



Government of Saint Lucia

Stakeholder Engagement Plan

Saint Lucia Renewable Energy Sector
Development Project

Revised January 2026

PANORAMA
ENVIRONMENTAL, INC.

Government of Saint Lucia

Stakeholder Engagement Plan

Saint Lucia Renewable Energy Sector Development Project

Implementing agency: Department of Infrastructure, Ports and Transport

Revised January 2026

Prepared for:

Government of Saint Lucia

Department of Sustainable Development

Point Seraphine, Castries

Saint Lucia

Prepared by:

Panorama Environmental, Inc.

717 Market Street, Suite 650

San Francisco, CA 94103

650-373-1200

Susanne.heim@panoramaenv.com

Revised by

Project Implementation Unit

Energy and Public Utilities Division

Sir Stanislaus James Building

Waterfront, Castries

PANORAMA
ENVIRONMENTAL, INC.

TABLE OF CONTENTS

1. Introduction.....	1
1.1. Background.....	1
1.2. Project Description	4
1.3. Project Location	5
1.4. Census and Socio- Economic Background of Project Affected Communities.....	6
1.5. Structure of this SEP.....	8
2. Stakeholder Identification and Analysis	9
2.1. Stakeholder Identification	9
3. Stakeholder Engagement Program	13
3.1. Purpose and Timing of Stakeholder Engagement Program	13
3.2. Summary of Stakeholder Engagement Done During Project Preparation and Design	13
3.3. Summary of Methods, Tools, and Techniques for Stakeholder Engagement	17
3.4. Stakeholder Engagement Plan.....	18
3.5. Proposed Strategy to Incorporate the Views of Vulnerable Stakeholders.....	23
3.6. Reporting Back to Stakeholders	25
4. Resources and Responsibilities for Implementing Stakeholder Engagement Activities ...	26
4.1. Resources	26
4.2. Management/Staff Functions and Responsibilities	28
5. Grievance Redress Mechanism (GRM).....	30
5.1. Purpose	30
5.2. Grievance Uptake Channels	30
5.3. Implementation Structure.....	31
5.4. Grievance Redress Management Process.....	35
5.5. Contact Details.....	39
6. Monitoring and Reporting	40
6.1. Monitoring Stakeholder Engagement	40
6.2. Reporting Back to Stakeholder Groups	40
Appendix A	44
Sample Grievance and Comment Logging Form.....	44
Appendix B	46
Grievance Acknowledgment Response Letter.....	46
Appendix C	47
Grievance Registration Management and Monitoring Table.....	47

APPENDIX D.....	48
Grievance Resolution Acceptance and Close Out Form	48

List of Tables

Table 1.1 Population of the Project Affected Areas..... 6
Table 2.1: Project Stakeholder Disaggregation..... 12
Table 3.1: Previous Stakeholder Engagement Activities under the RESDP 14
Table 3.2: Stakeholder Engagement Activities 19
Table 3.3: Strategy to Engage Vulnerable Groups 24
Table 4.1 Indicative Budget for Stakeholder Activities..... 27
Table 4.2 Roles and Responsibilities 29
Table 5.1 Composition of GRC 34
Table 5.2 Grievance Redress Management Process 36
Table 5.3 Contact Numbers for Community Liaison and Safeguards Officers 39
Table 6.1 Planned Frequency of Reporting..... 42

List of Figures

Figure 1.1 Project Location 5
Figure 5.1 Levels of the GRM 32
Figure 5.2 Grievance Redress Management Process 35
Figure 5.3 Grievance Redress Flowchart..... 38

List of Acronyms and Abbreviations

CBO	Community-Based Organization
CCEFCF	Clean Energy and Forests Climate Facility
CLO	Community Liaison Officer
CTF	Clean Technology Fund
DAFP	Department of Agriculture, Fisheries, Natural Resources and Cooperatives
DIPT	Department of Infrastructure, Ports, and Transport
DPP	Department of Physical Planning
DSD	Department of Sustainable Development
EMC	Exploration Management Consultant
ESIA	Environmental and Social Impact Assessment
ESCP	Environmental and Social Commitment Plan
ESMP	Environmental and Social Management Plan
ESF	Environmental and Social Framework
ESS	Environmental and Social Safeguards
FCDO	Foreign, Commonwealth and Development Office
GoSL	Government of Saint Lucia
GRC	Grievances Redress Committee
GRM	Grievance Redress Mechanism
IDA	International Development Association
IFC	International Finance Corporation
LO	Legal Officer
LUCELEC	St. Lucia Electricity Services Ltd

