Lucia’s public sector**.** This subcomponent will support (a) investments for selected public buildings in EE retrofits and DRE systems, (b) investment in EE measures and RE system in public facilities including Saint Lucia Water and Sewerage Company Inc (SWASCO) and (c) investment and technical assistance to assist the Saint Lucia power utility integrate and manage DPV systems connected to the grid, including: distribution grid upgrade, battery storage installation, capacity-building and the development of modern energy-management solutions and systems. A GEF grant will co-finance activities under Sub-component 1(b). (Annex 1 details a tentative list of proposed sub-project sites).

**Component 2 (US$ 1MM for Saint Lucia):** Regulatory Framework Development and Gender Support. This component will provide technical assistance to the participating countries and the OECS Commission for a set of activities to develop and strengthen the national and regional regulatory frameworks for scaling up investments in EE and RE. Support will be provided also at the regional level, for the harmonization, standardization, and development of tools and protocols to facilitate EE and DRE market expansion.[[2]](#footnote-3)

**Component 3 ($5.69MM for Saint Lucia):** Project Implementation Support, Pipeline Development, and Capacity-Building. This component has four main activities. First, it will finance subproject development, implementation, monitoring, verification, and certification costs.[[3]](#footnote-4) Second, it will support strengthening the capabilities of national project implementation units (PIUs), as well as the regional PIU at the OECS Commission, in project management, implementation, monitoring and evaluation.[[4]](#footnote-5) The regional PIU will assist in building capacity of participating regional institutions and conducting regional knowledge-sharing events, including in EE and RE investment planning and implementation. Third, the component will assist in building investment pipelines in the region for the next project in the SoP. Fourth, it will include a program designed to raise the level of female employment as technical staff in Guyana’s energy sector, providing financial incentives to study engineering or other subjects, undertake internships or other programs relevant to preparation for these jobs. The Gender program will be financed with a US$0.40 million grant from CCEFCF.

The total project cost is an estimated US$ 119.39MM and is expected to be approved by the WB Board in June 2024.

The Caribbean Efficient and Green-Energy Buildings Project is being prepared under the World Bank’s Environment and Social Framework (ESF). As per the Environmental and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure, Saint Lucia’s PIU has prepared this Stakeholder Engagement Plan (SEP). This SEP should be read together with other plans prepared for the Project, including the Environmental and Social Management Framework (ESMF), the Labor Management Procedures (LMP) and the Environmental and Social Commitment Plan (ESCP).

# STAKEHOLDER IDENTIFICATION AND ANALYSIS

**Objective:** The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultations throughout the entire project cycle. The SEP outlines the ways in which the project team will engage with stakeholders and includes a grievance management mechanism by which people can raise concerns, provide feedback, or make complaints about any activities related to the project. Additionally, this SEP outlines activities that aim to proactively raise awareness and provide training on energy efficiency and resilience for the general public, ministry staff and other relevant stakeholders.

**2.1 Methodology:** As part of best practice approaches, the project will provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, and intimidation. This SEP is a living document that will be revised as needed and throughout the project cycle based on feedback from project stakeholders.

## For the purposes of effective and tailored engagement, stakeholders of the project have been identified and are divided into the following core categories: project-affected parties, other interested parties, and disadvantaged/vulnerable groups. Table 1 details these three categories at each of the types of proposed institutions.

**2.2. Project-affected parties**: Project-affected parties (PAPs) include persons, groups, and other entities within the project’s area of influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project. They need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. Within the scope of the project, PAPs include a wide range of individuals and organizations that will be engaged throughout the project cycle.

The **day-to-day staff and users of the selected sites** will be consulted to provide feedback on what types of EE equipment can facilitate a reduction in energy costs. **Vendors operating on or near the selected sites** will be consulted to ensure that their livelihoods are not compromised during project works as well **residents and businesses** to ensure that they are not negatively affected by project works.

Stakeholders such as **building managers, electricians and maintenance personnel** are present in all the sites and will especially be an integral part of the stakeholder engagement activities. These individuals are knowledgeable of the energy infrastructure currently in place and have a more complete understanding of the energy consumption patterns and needs of their worksites. They will provide an important source of feedback during all phases of the project and can also serve as site-level focal points for the PIU. Under Component 1(iii), the project will also implement capacity-building activities for those vocations that will be directly charged with installing and maintaining this new EE/RE equipment. **Building and engineering trades unions/associations** will also be consulted in designing and implementing these capacity building activities.

Engagement with **educational institutions**, includes consultations with school/university staff, students, and parents. Vocational students will be directly impacted by the project as they would be included in the project’s capacity building activities. Science club students will be promoting EE/RE technologies through science fairs, essay competitions and other activities to promote behaviors and attitudes on energy conservation and RE.

Consultations with the **National Insurance Property Development and Management Company Ltd. (NIPRO) and the Buildings Unit within the Ministry of Infrastructure, Ports, Transport, Physical Development and Urban Renewal** will inform project activities and help identify possible risk and possible mitigation measures. The **Saint Lucia Electricity Services Limited** (LUCELEC), the national utility company, will be impacted by the results of the project and thus, will also be included in project consultations. The **Saint Lucia Solid Waste Management Authority (SLSWMA)** will be consulted on the regional waste management strategy developed under the project. The **Royal Saint Lucia Fire Service** will be consulted on how to build national capacity around fire issues surrounding RE/PV technologies. And finally, some sites are considered cultural heritage buildings so engagement with the **Saint Lucia National Trust (SLNT),** **Saint Lucia Archeological and Historical Society and non-governmental organizations (NGOs) and foundations** with a similar protection and conservation mandate will take place early in the project preparation phase and throughout implementation, especially during the construction and civil works.

**2.3 Other interested parties:** The projects’ stakeholders also include 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 implementation in some way. The following stakeholders under this category will also be included in the stakeholder engagement activities:

* NGOs and civil society groups, especially those working on energy efficiency
* Local government entities and other community leaders that represent the local communities/PAPs, to protect the rights of inhabitants in the project area and to receive and address any project-related feedback and grievances from them
* Private sector entities that would be interested in procurement and supply chain issues related to the project as well in supporting the transition to EE/RE technologies within the tourism sector and at the household level
* Donors such as the Global Environment Facility (GEF), Pan American Health Organization /World Health Organization, U.S. Trade and Development Agency (USTDA), United States Agency for International Development (USAID), Caribbean Development Bank (CDB), Abu Dhabi Fund for Development, the International Renewable Energy Agency (IRENA) and the International Atomic Energy Agency (IAEA) that currently have projects in the sector
* Mass media outlets, to inform residents in the project area and the wider public about planned project activities
* The general public, to inform them of the general socio-economic impacts of the project, and to include in educational/outreach activities to support energy conservation
* Related ministries and government agencies such as the Ministries of Education; Health; Tourism; and Equity, Social Justice, and Empowerment
* Internal stakeholders include project staff; supervision consultants; contractors; sub-contractors; service providers, suppliers, and their workers.

