

ESS10: Stakeholder Engagement and Information Disclosure



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

Stakeholder Engagement Plan

November 2023

CEPF 115168

Dolphin Head Local Forest Management Committee Cooperative Society

Project Name: Promoting Sustainable Livelihoods through Ecotourism in the Dolphin Head Forest Reserve, Jamaica

Grant Summary

- 1. Grantee organization: Dolphin Head Local Forest Management Committee Cooperative Society**
- 2. Sub project title: *Promoting Sustainable Livelihoods through Ecotourism in the Dolphin Head Forest Reserve, Jamaica***
- 3. Grant number: CEPF115168**
- 4. Grant amount (USD\$): \$48,000.88**
- 5. Proposed dates of grant: December 2023 - February 2025**
- 6. Countries where activities will be undertaken: Jamaica**
- 7. Date of preparation of this document: 30 November 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. Project Components

Dolphin Head Forest Reserve is an area of high botanical diversity, pharmaceutical, nutraceutical and recreational value and boasts an astonishing 32.5% rate of plant endemism, making it one of the most valuable terrestrial habitats in the Caribbean. It also supports the health, wellbeing and livelihoods of over 15 communities. The biodiversity of the Dolphin Head Forest Reserve is threatened by deforestation from agriculture and harvesting for coal.

The objectives of the sub-project are to: 1) establish sustainable alternative livelihoods among the target groups, leading to an improvement in their income earning potential 2) improve the capacity of the Dolphin Head Local Forest Management Committee Cooperative Committee (DHLFMCCS) to ensure its ability to upscale implementation of biodiversity conservation programs within the Dolphin Head Reserve and 3) to continue the awareness building of youth and community members about the value of biodiversity conservation in the Dolphin Head Forest Reserve. The project will be implemented through four components.

Component 1: Supporting Sustainable Alternative Livelihoods

Under this component, the DHLFMCCS will promote eco-tourism, craft-making, and apiculture as alternative livelihoods for farmers and community members. The DHLFMCCS will seek to operationalize its eco-venture by integrating farmers, focusing on Team Jamaica training, tour

guiding, craft production, and potential bed and breakfast accommodations. Apiculture will also be expanded to provide additional income sources without relying on forest resources.

Component 2: Community Sensitization Sessions

Activities under this sub-project component will focus on educating forest-dependent communities across five locales and reshaping community behaviors and attitudes towards forests in Jamaica.

Component 3: Organizational Capacity Building for DHLFMCCS

Through this component, the DHLFMCCS will enhance its operational efficiency by updating its Strategic and Action Plan, obtaining Tourism Product Development Company (TPDCo) certification and training members and the administration in entrepreneurship, record-keeping, and administrative duties.

Component 4: Project Management, Monitoring and Evaluation

This sub-project component is intended to ensure proper project management in compliance with CEPF and World Bank requirements.

10. Summary of previous stakeholder engagement activities

The DHLFMCCS maintains very good relationships within the community. The organization is well respected and trusted and has maintains a strong working relationship with the Forestry Department (FD). The DHLFMCCS operates on a membership basis and often meets with different interest groups and communities in the general geographic area.

This project idea has been discussed with project stakeholders since the end of the COVID-19 pandemic. These discussions have been held during regular monthly meetings, as well as informal meetings with community persons. The ideas included in the project were developed in a participatory manner with mutual agreement among members to compile the document. The Forestry Department participated in the planning and development project and provided guidance to ensure alignment with its organizational strategy. The Social Development Commission assisted in community engagement and ensured the inclusion of youth in the project.

11. Project stakeholders

The below table outlines the key stakeholders for this project.

Table 11.1: Project stakeholders.

Stakeholder Group	Type of Stakeholder <i>(partner / target stakeholder)-</i>	Involvement in project	Interest <i>(low / medium / high)</i>	Influence <i>(low / medium / high)</i>	Component under which will be engaged
Government: Forestry Department, TPDCo, SDC, 4H Jamaica	partner	FD-Increase and improve forest conservation as well as greater partnership with forest dependent communities in capacity building	high	high	All

		<p>and leadership in forest conservation and biodiversity protection.</p> <p>TPDCo- Provide certification and training in Team Jamaica programme and tour guide.</p> <p>SDC-Community engagement and increased participation of youths in rural development.</p> <p>4H Jamaica- Mobilization of 4 H clubs within target schools</p>			
Communities:	Riverside, Ginger Hill, Mclarengate, Horthen Court and Dias	For training - Team Jamaica Certification, craft and apiculture	high	high	All
Schools	Middlesex Corner Primary, Lucea Primary and Riverside All age	Navel string project for schools	medium	medium	Component 2

12. Stakeholder engagement program

The stakeholder engagement program aims to ensure equal opportunities for stakeholder groups to participate in discussions, and access information and benefits arising from activities of the sub-project.