MoIPTPDUR	Ministry of Infrastructure, Ports, Transport, Physical Planning and Urban Renewal
NCDP	National Council Physically Challenged
NGO	Non-Government Organisation
PAP	Project Affected Persons
PCU	Project Coordinating Unit
PICC	Public Information and Communications Consultant
PIU	Project Implementation Unit
PM	Project Manager
PS	Permanent Secretary
PSC	Project Steering Committee
QS	Quantity Surveyor
RAP	Resettlement Action Plan
RESDP	Renewable Energy Sector Development Project
RPF	Resettlement Policy Framework
SEP	Stakeholder Engagement Plan
SDSO	Social Development and Safeguards Officer
SLBWA	St. Lucia Blind Welfare Association
STO	Social Transformation Officer
TCO	Technical Coordinator Officer
TD	Technical Director
ToR	Terms of Reference
UNEC	United Network of the Eastern Caribbean
WASCO	Water and Sewage Authority
WB	World Bank

1. INTRODUCTION

1.1. BACKGROUND

The Government of Saint Lucia (GoSL) is presently undertaking the Saint Lucia Renewable Energy Sector Development Project (project) within the Soufriere, Choiseul, and Laborie regions of Saint Lucia (Figure 1.1). The development objective of the project is to inform the GoSL on the viability of its geothermal resource for power generation and strengthen the enabling environment to scale-up clean energy investments with the private sector. The project includes exploration drilling; more specifically, drilling slim-diameter geothermal exploration wells to obtain information on the geothermal resource in the area, capacity enhancement, technical assistance and market engagement.

GoSL has obtained financial assistance and technical support from several development partners in support of the project. To date, the World Bank (WB) has assisted Saint Lucia in accessing credit and grant financing from the International Development Association (IDA), United Kingdom Foreign, Commonwealth and Development Office (UK FCDO), Canada-World Bank Clean Energy and Forests Climate Facility (CCEFCE) and the Clean Technology Fund (CTF). Technical assistance has also been received from the Government of New Zealand.

Purpose and scope of Stakeholder Engagement Plan

This document constitutes the Stakeholder Engagement Plan (SEP) to be implemented throughout the remaining stages of the project lifecycle. It identifies stakeholders and describes the timing and methods of engagement with them; includes all key information on stakeholder engagement and public disclosure relevant to the project and describes a system to address grievances and a reporting feedback mechanism. In line with WB requirements, this SEP seeks to be proportionate to the nature and scale of the project and its potential risks and impacts.

The original SEP (2018) was prepared to meet the requirements specified in:

- The Terms of Reference (ToR) for the Environmental and Social Impact Assessment (ESIA) for the Renewable Energy Sector Development Project;
- World Bank's *Guidance Note on Stakeholder Consultation in Investment Operations*
- World Bank's OP/BP 4.01, 4.10 and 4.12
- International Finance Corporation (IFC) Performance Standards, *Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets*.

This revised/updated SEP (2026) was prepared under the WB's Environment and Social Framework (ESF) and guided by the requirements of the World Bank's *Guidance Note for Borrowers: ESS10 – Stakeholder Engagement and Information Disclosure*.

World Bank Requirements

The WB's ESF Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation (World Bank ESF, 2017: Page 97)." Specifically, the requirements set out by ESS10 are the following:

"Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.

Borrowers will engage in meaningful consultations with all stakeholders. Borrowers 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.

The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received, and a brief explanation of how the feedback was considered, or the reasons why it was not." (World Bank ESF, 2017: Page 98).

A SEP proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It must be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower must disclose the updated SEP (World Bank ESF, 2017: Page 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank ESF, 2017: Page 100)".

This revised SEP is a dynamic document and will be updated as the project proceeds and as necessary.