### **2.4 Disadvantaged/vulnerable individuals or groups:** Disadvantaged/vulnerable individuals or groups are potentially disproportionally affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies.These stakeholders may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. Within the Project, the vulnerable or disadvantaged groups may include but are not limited to the following:

* **Women in the building trades**: While women are perceived to be generally advancing in the energy sector, the OECS Commission identified the need to include more women in trainings for installing and maintaining PV technology.
* **Primary school age children**, who may not be fully literate or capable of understanding technical language around energy.
* **Persons with disabilities** such as those that are physically or visually impaired.

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate.

Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

**Table 1 Project Stakeholder Disaggregation**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Institution** | **Affected Parties** | **Other Interested Parties** | **Disadvantaged/Vulnerable Groups/individuals** |
| **General and**  **Cross-cutting Stakeholders** | * The National Insurance Property Development and Management Company Ltd. (NIPRO) * National Utilities Regulatory Commission (NURC) * Saint Lucia Electricity Services Ltd (LUCELEC) * Individual ministries which own the buildings * Building managers/electricians * Buildings Unit withing the Ministry of Infrastructure, Ports, Transport, Physical Development and Urban Renewal * Saint Lucia Solid Waste Management Authority (SLSWMA) * Saint Lucia Water and Sewerage Company * Sub-project neighboring residents/businesses * Day to day users of the buildings | (External)   * General public * Ministries and Government agencies * Local government entities * Media * Private Sector Donors * NGOs /Civil Society   (Internal)   * Project Staff * Supervision Consultants Contractors * Sub-contractors * Service providers, suppliers and their workers | * Women in building trades * Persons with disabilities |
| **Government Office Buildings** | * Building managers/electricians * Civil Servants working in building * Project workers, especially those employed by contractors when civil works begin * Cultural heritage organizations * Vendors operating on and outside the buildings, especially in the Fisheries Complex * Citizens visiting the complex for administrative purposes |
| **Healthcare Institutions** | * Hospital staff/administrators * Staff, especially for medical stations/administrators * Building manager/electricians, grounds keepers * Health and safety person(s) looking after maintenance of the building and hospital safety procedures * Medical station staff and neighboring community/businesses * Patients and their guardians * Vendors outside of sub-project sites * Cultural heritage organizations |
| **Sports Facilities** | * Facilities Management Committees * Facilities managers/electricians, grounds keepers * Permanent shops/vendors on the stadium grounds and outside of sub-project sites * Athletes/sports teams * Schools using stadium facilities for sporting events |
| **Fire Stations** | * Staff (management, administration, auxiliary staff) * Fire fighters/medical first responders who share building with fire station * Building manager/electricians |
| **Forensics Lab** | * Staff (management, administration, lab technicians and auxiliary staff) * Building manager/electricians, |
| **Police Training School** | * Staff (including management, administration, teachers, and auxiliary staff) * Building manager/electricians * Trainees attending the PTS for various training programs * Cultural heritage organizations |
| **Vieux Fort Marine Police** | * Staff (including management, administration, marine police officers, and auxiliary staff * Building manager/electricians |
| **Tissue Culture Unit -Union- Ministry of Agriculture** | * Staff (management, administration, and auxiliary staff) * Building manager/electricians |
| **Educational Institutions**  *(Primary and Secondary Schools, Community College)* | * Building manager/electricians * Teachers, especially vocational teachers * Auxiliary staff, including maintenance, cleaners, etc. * General student body * Student council/ Student union * Environmental clubs/Science clubs/4H Groups * Vocational Students * Contractors that work within schools * Vendors in school compound | * Ministry of Education * Saint Lucia Teachers’ Union/Other representative teachers’ bodies * Saint Lucia Principals Association * Trade union representing auxiliary staff (National Workers Union) * Parent Teacher Associations * Saint Lucia National Students’ Council   (Also includes the list of “Other Interested Parties” in the line above) | * Persons with disabilities * Primary school age children, especially those with learning challenges/difficulties |

# STAKEHOLDER ENGAGEMENT ACTIVITIES

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.

### **3.1. Summary of stakeholder engagement done during project preparation:** The objectives of the stakeholders’ consultations during project preparation are as follows:

• To inform stakeholders of the proposed project

• To garner stakeholders’ input on the project design and activities

• To identify or clarify project-affected persons, other interested parties, and disadvantaged/vulnerable groups

• To foster broad based ownership of project and its outcomes

Initial consultations outlined the Project’s objectives and activities, the grievance management process, and specific interventions planned for each site and potential impacts and risks related to the proposed project activities. These first consultations served as an opportunity to gather feedback on other potential impacts and risks not yet identified in the disclosed Environmental and Social Management Framework and (ESMF) and Labour Management Procedures (LMPs). (The ESMF and LMP will be disclosed via the Project’s website.) This feedback was recorded and considered by Project staff and a summary of the main recommendations received and to be integrated into the SEP are provided in Annex 2.

Initial consultations included the following:

* A National Consultation with diverse stakeholders in the energy, environment, and other related
* sectors, in-person and virtual (April 6th, 2023)
* The Fire service, Deputy Fire Chief, Assistant Divisional Officers (May 11, 2023)
* Youth Emergency Action Committees: There are over 120 active members of these committees who are responsible for project implementation, job placements and capacity building of youth members. (May 11, 2023)
* National Insurance Property Development and Management Company Ltd. (NIPRO) (May 16, 2023)
* Carmen Renee Memorial Primary School, approximately 400 students and 10 teachers at a special assembly (May 18, 2023)

While stakeholders fully supported the Project activities and broader efforts by the Government of Saint Lucia in reducing energy expenditure, decarbonizing energy, and building energy resilience; consultations provided the following recommendations (Annex 2 provides more details on stakeholders’ questions, comments, and recommendations in these consultations):

* Expand this type of project to include the **private sector**
* In addition, the EE measures mentioned, include also **solar hot water systems and solar streetlights** as part of the Project
* **Fire and life safety:** Integrate fire certification in all Project buildings, develop buildings codes that meet fire safety certification and train fire personnel to carry out certification.
* **Employment opportunities for youth and single parents:** ensure that these vulnerable groups are include in the Project activities, especially in providing them employment in the Project works and within the energy sector broadly.
* **Roof integrity and other structural considerations:** Concerns about the addition of PV system loads on the building roofs that were not originally designed to hold such equipment.
* **Other potential stakeholders:** Include climate change advocacy work into the stakeholder engagement and consult with local communities’ council within sub-project areas during implementation.