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

- a) begins early in the planning process to gather initial views on proposals and inform the design of activities among members and participants;
- b) encourages stakeholder feedback, particularly as a way of informing the definition of activities and their scope, and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts;
- c) continues on an ongoing basis, as risks and impacts arise;
- d) is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful

consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders;

- e) considers and responds to feedback;
- f) supports active and inclusive engagement with project-affected parties;
- g) is free of external manipulation, interference, coercion, discrimination, and intimidation; and
- h) is documented and disclosed by the grantee.

When working with stakeholders on a project like this, there are several social risks to consider which can be mitigated through proper stakeholder engagement. In Components 1 and 2 several farmers, residents and schools will benefit. Stakeholder engagement will happen utilizing both formal and informal means. Interactions will occur virtually and in-person through group meetings, Zoom calls and social gatherings, which has proven to be a very effective method of stakeholder engagement. The grievance mechanism will be available in all communities from which participants will be drawn.

Stakeholder engagement mechanisms will vary depending on the group and their level of interest / influence. Table 12.1 below provides possible methods for engaging the stakeholder groups identified in Table 11.1. The specific method used for each stakeholder group will be determined by the circumstances and desired objective of the engagement.

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

Stakeholder group	Possible methods for consultation and engagement
Forestry Department (FD)	Information sharing through monthly meetings or activity gatherings. Also target engagement through selection and mobilization processes and training activities.
TPDCo	Information shared through target engagement.
SDC	Information sharing through monthly meetings or activity gatherings. Also target engagement through training activities.
4H Jamaica	Information sharing through monthly meetings or activity gatherings and target engagement through training activities, site visits and practical demonstrations.
Local communities including, but not limited to women, unemployed young people, elderly, LGBTI persons, persons with disabilities, and immigrants	Information sharing through one-on-one meetings, LFMC group meetings, and targeted engagement at local gathering spots.

13. Consultation methods

Consultations will occur with the project-affected stakeholders listed above. These consultations are to ensure equal opportunities for groups to participate in discussions, provide valuable information and access information arising from activities of the project from professional persons such as our stakeholders who has the same goal to continue protecting the forest reserves.

14. Other engagement activities

If other engagement activities arise throughout this project the DHLFMCCS will report on such engagements in our report.

15. Timeline and resources

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

Table 15.1: Indicative timeline for implementation

Action	Cost Estimate (USD)	Implementation Schedule					
		2023	2024			2025	
Monthly LFMC meetings	In-kind	x	x	x	x	x	
Community meetings for Team Jamaica, Craft and apiculture training	\$1200			x	x	x	
Engagement of schools participating in the Navel string project	\$300				x	x	
Consultant meetings for apiculture activities	\$1000	x	x	x	x	x	
Awareness-raising activities	\$500			x	x	x	

16. Monitoring and arrangements

The Project Manager will be responsible for overseeing monitoring and arrangements. All meetings will be recorded with participants name, age range and gender. All feedback will be openly discussed and implemented if appropriate and feasible and evaluation sheets will be completed and collected.

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

- Registration and sign-in sheets will be used
- The number 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. Grievance mechanism (GM)

The following is the GM for the project to address concerns of the DHLFMCCS'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 purpose of any visit to stakeholders, explain the existence of the GM and make available contact information of The DHLFMCCS's and the CEPF RIT. This will be done through a printed handout or other locally appropriate means.

Objectives of the GM

The objectives of the GM are as follows:

1. Ensure that the World Bank ESSs are adhered to in all project activities.
2. Address any negative environmental and social impacts of all project activities.
3. Resolve all grievances emanating from project activities in a timely manner.
4. Establish relationships of trust between project staff and stakeholders.
5. Create transparency among stakeholders, including affected persons, through an established communication system.
6. Bolster the relationship of trust among the project staff and the affected parties.

First Level of Redress

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

Contact	
Position	Chairman & Project Coordinator
Telephone	18768467534
Email address	Collettgrant29@gmail.com
Physical address	Kingsvale District, Dias, Hanover Jamaica

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

Contact	
Position	Assistant Project Manager
Telephone	18767072051
Email address	Jayjoel590@gmail.com
Physical address	Kingsvale District, Dias, Hanover Jamaica

All grievances received by DHLFMCCS's staff should be forwarded to the Chairman within 24 hours of receipt.

2. *Acknowledgement:* All grievances will be acknowledged by telephone or in writing by the Chairman 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 Chairman 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 DHLFMCCS's grievance file, including relevant documents.
4. *Notification:* Communication of the grievance as follows:
 - a. If it is concerning the project, communication to the Project Manager
 - 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 DHLFMCCS operations/activity, communication to the Chairman.
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). 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 RIT Manager or DHLFMCCS’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 DHLFMCCS’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

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 CEPF Grant Director 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>

18. Addressing Gender Based Violence

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/2022/06/CEPF-II-GBV-Service-Providers-Jamaica2.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 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 pre-established 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.

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.

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

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).

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

The Code of Conduct that forms part of the Labor Management Plan includes a list of behaviors constituting Sexual Exploitation and Abuse (SEA) and behaviors constituting Sexual Harassment (SH) that will be provided to all project workers and community workers.