Objectives

The stakeholder engagement process serves many purposes. The goals of stakeholder engagement for the project are to:

- Provide ongoing information on the project to the public and government agencies.
- Provide timely and appropriate information prior to and during construction to enable informed participation and input in the project and definition of appropriate mitigation measures.
- Encourage equal participation of all affected groups in the consultation process
- Disclose the impacts of the project and proposed mitigation measures.
- Provide ongoing information on the implementation of the mitigation measures.
- Facilitate open and continuous communication and consultation between various groups including construction contractors, stakeholders, and the public.
- To register and address any grievances to include stakeholder requirements in project design.
- To monitor stakeholder satisfaction with project activities and outputs.
- Foster broad based ownership of project and its outcomes.

The stakeholder engagement process has been ongoing from the preparation stages of the project and has included formal scheduled community and institutional consultation meetings, both formal and informal meetings, focus group discussions, inter alia. Additionally, information has been continuously disseminated as needed to address significant changes in schedule or other important project developments. The stakeholder engagement process includes two key aspects:

- Early and ongoing outreach to key stakeholders to provide information on the project and obtain feedback.
- A grievance redress process to address public complaints during implementation of the project.

1.2. PROJECT DESCRIPTION

The development objective of the RESDP is to inform the GoSL on the viability of its geothermal resources for power generation and strengthen the enabling environment to scale-up clean energy investments with the private sector. The development objective will be achieved by drilling three (3) slim-hole wells to evaluate the feasibility of commercial geothermal development in Saint Lucia. The project is estimated to cost US\$33.61 million and consists of two components.

Component 1: Exploratory Drilling Program

This component is expected to cost US\$27.51 million and seeks to drill to assess and estimate the geothermal resource and whether it is sufficient for development of an approximately 30 MW geothermal power plant. This component comprises of the following subcomponents:

1. **Exploration Management.** An Exploration Management Consultant (EMC) hired to design the drilling program, assist in procuring a civil works and drilling works contractor, supervise the civil and drilling works, conduct well testing and prepare the final Drilling Report, Resource Capacity Report and an Interim Feasibility Study on the expected commercial viability of the geothermal resource for power generation.
2. **Exploration Drilling.** This would involve procurement of a civil works and drilling contractor and the undertaking of civil infrastructure works, and exploratory drilling.

Component 2: Capacity Building, Technical Assistance and Market Engagement

US\$6.10 million has been budgeted for this component. This component seeks to 1) increase the GoSL's capacity to implement the project 2) strengthen Saint Lucia's regulatory framework for renewable energy integration and 3) support a reduction in the employment gender gap in the energy sector. Component 2 comprises of two subcomponents:

- 1) **Project implementation support.** This activity involved the establishment of the Project Implementation Unit (PIU) within the Department of Infrastructure, Ports and Transport (DIPT) to manage the project.
- 2) **Technical assistance and market engagement.** Under this subcomponent the project will improve the legislative and regulatory framework for the energy sector, facilitate stakeholder engagement activities and public awareness campaign, provide advisory services and market sounding related to future commercial development of geothermal resources, capacity building for the key stakeholders, including PIU, DIPT and National Utilities Regulatory Commission on topics associated with geothermal and renewable energy development. It also includes a gender integration activity which seeks to provide educational, training and employment opportunities for women in the energy sector.

1.3. PROJECT LOCATION

The project footprint is in the Laborie and Soufriere districts of Saint Lucia. Saltibus, Laborie; and Belle Plaine and Fond St. Jacques, Soufriere; have been identified as the areas for exploratory drilling. All three (3) communities are in the south-west of the island. The project location is shown in Figure 1.1.

Figure 1.1 Project Location



1.4. CENSUS AND SOCIO-ECONOMIC BACKGROUND OF PROJECT AFFECTED COMMUNITIES

Census and gender

The project affected areas have a mix of residential and agricultural activity. Table 1.1 presents the population disaggregated by gender of the projected affected areas as per the Saint Lucia 2022 Population and Housing Census.