### **3.2. Summary of methods, tools, and techniques for stakeholder engagement:** The stakeholder engagement activities under the Project have three objectives: information disclosure on the Project activities, gathering feedback from stakeholders and finally, to induce a series of changes in behaviours and perceptions that support the objectives of the Project. To this end, the proposed engagement activities employ a range of formats, depending on the activity objective and the needs of stakeholders. These include formal, in-person meetings with government counterparts, site-level consultations with the sub-project site users, focus group meetings, site visits/building walk-throughs as well as perception surveys during and after implementation.

### Additionally, a series of communications activities and tools will aim to reach the general public on themes around energy conservation and efficiency.

### **3.3 Stakeholder engagement program:** Table 2 outlines the timeline of stakeholder activities that will take place under the Project.

**Table 2 Stakeholder Engagement Activities**

| **Timeline**  (Project stage) | **Topics** | **Methods Used** (Objective: Information disclosure, Feedback, Behavior Change) | **Target stakeholders** | **Responsibilities** |
| --- | --- | --- | --- | --- |
| Prior to commencement  of project activities  (Preparation) | Project Objectives/ Activities  Stakeholder Engagement Plan and Grievance Management Mechanism  Environmental and Social Management Framework (ESMF)  Labor Management Procedure and Grievance Mechanism for workers | Information will be disclosed, and feedback gathered via:   * Face-to-face meetings * Presentation during school assemblies * Email communication * The project’s website   [Annex 3](#_ANNEX_3:_SITE) provides guidance on site-specific consultations during preparation  (Information disclosure, Feedback) | PAPs such as The National Insurance Property Development and Management Company Ltd. (NIPRO), the Buildings Unit within the Ministry of Infrastructure, Ports, Transport, Physical Development and Urban Renewal, Saint Lucia’s Chief Electrical Engineer, Fire marshals, schools’ community (Students, parents, teachers, administrators)  Cultural heritage organizations | PIU Social and Environmental Specialist, Community Liaison Officers (CLOs) |
| Prior to start of  civil works and especially during construction  activities  Monthly  (Implementation) | Environmental and Social Management Framework and any possible plans that may be applied to the sub-project works  ESMPs, Resettlement Action Plans, Cultural Heritage Plan, etc.  Stakeholder engagement activities  Grievance Management Mechanism | Prior to the start of civil works:   * 1 site-specific focal point will be designated, as well as other relevant stakeholder representatives * On-site interviews and building walk-throughs will be organized together with the sub-project focal points and other stakeholders * Focus groups with different stakeholders representing various user segments (e.g., building staff, building users, women). * A Perception Survey will be carried out among building users to explore their awareness of EE/RE   [Annex 3](#_ANNEX_3:_SITE) provides guidance on site-specific consultations  Information will be disseminated via:   * WhatsApp messages through sub-project site focal points * Notice boards at site entrances * Posters * The project’s website * The project’s social media * Mass media content (News stories/TV/radio programs on EE/RE themes) * Community bulletin boards * Fact sheets on EE/RE will be integrated into existing government newsletters * Prepared talking points for Ministers, cutting across related sectors and integrating RE/EE themes, integrated into monthly themes/speaking events around environment issues   In order to encourage behavior change, the following engagement activities will be pursued:   * Science fair/competition/essay contest on reduction of energy consumption for schools * Sports sponsorship program with LUCELEC * Communications campaign on RE/EE during Fire service awareness week and Emergency Medical Services week * Collaboration with popular theater groups and music artists to create plays/rap music on RE/EE themes   Feedback from end users will be collected through:   * The PIU staff * The site focal point, who will also act as the local grievance focal point channeling any issues to the PIU * Grievance/suggestion boxes * Project website * Contractors on the sub-project site   (Information disclosure, Feedback, Behavior Change) | PAPs, including site-specific groups  and communities, building managers, building users  NGO/Civil  society groups  Cultural heritage organizations  Neighboring residents, and businesses  General Public  Other interested parties, such as (Internal) Supervision Consultants, Contractors, Sub-contractors  (External) Ministries and Government agencies, Local government entities, Media, Private Sector, Donors | PIU Social and Environmental Specialist, CLOs |
| Post-construction phase  Quarterly information disclosure, feedback, behavior change activities  (Implementation) | Project Impacts  Grievance Management Mechanism | Once the works are completed:   * Posters in visible locations of the buildings will highlight the EE benefits of the completed project. * A follow-up Perception Survey will be carried out to measure any changes that may be attributed to the project, especially with stakeholders at the Project sites ([Annex 3](#_ANNEX_3:_SITE) provides guidance on site-specific consultations)   (Information disclosure, Feedback, Behavior Change) | PAPs, including site-specific groups  and communities, building managers, building users  General Public  Ministries and Government agencies, Local government entities, Media, Private Sector, Donors, | PIU Social and Environmental Specialist, CLOs |

### **3.4 Proposed strategy to incorporate the views of vulnerable groups:** The Project will include targeted stakeholder engagement with vulnerable groups such as women, primary school age children and persons with disabilities. The strategies that will be adopted to effectively engage and communicate to these vulnerable group will be considered during project implementation. Outreach activities will ensure that these groups are engaged in a manner that is appropriate to their needs. Examples include gender-balanced community engagement teams; provisions for childcare, transport, and safety; online and in-person engagement activities so that stakeholders in unpaid care work can participate; communication materials and meeting formats that are child friendly or appropriate for those that are physically or visually impaired.