Table 1.1 Population of the Project Affected Areas

Population (2022)	Females	Males	Total
Soufriere			
Belvedere	123	181	304
Belle Plaine	49	54	103
Total	172	235	407
Laborie			
Parc Estate	60	60	120
Saltibus	253	219	518
Total	313	279	638

Source: (Central Statistics Office 2022)

SOCIO-ECONOMIC

Belvedere

One of the communities selected for drilling is Belvedere, located within the larger sub-district of Fond St. Jacques in the district of Soufriere. It is an agricultural community. The employed within the community work either on their farms, in the public sector or in the private sector, especially in the tourism industry.

Besides one small parcel of land which is owned by the Water and Sewage Company (WASCO) and which contains a water source, the remaining parcels in the drilling area are privately owned and put to light farming. The proposed drill site spans two properties. A portion of one property will be purchased and a portion of the other acquired by the GoSL (because of the length of time to appoint an administrator to negotiate on behalf of the family).

The proposed drilling site is put to light farming. Invariably, drilling will result in temporary economic displacement. Consequently, the affected parties will be paid for loss of trees and crops, and income (2-year period) and provided with farm restoration support. One residential structure

is located on the periphery of the proposed drilling area, however, there will be no physical displacement of the household.

Belle Plaine

Belle Plaine is the other community selected within the district of Soufriere for drilling. It is a large agricultural community located on the southern boundary of Soufriere with Choiseul. Besides farming, residents work in the private and public sectors.

Besides 600 square metres of land which is owned by the Government, the remaining lands are privately owned. The proposed drilling site in Belle Plaine falls on privately-owned land that is presently used for farming by three part-time farmers; two of whom have a sharecropper arrangement with the owner's representative. GoSL will purchase 1.07 acres of this land for drilling and lease for the duration of the drilling program, the remaining 2.5 acres for materials storage.

Invariably, drilling will result in economic displacement. The landowner will be paid for loss of their land and related assets and the farmers for loss of structures, trees and crops, and income (2-year period), and provided with farm restoration support.

Saltibus (La Claye)

The last community selected for drilling is La Claye, Saltibus. It is located east of the centre of the sub-district. The area is largely agricultural and is very sparsely populated. While the households in generally Saltibus work either in farming, or the private and public sectors, the few residents of La Claye rely exclusively on farming.

The land within the area is all privately owned. The proposed drill site spans two parcels of land owned by two distinct families. Slithers of both parcels will be acquired by the GoSL (because of the length of time to appoint an administrator to negotiate on behalf of the family) to facilitate drilling. The said parcels lie on a hillside and are presently uncultivated.

Both affected families will be paid for the loss of land and one family also paid for a storage shed which exists on part of the land to be acquired.

Parc Estate

Parc Estate is a small community within Saltibus in the district of Laborie. Agriculture is the main form of livelihood for the residents.

All the land within Parc Estate is government-owned. Several informal settlers have taken residence and built a small community. Some of these residents secured lease arrangements with the government to allow them to farm, while others have done so without the relevant permission.

No drilling will take place in Parc Estate. However, the area will be used for staging operations. The earmarked area is government-owned and used by the residents of the area for farming. One makeshift home is located on the selected location.

There will be economic displacement of the farmers due to temporary loss of land use during the drilling program and physical displacement of the above home. The economically displaced parties will be compensated for loss of structures, trees and crops and incomes (2-year period), and provided with farm restoration support. The physically displaced household will be permanently resettled.

1.5. STRUCTURE OF THIS SEP

The remainder of the document is structured as follows:

Chapter 2: Stakeholder Identification and Analysis

Chapter 3: Stakeholder Engagement Program

Chapter 4: Resources and Responsibilities for Implementing Stakeholder Engagement Activities

Chapter 5: Grievance Mechanism

Chapter 6: Monitoring and Reporting

2. STAKEHOLDER IDENTIFICATION AND ANALYSIS

2.1. STAKEHOLDER IDENTIFICATION

The first step in the stakeholder engagement process is to identify the key stakeholders to be informed, consulted and involved. Stakeholders are individuals or groups who are affected or likely to be affected by the project (project-affected parties) and who may have an interest in the project (other interested parties) and disadvantaged/vulnerable individuals or groups.

Project-affected Persons (PAPs)

Includes individuals or groups, including communities, within the project area of influence, who are likely to be affected by the project because of its actual impacts or potential risks to their physical environment, health, security, cultural practices, wellbeing or livelihoods. The PAPs for this project are:

Persons impacted by physical and economic displacement

This group of persons are directly impacted by the project. The physically displaced have lost access to their residential land and shelter and will be resettled, while the economically displaced (landholders) and informal settlers have lost access to land on which they make their livelihoods or their economic assets and would need to be compensated.

Landowners from whom land will be purchased

The project needs land for drilling and storage. Some landowners have agreed to sell their land to GoSL.

Rental and Airbnb property owners

The civil and drilling work contractors will require temporary housing for their workers. Rental and Airbnb owners within the local area of influence will have the opportunity to benefit.

Restaurant and small businesses in the communities

Contractor workers, PIU staff and others visiting the project site will require food and beverage. This situation presents a perfect opportunity for the above group to benefit.

Residents near the drilling and storage sites

The impacts of the project such as noise, dust, traffic, inter alia, will be experienced by persons near the project site or along the route.

Young women

Young women benefit from the project from the two-year scholarships that are provided for females to pursue studies in STEM-related fields at Sir Arthur Lewis Community College (SALCC) and the opportunity for employment thereafter.

Other Interested Parties

These are individuals or groups who have an interest in the project, although they may not be directly affected by it, which may be because of its location, its characteristics, its impacts, or matters related to public interest, or could affect the project and its implementation. The other interested parties (OIPs) for this project include:

Ministries and Government agencies relevant to the project

Government ministries/department, agencies and corporations are key stakeholders for the project. Engagement with government will serve two main purposes:

- Build consensus and ownership of the findings.
- Identify the governance framework for geothermal development.

Relevant institutions in this group would include the DIPT, Department of Physical Development and Public Utilities; Ministry of Agriculture, Fisheries, Food Security and Rural Development; Ministry of Equity, Labour, Gender and Elderly Affairs; and Ministry of Finance, Justice, National Development and People Empowerment.

Elected Representatives

The local area of influence spans two political constituencies: Soufriere and Choiseul/Saltibus. The representatives for these two political constituencies have a strong interest in the project.

Civil Society and Non-Governmental Organizations

There are several active non-governmental organizations (NGOs) in the project region who are primarily focused on community development, economic empowerment and youth development. Several of these NGOs such as the Fond St. Jacques Development Committee, Belle Vue Farmers' Cooperative Society and the Saltibus Youth and Sports Council act as gatekeepers to their communities.

Funding entities

To undertake the project, the WB has assisted Saint Lucia in accessing US\$33.61 million of credit and grant funding from IDA, UK FCDO, CCEFCE and CTF. These funds are being used to provide the technical, transaction and regulatory support required for making informed decisions about geothermal exploration and development in Saint Lucia.

Private Interest

Businesses wishing to supply the project with goods and services, including St. Lucia Electricity Services Limited who is awaiting the outcome of the project.

Academia

The DIPT collaborates with SALCC to offer scholarships to females at the Mechanical and Engineering Department of the college.

Students

This group has a need to be informed about the project because they may experience temporary disruptions in their lives, such as noise, dust, longer travel times, as a result of the project; they can serve as a medium to reach households who the project's other forms of communication have been unable to reach; and because of the opportunities a successful project outcome may bring their generation.

Media Outlets

These outlets, such as the Government Information Service, Daher Broadcasting Service, Helen Television Service and Hot TV, look for stories about the project to inform the public and while simultaneously looking for advertising opportunities.

General public

This group has a need to be informed about the project – its purpose, scope, progress and outcome.

Internal

This group includes the PIU staff, Exploration Management Consultant, contractors, subcontractors, service providers, suppliers and their workers.

Disadvantaged/vulnerable individuals or groups

These are individuals or groups who may be disproportionately affected by the project as compared to other groups and who do not have a voice to express their concerns or understand the impacts of a project. Characteristically, disadvantaged/vulnerable individuals or groups are:

- Limited in their ability to participate due to language, lack of transportation to venues, accessibility of venues, disability and lack of understanding of the consultation process, time of day or location or understanding project information.
- Less able to benefit from opportunities because they difficulties relating to access and understanding project information, its impacts and mitigation.