### **3.5 Reporting back to stakeholders:** Stakeholders will be kept informed as the Project develops, including reporting on the Project’s environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism, and on the project’s overall implementation progress. Potential means for reporting back to stakeholders include via:

* Focal persons at each site utilizing WhatsApp groups already in place to disseminate information
* The Project’s Social and Environmental Specialists, via the Project website and WhatsApp groups
* During site-level meetings (Annex 3 provides guidance on site-specific consultations)
* Theme-based Facebook pages
* Community Radio stations, such as 88.5 Soufriere FM
* Representative bodies such as the Saint Lucia National Youth Council and National Students’ Council
* Mass media channels – news stories, press releases and radio programs

**3.6 Data Privacy:** Personal data, personally identifiable information and sensitive data are likely to be collected and used by the Project in connection with the management of environmental and social risks under circumstances where measures to ensure the legitimate, appropriate, and proportionate use and processing of that data may not feature in national law or data governance regulations. Personal data is expected to be collected and processed[[5]](#footnote-6) in the following ways:

* Stakeholder identification and consultations
* Socio-economic stakeholder and perception surveys
* Investigation of incidents and accidents related to project activities through grievance management
* Complaints raised by individuals at the project-level.

To guard against abuse of that data, the Project will incorporate best international practices for dealing with such data in such circumstances. Such measures may include, by way of example, data minimization (collecting only data that is necessary for the purpose); data accuracy (correct or erase data that are not necessary or are inaccurate); use limitations (data are only used for legitimate and related purposes); data retention (retain data only for as long as they are necessary); informing data subjects of use and processing of data; and allowing data subjects the opportunity to correct information about them, etc. In practical terms, the Project will ensure that these principles apply through assessments of existing or development of new data governance mechanisms and data standards for processing personal data in connection with parties involved in Project implementation (project implementation units, contractors, consultancy firms, etc.), including assessment or development of data sharing protocols, rules or regulations, revision of relevant regulations, and training on personal data protection.

# RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

## 4.1 Resources: A tentative budget for implementing the stakeholder engagement plan over four years is detailed in in Table 3. The PIU will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. If so, the plan will be updated, and a new revision distributed. The budget for the SEP is included in component 3 of the Project.

**Table 3: Budget for SEP\***

| **STAKEHOLDER ENGAGEMENT ACTIVITIES** | **UNIT COST (USD)/YEAR** | **YEARS** | **TOTAL COST**  **(USD)** | **REMARKS** |
| --- | --- | --- | --- | --- |
| **STAFF SALARIES/TRAVEL/TRAININGS\*\*** | | | | |
| *CLOs (2) (Salary costs are indicative)* | 80,000/per year | 3 | **240,000** |  |
| *Training on social/environmental issues for PIU and contractor staff* |  |  | **2,000** |  |
| *Contingency (10%)* |  |  | **24,200** |  |
|  |  | ***Subtotal*** | **266,200** |  |
| **STAKEHOLDER ENGAGEMENT ACTVITIES** | | | | |
| **National Consultations** (Venue, Catering, materials, travel) | 8,000 | 3 | **24,000** | Consultations before project works begin, 1 during, 1 after completion |
| **Community/Stakeholder Meetings** (Catering, materials) |  |  | **29,000** | 3 meetings at each site (before project works begin, 1 during, 1 after completion)  Possibly 1 more meeting at 16 schools  (33X3) +16 =115 total meetings  Approximately $250 per meeting, including $8/participant for meals |
| **Beneficiary/citizen perception surveys** (*Mid and end of project perception surveys)* |  |  | **12,000** | Tools such as Mentimeter, Whatsapp or paper-based surveys  CLOs to collect and process information |
| **Science Fair (venue, transport, materials, catering)** |  |  | **7,000** |  |
| **Communications Materials** |  |  | **30,000** | Overall budget for communications materials |
| *TV/Radio content, animated advertisements* |  |  |  |  |
| *Print Materials (Series of 8 theme-based pamphlets, 1 grievance management pamphlet) (design and printing)* |  |  |  |  |
| *Project Website (design and upkeep)* |  |  |  | 5,000 |
| *Site-based posters/banners/notice boards (Design and printing)* |  |  |  |  |
| *Project Paraphernalia* |  |  |  | 10,000 (branded items such as notepads, keyrings, pens, etc. to disseminate Project information) |
| *Contingency (10%)* |  |  | **10,200** |  |
|  |  | ***Subtotal*** | **122,400** |  |
| **GRIEVANCE MANAGEMENT ACTIVITIES** | | | | |
| *Suggestion/Grievance Boxes* |  |  | **3,500** | $100/box x35 project sites |
| *Internal GR training for staff and contractors, (transport, catering, materials)* |  |  | **4,000** | Led by GRM Focal point and CLOs  $500 per training  2 trainings (initial and follow-up) at each of these project site sub-groups: Schools, Government, Fire stations, and medical stations |
| *Contingency (10%)* |  |  | **750** |  |
|  |  | ***Subtotal*** | **8,250** |  |
|  |  | **TOTAL** | **396,850** |  |

\*The budget detailed here is tentative and likely to change once the stakeholder engagement activities are further defined.

\*\*Costs for the Environmental Specialist salary, the Social Specialist salary, the services of a Communications Firm, and other travel and meeting costs are included in the overall Project budget

## 4.2 Management functions and responsibilities

**Overall institutional arrangements.** The Project will be implemented at the national and regional level, under a regional coordination framework. The implementation arrangements are designed to ensure strong ownership of the PDO and the implementation of components by the Project countries, facilitate synergy and economies of scale, and strengthen coordination among OECS member countries at the regional level. At the national level, the line ministries and agency responsible for the energy sector of the participating countries will be responsible for the execution of the Project, working in close collaboration with the Ministry of Finance (MOF) and other ministries in the national cabinets for their respective project sub-components. Each participating country will have a PIU that will be responsible for planning and implementing all activities in the country and reporting to the responsible line ministry. Figure 1 illustrates the Project’s framework for implementation and governance.

In Saint Lucia, the existing Project Implementation Unit (PIU)[[6]](#footnote-7) under the Saint Lucia’s Ministry of Infrastructure, Ports, Transport, Physical Development and Urban Renewable (MIPTPDUR) will be expanded and strengthened for the implementation of Saint Lucia’s activities under the Project. Reporting to Permanent Secretary responsible for the Department of Infrastructure, Port and Transport (DIPT), a new Project Director for the CEGEB Project will be recruited along with an additional team of technical, procurement, financial management, environmental and social experts. A National Coordinating Committee (NCC) for the Project will be created in Saint Lucia. It will include representatives of MOF, other relevant ministries and entities, the National Utilities Regulatory Commission (NURC), etc. The NCC will coordinate and oversee the project activities at country level.