Vulnerable groups identified during the stakeholder identification process for the project include elderly who speak predominantly Kwéyòl or speak Kwéyòl as their only language; women and children; families and individuals in extreme poverty, including landless farmers; and the physically challenged. Currently, in Saint Lucia, physically challenged people are represented by

the St. Lucia Blind Welfare Association (SLBWA) and the National Council of and for Persons with Disabilities (NCPD). As the project proceeds, every effort will be made to identify vulnerable people within the project affected areas of the project.

Description of the methods of engagement that will be undertaken by the project is provided in the next chapter of this document. Table 2.1 details these three categories of stakeholders described in sections 2.1.1 – 2.1.3.

Table 2.1: Project Stakeholder Disaggregation

Affected Parties	Other Interested Parties	Disadvantaged/Vulnerable Groups/Individuals
<ul style="list-style-type: none"> • Persons impacted by physical and economic displacement • Landowners from whom land will be purchased • Rental and Airbnb property owners • Restaurant and small businesses in the communities • Residents near the drilling and storage sites • Young women 	<p>(External)</p> <ul style="list-style-type: none"> • Ministries and Government agencies relevant to the project • Elected Reps • CSOs/NGOs • Funding entities • Private Interest • Academic Institutions • Media • General public <p>(Internal)</p> <ul style="list-style-type: none"> • Project staff • Exploration Management Consultant • Contractors • Subcontractors • Service providers, suppliers and their workers 	<ul style="list-style-type: none"> • Elderly who speak predominantly Kwéyòl or speak Kwéyòl as their only language • Women and children • Families and individuals in extreme poverty including landless farmers • People with mobility impairment.

3. STAKEHOLDER ENGAGEMENT PROGRAM

3.1. PURPOSE AND TIMING OF STAKEHOLDER ENGAGEMENT PROGRAM

Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process and continues throughout the lifecycle of the project.

3.2. SUMMARY OF STAKEHOLDER ENGAGEMENT DONE DURING PROJECT PREPARATION AND DESIGN

In order to guide the engagement process throughout this project, a robust and comprehensive multi-stakeholder engagement program has been utilised. The goals of stakeholder engagement at this stage of the project are to:

- Inform stakeholders of the progress of project activities, their impacts and mitigation, changes in project design and future activities.
- Obtain public input on the impacts and performance of mitigation measures during implementation.
- To register and address any grievances to include stakeholder requirements in project design.
- To monitor stakeholder satisfaction with project activities and outputs.

Prior to preparation of this updated SEP, several engagement activities had been held with stakeholders between 2017 and 2018. Firstly, between 2017 and 2018, Panaroma Inc. and their local sub-consultants ECMC, met with stakeholders during their scoping studies and preparation and disclosure of the project's Environmental and Social Impact Assessment (2018) report and corollary documents. These engagements are recorded in the project's original Environmental and Social Impact Assessment report (See Final Environmental and Social Impact Assessment (2018)). Secondly, with the onboarding of staff under the RESDP in 2022, engagement activities with stakeholders were restarted. Table 3.1 outlines the past engagements, to date, under the RESDP:

Table 3.1: Previous Stakeholder Engagement Activities under the RESDP

Place and Type of Engagement	Date	Participants	Key Issues Discussed
One on one meetings with landowners and informal settlers in Parc Estate, Belle Plaine and Belvedere	September 12, 2022, to April 30, 2023	21 potentially affected landowners and nine informal settlers	<p>Project rationale, scope, status, upcoming activities, potential impacts and GRM.</p> <p>Residents expressed concerns about water quality, noise, earthquakes and gas exchange and wanted information on employment opportunities, land acquisition and income restoration. Several indicated their future plans for proposed project lands and their willingness to negotiate land leases</p>
Place and Type of Engagement	Date	Participants	Key Issues Discussed
Community consultation meetings in Saltibus, Fond St. Jacques and Belvedere	June 19 to 23, 2023	144 participants (M:79, F:65)	<p>RESDP rationale and scope, project status, upcoming activities, social and environmental safeguards, GRM and Gender Based Violence.</p> <p>Residents expressed concern about the potential for vibrations, volcanic eruptions, loss of land value of adjacent properties to drill sites and effect of drilling on nearby agricultural production. They enquired about the project's potential impact on water quality, noise and gas emissions, the reasons behind the scholarship and apprenticeship programme being for females, only. Additionally, they asked about the potential for the ESIA and ESMP to be shared publicly. They solicited information about training and employment opportunities for residents, land acquisition and restoration and livelihood restoration, inter alia.</p>
Community consultation meeting with project affected people in Belvedere	September 24, 2023	21 participants (landholders and residents of homes along Belvedere access) M: 15, F: 6	<p>Need for land purchases and acquisitions to site well pad and build access road into well site and resulting economic displacement.</p> <p>Residents suggested that existing road is widened instead of building a temporary road on private lands.</p> <p>Concerns were raised about potential relocation of any houses because of proposed widening of the road.</p>

Community meeting in Parc Estate	October 10, 2023	24 participants M: 19, F: 5	<p>Identification of MS1 as the materials storage area and subsequent temporary displacement, compensation and livelihood restoration of all affected persons, physical relocation of one resident, site restoration after completion of drilling and return of affected persons to original site with two-year lease agreements with the Crown, GRM and farmer regularization.</p> <p>Stakeholders didn't express any concerns but wanted clarification on the timing of resettlement and compensation and benefits of farmer regularization.</p>
----------------------------------	------------------	--------------------------------	--

Place and Type of Engagement	Date	Participants	Key Issues Discussed
Community consultation meetings in all three drilling communities and institutional meetings in Soufriere and Castries	January 10 to February 7, 2024	167 participants M:115, F: 52	<p>Hiring of an exploration management consultant firm, land purchase and acquisition, GRM Performance, legal and regulatory reform, PMA Green Buffer Zone, and upcoming ESIA and ARAP review, seismic monitoring and housing structural survey. Interactions were cordial and respectful.</p> <p>Stakeholders voiced their apprehensions and sought clarification on various aspects ranging from land ownership issues to environmental considerations and project timelines. Potential employment and the future price of electricity were also key concerns.</p>
Meeting with project affected persons	February 15, 2024	4 participants M: 2, F: 2	Displacement and relocation, compensation and future socio-economic survey and asset count.
Community meeting in Belvedere	July 21, 2024	17 participants M: 12, F: 5	<p>Purchase/acquisition of two parcels of land for well pad development, and of about 1.5 metres on each side of access road into Belvedere to expand road, proposed survey and valuation process, negotiations and compensation arrangements and GRM.</p> <p>Concerns centred around potential noise impacts, compensation for economically displaced and intestate succession of land.</p>
Community consultation meetings in all three drilling communities	August 27 to 29, 2024	93 participants M:66, F:30	Project financing shortfall; issuance of tenders for building condition survey and seismic monitoring; ongoing survey of lands to be acquired and purchased; overview and conduct of the ESIA and ARAP

			<p>preparation processes; comprehensive overview of the civil works and drilling operations planned for each site and site restoration.</p> <p>Concerns raised and clarification sought on impact and mitigation of noise, water quality, air quality, waste disposal; seismic activity; compensation for lost assets; and employment opportunities and chance archeological finds.</p>
Meeting with project affected persons in Parc Estate, Belle Plaine and Belvedere	September 17, 2024	6 participants M: 4 and F: 2	Economic displacement, socio-economic survey and asset inventory and cut-off point, valuation and compensation.