The PIU staff will oversee stakeholder engagement activities and manage the grievance mechanism. The PIU staff will include a PIU Head, an Environmental Specialist, a Social Specialist and 2 CLOs. The Social Specialist will be the project’s Grievance Coordinator, with the CLOs supporting the grievance management activities by documenting and tracking filed grievances. The CLOs will also lead overall communications of the project, such as managing the Project website and WhatsApp group. Focal persons will also be designated at each sub-project site to help disseminate project information and gather feedback from stakeholders. A Grievance Management Committee will address complicated complaints, as needed (See Section 5). The stakeholder engagement activities will be documented through a project-specific website, a grievance/feedback database, and a stakeholder engagement log.

Figure 1 Institutional Arrangements

A diagram of a company

Description automatically generated

# 5. GRIEVANCE MECHANISM

## 5.1 Objectives of the Grievance Mechanism: Saint Lucia and the WB are committed to enhancing opportunities for grievance management, collaborative problem solving, and alternative dispute resolution for the Project. The Project and its associated activities may have some short term and reversible impacts. The Grievance Mechanism is a tool for early identification, assessment, and resolution of complaints regarding any anticipated and unanticipated risks that would be encountered during implementation as well as for receiving feedback to inform project activities. The Grievance Mechanism aims to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

### **Implementation structure**: The implementation structure for the Grievance Mechanism is the following:

### **PIU level:** the Social Specialist will be the project’s Grievance Coordinator. With the support of the CLOs, the Grievance Coordinator will receive and examine grievances/feedback at the PIU level, maintain a project-wide database of filed grievances and their redressal process, monitor the project activities of contractors and consultants on management of grievances, and prepare quarterly progress reports on grievances received.

### **The Grievance Management Committee:** The Grievance Management Committee is chaired by the PIU head and composed of the Grievance Coordinator, the Environment Specialist, a representative from LUCELEC, a representative from the National Utilities Regulatory Commission, a representative from the Bureau of Standards and the Chief Electrical Engineer. The Committee will review complicated grievances that cannot be resolved through the Grievance Coordinator. Others will be in included in Committee meetings as needed and depending on the nature of the complaint.

### **Sub-project site level:** The designated site level Focal Point and the relevant CLO will receive and record grievances from stakeholders. Once received, the grievance is relayed to the Grievance Coordinator within the PIU.

* **Contractor level:** Contractors will designate a person to receive, record and investigate grievances. Once received, the grievance is relayed to the Grievance Coordinator within the PIU.

### **The GR process:** The process for grievance management is as follows:

1. **Receive grievance/feedback**: All grievances/feedback can be received by the PIU staff, sub-project site focal points or by any other person on a sub-project, including a contractor or other designated person. Through the consultation process, stakeholders will be informed of various avenues through which grievances/feedback can be filed, including at the sub-project level (suggestion/grievance boxes will be available in each building during construction works) or directly to the PIU. At the contactor/subcontractor level, the Environmental and Social Management Plans (ESMPs) will reflect site specific channels and contact point of entry for grievances. The point of receipt of grievances/feedback are detailed in Table 4.
2. **Processing**: Within 24 hours of receipt, the Grievance Coordinator will categorize the grievance (high, medium, low priority) and forward grievances/feedback to relevant persons at the sub-project level or within the PIU.
3. **Acknowledgement of grievance***:* All grievances will be acknowledged by telephone or in writing by the Grievance Coordinator within 24 hours of receipt of the grievance. The grievant should be informed of the approximate timeline for addressing the complaint if it cannot be addressed immediately.
4. **Verification, investigation, action:** The Grievance Coordinator will investigate the complaint. This investigation will include, but is not limited to, meetings with the grievant, site visits, meetings/interviews with project staff and collection of relevant documentation and other forms of evidence. For meetings, the deliberations and decision will be recorded in a Meeting Record Form. Community representatives or representatives of the grievant will be allowed to sit in on these meetings. The Grievance Coordinator will work with the relevant authorities and with project contractors to ensure speedy resolution of grievances. If the complaint cannot be resolved by the Grievance Coordinator, it will be reviewed by the Grievance Management Committee.
5. **Monitoring and evaluation:** Data on complaints will be collected in the Grievance Management Registration and Monitoring Sheet and reported to the NCC and WB on a quarterly basis.
6. **Provision of feedback:** Feedback from grievant regarding their satisfaction with complaint resolution is collected within a month after the grievance is resolved.

**Table 4: Grievance Management Process**

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Description of Grievance Management Process** | **Responsible Entity** | **Time Frame** |
| 1. Receiving Grievance/Feedback | PIU, Saint Lucia’s Ministry of Infrastructure, Ports, Transport, Physical Development and Urban Renewal  Intake channels: In-person, in writing, Project site, telephone, fax, emails, SMS, Whatsapp, Facebook page, Grievance submission form (Annex 4) | Grievance Coordinator | Ongoing and available to project stakeholders during all stages of project |
| Sub-project site level  Intake channels: in person, in writing, telephone, SMS, Whatsapp, suggestion/grievance box | Designated project focal points and CLOs |
| Contractor  Intake channels: grievants may file a complaint at a sub-project site via a suggestion/grievance box or in-person in writing, telephone, SMS, or Whatsapp with the contractor | Contractor-Designated Grievance Manager |
| 1. Processing | Any complaint received is categorized (high, medium, low priority) and forwarded to relevant sub-project focal points or PIU. Then the grievance is logged in the Grievance Management Registration and Monitoring Sheet | Grievance Coordinator | Within 24 hours of receipt |
| 1. Acknowledgement | Receipt of the grievance is acknowledged to the grievant and informed of the approximate timeline for addressing the complaint if it can’t be addressed immediately. | Grievance Coordinator | Within 24 hours of receipt |
| 1. Verification, investigation, action | Investigation of the complaint is led by the Grievance Coordinator (and if needed, the Grievance Management Committee) and a proposed resolution is formulated and communicated to the grievant | Grievance Coordinator in collaboration with relevant Ministries, and Grievance Management Committee (for complex cases) | No later than 30 working days |
| 1. Monitoring and evaluation | Data on complaints are collected in the Grievance Management Registration and Monitoring Sheet and reported to the NCC and WB | GRM Focal point | Quarterly reporting |
| 1. Provision of feedback | Feedback from grievant regarding satisfaction with complaint resolution is collected | GRM Focal Point | Within 1 month after resolution |

Meetings with the grievant will be recorded and decisions will be communicated to the grievant formally. If she/he accepts the resolutions, the grievant’s acceptance will be obtained on the disclosure format in Annex 6. It is expected that the complaint will be resolved at this level no later than 30 working days of receipt of the original complaint. If the affected party does not agree with the resolution by the Grievance Management process, or there is a time delay of more than 60 working days in resolving the issue, the grievant can opt to consider taking legal recourse within the local courts.

# 6. MONITORING AND REPORTING

## 6.1 Summary of how SEP implementation will be monitored and reported (including indicators): A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:

## General:

## The number of consultation meetings and public discussions conducted quarterly

* The number of perception surveys conducted

**Information Dissemination:**

* The number of community radio broadcasts
* The number of WhatsApp groups engaged
* The number of press materials published/broadcasted

**Feedback Gathering:**

* The number of recommendations gathered in consultations during project implementation
* The number of recommendations that were integrated into the project design
* The number of participants in sub-project-level meetings

**Grievance Management:**

* The numbers and types of grievances received within a quarterly period
* Percentage of grievants by gender
* The number of grievances resolved within the prescribed timeline

### **6.2 Reporting back to stakeholder groups:** The SEP will be periodically revised and updated as necessary during project implementation. Quarterly 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 quarterly summaries 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.

# ANNEX 1: PROPOSED SUB-PROJECT SITES

The following is a tentative list of sub-project sites. The final sites will be determined subject to the results of investment grade audits.

|  |  |
| --- | --- |
| **Sub-Project Site Type** | **Sub-Project Site Name** |
| **Government Administrative and Other Buildings** | 1. Heraldine Rock Bldg. 2. Sir Stanislaus James Bldg. 3. NIC (Waterfront) Francis Compton 4. Fisheries Building Complex 5. Financial Administrative Center 6. Forensics Lab 7. Police Training School 8. Vieux Fort Marine Police 9. Tissue Culture Unit -Union- Ministry of Agriculture |
| **Educational Institutions**  *(Primary and Secondary Schools, Community College)* | 1. Carmen Rene Memorial School 2. Gros Islet Primary School 3. Saint Lucia Sports Academy 4. Corinth Secondary School 5. Castries Comprehensive Secondary School 6. Leon Hess Secondary School 7. Entrepot Secondary School 8. Soufriere Comprehensive 9. Bocage Secondary School 10. Sir Ira Simmons Secondary School 11. Au Leon Combined School 12. Dennery Schools Complex-Clendon Mason 13. Anse Ger Secondary School 14. Piaye Combined School 15. Roblot Combined School 16. Sir Arthur Lewis Community College |
| **Healthcare Institutions** | 1. Victoria Hospital 2. Owen King EU Hospital |
| **Sports Facilities** | 1. Daren Sammy Cricket Grounds 2. National Tennis Center 3. Mindoo Phillip Park |
| **Fire Stations** | 1. Gros Islet Fire Station 2. Dennery Fire Station 3. Vieux Fort Fire Station |

# ANNEX 2: STAKEHOLDERS’ QUESTIONS / COMMENTS / RECOMMENDATIONS

An earlier version of the SEP was publicly disclosed on April 13th, 2023on the [Government of Saint Lucia’s website](https://www.govt.lc/publications/stakeholder-engagement-plan-for-the-caribbean-efficient-and-green-energy-buildings-project). Initial consultations included the following:

* **A National Consultation** with diverse stakeholders in the energy, environment, and other related sectors, in-person and virtual (April 6th, 2023) (Attendance Log below)
* **Fire service**, Deputy Fire Chief, Assistant Divisional Officers (May 11, 2023)
* **Youth Emergency Action Committees**, two administrative personnel representing youth members. There are over 120 active members of these committees who are responsible for project implementation, job placements and capacity building of youth members. (May 11, 2023)
* **National Insurance Property Development and Management Company Ltd. (NIPRO),** CEO and two subordinate Officers (May 16, 2023)
* **Carmen Renee Memorial Primary School**, approximately 400 students and 10 teachers at a special assembly (May 18, 2023)

The following table details questions, comments, and recommendations received from stakeholders either in writing or during in-person consultations.

|  | **Stakeholders’ Questions / Comments / Recommendations** | | **Response/Action Taken** |
| --- | --- | --- | --- |
|  | **Positive Feedback/Recommendations** | | |
|  | Stakeholders were appreciative of the efforts that the Government is making towards reducing energy expenditure, decarbonizing energy and building resilience. | | Thank you for the positive feedback, recommendations, and information. |
|  | Four Fire stations are part of the CEGEB. The fire department is very excited about the work that has been done with the audits thus far and are looking forward to the addition of solar energy to their facilities. | |
|  | The project is welcomed by the administration of the fire department; however, follow-up meetings need be held with line staff for dissemination of information and suggestions to ensure project success. | |
|  | To date, NIPRO has completed the change of the central AC to energy efficient alternatives and are consistently introducing LEDs through their routine maintenance program. | |
|  | Carmen Renee Memorial Primary School students were very animated while learning energy and the benefits of the CEGEB project to their school. The teachers and students are excited to see the project materialize and await its commencement. | |
|  | **Project-wide Comments** | | |
|  | Component 1, Project Scope | Some representatives requested that this project be implemented across the entire government system and be extended to the private sector as well. | While this particular project is for only for public buildings, the Government is exploring private sector partnerships to increase the reach of RE/EE technologies in Saint Lucia. Meetings with the Manufacturing Association have discussed how the private sector can be encouraged and supported in the sector. |
|  | Component 1 | Some stakeholders requested the addition of solar hot water systems and solar streetlights. | The investment grade audits will determine the final selection of buildings and whether these types of investments are feasible. |
|  | Component 2, certification | Integrate fire certification in all Project buildings | The Project will integrate fire certification into the buildings under the Project such as identify fire hazards, escape routes, and assembly points in emergency situations. |
|  | Component 2, building codes | Develop building codes that meet the certification criteria of the fire department. | A fire plan can be established for each building.  Health and safety issues can be integrated into building codes, the certification and re-certification process as well as inspections.  Saint Lucia currently follows the CARICOM Regional Energy Efficiency Building Codes (CREEBC). The Project will seek to improve compliance of these Codes and improve upon current practices. |
|  | Component 2, Training | Provide technical training to fire personnel to carry out certification and recertification of buildings that incorporate solar systems.  Align the increased workload for this type of certification with additional human resources. | The Project is considering establishing a multi-disciplinary group to meet 2x year to push forward this effort, improve compliance, (including that DCA chair, chief planning officer and others) |
|  | Component 2, Training | Include youth in the training and certification process in the solar energy sector | Support entrepreneurship training in the sector among youth. |
|  | Component 2, Training | Increase the number of certified personnel in energy management to ensure that the systems are maintained for continued performance. | Project will cover these activities. Establish partnerships with the private sector and other sectors to ensure equipment is well-maintained, including after the project.  Firms that do the works under the Project will be included in the maintenance after the Project is complete. |
|  | Component 2, Training | Train NIPRO staff in energy management. | The Project will cover these activities |
|  |  | The administration of the fire service laments the increased rated to be paid the utility company for energy and the difficulties experienced to meet this monthly commitment. | The energy team highlighted the importance of energy conservation and energy efficiency as measures to be taken to reduce electricity consumption, some of which is already being practiced by the staff at the fire stations across the island. |
|  |  | NIPRO is anxious for the implementation of the components of the audit recommendations. | The audit recommendations have been shared with NIPRO. Subsequent meetings will inform and update NIPRO on the implementation process. |
|  | **ESMF** | | |
|  | Fire Safety | SHs discussed the inherent additional safety risk that arises with attending fires in buildings that are fitted with batteries and solar generating sets. | The Project will address these risks via specialized training for fire fighters and building engineers/maintenance staff. |
|  | Fire Safety | Fire officers recommended that Standard operating procedures be developed for installations with PV systems along with proper signage and ease for disconnecting power. | These recommendations will be integrated into the building certification process. |
|  | Waste Management | Measures need to be put in place for the safe disposal of old florescent lamps. | Component 2 of the project will include the development of a regional waste management plan under the OECS, which will include Saint Lucia. The EMSF details procedures and plans for handling of waste. Details on how waste will be managed will be further detailed once the waste management plan is developed. |
|  | Construction | Special and deliberate attention needs to be placed on the scheduling of works for schools involved in the project. | The project foresees works to be take place over span of about 1 month at each sub-project site. Measures will be in place to ensure minimal disruptions to the core functions of the sub-project sites. For instance, works at school buildings will not take place during school hours. |
|  | Roof integrity | NIPRO expressed concern with the addition of PV system loads on the building roofs as they were not originally designed with such in mind. | The investment grade audits will determine the final selection of buildings and which types of investments are feasible based on roof integrity, among other factors. |
|  | Carport PVs, Asset protection | The alternative for roof PV is a carport canopy in a large parking lot behind the government administrative buildings but this poses a security risk because this location is less frequented, especially at weekends. | Potential measures to address these security risks include fencing in the parking area, installing PV on special mounts and installing security cameras to deter theft. |
|  | Carport PVs | If rooftop PV is not feasible, another option is in front of the government administrative buildings on the Waterfront. This may especially be welcomed if the design of the carport is aesthetically pleasing. | NIPRO will be consulted on the design of these carport structures. |
|  | Roof integrity | Issues of water ingress from drilling is of great concern and the ability to effectively maintain the roof when the systems are installed. | The investment grade audits will assess the integrity of the roof and propose installation procedures to mitigate this risk. |
|  | Component 2, LMP | The young men in the communities and within the areas where this work will be done should not be kept out of the lines of employment. Put measures in to ensure that they are accommodated for employment within the Project. | The Project will engage with youth organizations to get recommendations for the hiring process. |
|  | Component 2, LMP | Try to accommodate single parents in the project to help them get employment. | The Project will engage with relevant organizations to get recommendations for the hiring process. |
|  | **SEP** | | |
|  | Information Disclosure | Reach out to communities to present information on the project through PSAs, radio and television. | This will be included in the activities outlined in the SEP. |
|  | Potential Stakeholders | Contact the communities’ council in project affected areas to receive feedback and disseminate information. | This will be included in the SEP and in sub-project ESMPs, if applicable. |
|  | Potential Stakeholders | Ensure that there is a climate change advocacy arm in the project. | While specific activities are not yet defined, best practices and recommendations are welcome. Subsequent meetings with stakeholders will seek to concretize activities under the Project. |

**Attendance Log of National Consultation** (April 6th, 2023)

| ORGANISATION | DESIGNATION |
| --- | --- |
| NURC | Commissioner |
| Choiseul/Saltibus | Councillor |
| NURC | Consumer Relations Officer |
| National Competitiveness and Productivity Council | Communication Specialist |
| NURC | Legal Officer |
| NURC | Deputy Chair |
| National Conservation Authority | Trustee |
| Department of Physical Planning | Physical Planning Officer |
| WASCO | Support Services Manager |
| Water Resource Management Authority (WRMA) | Water Resource Specialist |
| Caribbean Water and Sewerage Association Inc (CAWASA) | Executive Director |
| Millennium Heights Medical Complex | Mechanical Engineer |
| Eco Carib | Chief Operation Officer |
| WRMA | Director |
| Athletic Association of Saint Lucia/ Saint Lucia Fire Service | Firefighter |
| Department of Infrastructure | Energy Officer |
| Department of Infrastructure | Public Utilities Officer |
| Caribbean Youth Environment Network (CYEN) | Member |
| Saint Lucia Woodworking Ltd | SMA |
| Chamber of Commerce | SMA |
| OECS Commission | Programme Director |
| Saint Lucia Manufacturing Association | Executive Director |
| Vieux-Fort North Constituency Council | Councillor |
| Vieux-Fort North Constituency Council | Councillor |
| Saint Lucia Employment Federation | Executive Director |
| NURC Special Application Committee | Engineer |
| Department of Gender Affairs | Director |
| Ministry of Agriculture | Marketing Officer |
| Ministry of Agriculture | Corporate Planning Officer |
| FDL Consult Inc | Assistant General Manager |
| Bankers Association of Saint Lucia | President |
| Allied Consultancy Services | Managing Director |
| Solar Energy Company Limited | Managing Director |
| Ministry of Commerce | Investment Officer |
| Vieux-Fort South Constituency Council | Town Clerk |
| Saint Lucia Bereau of Standards | Director |
| Vieux-Fort South Constituency Council | Deputy Mayor |
| Project Coordination Unit | Monitoring and Evaluation Officer |
| NURC Special Application Committee | Member |
| Engineering Association of Saint Lucia | President |
| USAID |  |
| NURC | Executive Assistance |
| NURC | Regulatory Economist |
| GGGI | Caribbean Representative |
| Stakeholder 1 | PV Installer |
| Stakeholder 2 | Consultant |

# ANNEX 3: SITE SPECIFIC CONSULTATION AGENDA

*The Project will conduct consultations with stakeholders at the site-level during the preparation, implementation, and post-construction phases. These consultations will be carried out by Project staff (the Environmental Specialist, the Social Specialist, the site-designated CLO as well as assisted by sub-project site focal persons) in identifying and convening stakeholders as well as organizing the consultations.*

**Project Presentation:**

* Context and why the need for the Project
* Project objectives
* General Project activities

**Specific project interventions at the sub-project site**

**Positive/negative impacts for sub-project site stakeholders**

**Grievance Management process:**

* Grievance management objectives
* Channels for filing grievances/feedback
* Grievance management process/timeline
* Reporting back on site-level grievances

**Reporting back to stakeholders:**

* Project’s environmental and social performance at the site
* Implementation of the stakeholder engagement plan and grievance mechanism at the site-level
* Project’s overall implementation progress

**Q&A/Discussion:**

* Do these interventions align with your needs? (preparation phase)
* What other interventions can be added? (preparation phase)
* What is the best way to get your feedback on the project?
* What is the best way to report back to you on the project’s activities at various stages? (preparation phase)
* How can incentives be integrated to reduce energy costs and support the project objectives generally?

**Template to Capture Consultation Minutes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholder  (Group or Individual)** | **Summary of Feedback** | **Response of Project Implementation Team** | **Follow-up Action/Next Steps** |
|  |  |  |  |
|  |  |  |  |

# ANNEX 4: GRIEVANCE SUBMISSION FORM

|  |  |  |
| --- | --- | --- |
| **Date received:** | **Date: (dd-mm-yyyy)** | |
| **Grievant Name** |  | □ Please keep my name confidential |
| **Other Information:** | *(Relevant information on the stakeholder (such as are they a building end user, project staff, or general public, does the stakeholder belong to a vulnerable group such as by gender, income, physical/visual able)* | |
| **Contact Information:** | **Phone:**  **Email address:**  **Address:**  (Please indicate the preferred method of communication) | |
| **Details of grievance:**  (Who, what, when, where) | □ One-time incident/complaint  □ Happened more than once (indicate how many times): \_\_\_\_\_\_\_\_\_\_\_  □ Ongoing (a currently existing problem) | |
| **How would you like to see issue resolved?** |  | |
| **Attachments to the grievance:**  (e.g., pictures, reports etc.) | List here: | |

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Grievant Signature (if applicable) Date (DD/MM/YYYY)**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature-Project personnel (to confirm receipt only) Date (DD/MM/YYYY)**

|  |
| --- |
| **For PIU use only:**  **Grievance Category:**  □ Construction Quality/Equipment  □ Worker Safety  □ Power outages  □ Waste Management  □ Traffic/Road Access  □ Problem with staff (Project/Contractor/Sub-project site)  □ Consultations related  □ Trainings related  □ Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Grievance No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_\_  **Priority Level: Low/Medium/High\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Grievance Owner/ Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

# ANNEX 5: GRIEVANCE MANAGEMENT REGISTRATION AND MONITORING SHEET

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No. | Name of  Grievant | Date  Received | Grievance uptake channel used | Location/ sub-project site, if applicable | Gender of grievant | Grievance category | Grievance Description | Further  Intervention? | Action(s)  taken by PIU | Resolution Accepted/ Not  Accepted  Y/N | Date | Grievant Satisfaction score   (1: Highly Unsatisfied-5: Highly Satisfied) |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |

# ANNEX 6: GRIEVANCE DISCLOSURE/RELEASE FORM

**Result of Grievance Management**

|  |  |
| --- | --- |
| **Grievance No:** |  |
| **Name of Grievant:** |  |
| **Date Filed:** |  |
| **Summary of Grievance:** |  |
| **Summary of Resolution:** |  |
| **Satisfaction Score of Grievant  (1: highly unsatisfied – 5: highly satisfied)** |  |
| **Date of grievance resolution (DD/MM/YYYY):** |  |

|  |  |
| --- | --- |
| **Signature of Grievant in acceptance of the suggested grievance resolution:** | **Name:** |
| **ID type and number:** | **Date (DD/MM/YYYY):** |

|  |  |
| --- | --- |
| **Signature of Social Development Specialist** | **Signature of PIU Head**: |
|  |  |
| **Name:** **Place:**  **Date (DD/MM/YYYY):** | **Name:**  **Place:**  **Date (DD/MM/YYYY):** |

1. NDCs are country-level climate action plans to cut emissions and adapt to climate impacts.  Countries set targets for mitigating the greenhouse gas emissions that cause climate change and for adapting to climate impacts. The plans define how to reach the targets, and elaborate systems to monitor and verify progress so it stays on track.  NDCs help countries shift to development that is greener and more sustainable and provides an opportunity for rethinking how a society produces and consumes. [↑](#footnote-ref-2)
2. Activities may include: (i) the development of EE building codes for new buildings, guidelines for EE building retrofits, EE and appliance Minimum Energy Performance Standards (MEPS), EE labeling, and existing buildings’ benchmark regulations; (ii) creation of regional standardized tools for the implementation of EE retrofit projects in existing buildings, including but not limited to, energy-audit templates and guidelines, as well as support for Energy Savings Performance Contracting (ESPC), which will include preparation of tools and templates, sample contracts, and Energy Savings Measurement and Verification (M&V) protocol; (iii) support for the development of tariff regulations on distributed RE, such as net billing, grid codes and a standardized contract; and (iv) design of a regional waste management strategy and others. [↑](#footnote-ref-3)
3. These may include costs associated with communication and outreach, assessment and screening of subproject candidates, technical assistance for identification, design, construction, and operation phases, such as elaboration of energy investment grade audits; preparation of technical, legal, and economic feasibility studies; for project management and technical expertise; project monitoring and evaluation, support for verifications/certifications, etc. [↑](#footnote-ref-4)
4. Each PIU will be strengthened through the hiring of expert consultants in key areas of operations, such as project management, technical advisory, procurement, financial management, environmental and social safeguards, monitoring and evaluation, and strategic communications as required. Included in this component is support for building the capacity of key public and private stakeholders in the technical, financial, and Environmental and Social (E&S) assessments of EE and DPV investments. [↑](#footnote-ref-5)
5. Personal data processing is any operation or set of operations, automated or not, which is performed on personal data, including but not limited to collection, storage, use, transmission, disclosure or deletion. [↑](#footnote-ref-6)
6. The existing PIU is for the WB financed Renewable Energy Sector Development Project. [↑](#footnote-ref-7)