Place and Type of Engagement	Date	Participants	Key Issues Discussed
Community consultation meetings in all three drilling communities and institutional meetings in Soufriere and Castries	February 10 to 12, 2025	119 participants M:66, F: 53	<p>Public disclosure of ESIA and ESMP and potential impacts and mitigation measures in the latter; outline of the building condition survey; challenges with land acquisition; increase in project costs; GRM performance, launch of project website; need for involuntary resettlement and progress on PMA demarcation.</p> <p>Stakeholder concerns raised and clarification sought on mitigation measures for water supply loss, structural damage and impact of heavy machinery on fragile road network.</p>
Community consultation meetings in all three drilling communities and institutional meetings in Soufriere and Castries	September 04 to 18, 2025	150 participants M:86, F:64	<p>WB and GoSL approval of additional financing; evaluation of bids for civil works; DCA approval of project and project ESIA and ESMP; immediate public disclosure of the RAP; DIPT-RESDP annual scholarship programme; ongoing preparation of the drilling tender documents; GRM performance; and PMA and Green Buffer Zone demarcation.</p> <p>Concerns raised about potential gas emissions, protection of water resources; safe disposal of drill waste; leakage from wells left after project end; hiring of non-national drilling contractor; female-centric nature of scholarship programme; and impact of a change in government.</p>

Community consultation meetings in all three drilling communities and institutional meetings in Soufriere and Castries	February 23 to 26, 2026	136 participants M:65, F:71	Progress of procurement activities, RAP implementation, seismic monitoring setup, house construction for physically displaced households, Piton Management Area demarcation and Building Condition Survey; and reporting structural damage related grievances. Discussions were held on upcoming activities and the Geothermal bill
--	-------------------------	--------------------------------	---

3.3. SUMMARY OF METHODS, TOOLS, AND TECHNIQUES FOR STAKEHOLDER ENGAGEMENT

Dissemination of relevant information in an effective and timely manner is critical to facilitating meaningful stakeholder engagement. To this end, information on project status, future activities, Environmental and Social Management Framework, Emergency Response Plans, GRM performance, inter alia, will be disclosed.

To disseminate this information, build relationships, gather information from and consult with stakeholders, while allowing them to understand the risks, impacts and potential opportunities of the project, solicit information and provide input throughout the project lifecycle, the project aims to utilize a variety of engagement formats. The formats chosen shall be suitable for its content and audience, align with the objective of the engagement and ensures the participation of women and vulnerable groups. These include one-on-one meetings, community and institutional consultation meetings, school presentations, site level meetings, site visits, and perception surveys.

The perception survey will seek to capture updated insights into the general population’s evolving knowledge, attitudes, and practices/perceptions (KAP) regarding renewable energy, more specifically geothermal energy, and the RESDP. The survey will be conducted by the project’s Public Information and Communications Consultant (PICC) and will employ as research methods a quantitative questionnaire, issued to the general public and PAPs, and focus group discussions with the community groups in the affected areas, business community in the affected areas, industry professionals in the energy sector and government agencies.

Central to the project’s stakeholder engagement strategy is the PICC, Community Liaison Officer (CLO) and Social Development and Safeguards Officer. These three drive all the project’s engagement activities. The PICC provides contracted outreach services such as organising consultations and press briefings and preparing news stories for dissemination. The CLO produces newsletters, serves as the liaison between the community and project and manages the project’s media pages. While the SDSO oversees the work of the PICC and CLO and manages the engagement program. Their roles are more clearly defined in Table 4.2.

3.4. STAKEHOLDER ENGAGEMENT PLAN

Stakeholders will be consulted inclusively throughout the lifecycle of the project as the nature of issues, impacts and opportunities evolve. Consultations shall encourage feedback and will be free of external manipulation, interference, coercion, discrimination, and intimidation. Special consideration will be given to the information needs of vulnerable groups who may be affected by literacy, language disability, and mobility.

Table 3.2 outlines the timeline of stakeholder engagement activities that will take place for the remaining period of the project.

Table 3.2: Stakeholder Engagement Activities

Project Stage	Target Stakeholders	Topic of Engagement	Method Used	Location/Frequency	Responsibilities
Implementation (prior to civil works)	All Stakeholders	Project activities			PIU including CLO and SDSO, Energy and Public Utilities Division and PICC
		Environmental and Social Safeguard Management Framework	Public consultations and formal meetings	In the drilling communities/Once prior to civil works	
			Presentation during school assemblies	Soufriere and Choiseul, once	
		Resettlement activities	Billboards and posters	When necessary	
		Stakeholder engagement activities	Website and social media platforms	Regularly	
			Press releases	When necessary	
		Emergency Preparedness and Response Plans	Radio and TV programs and ads	Regular communication on national TV and radio and community radio	
			On site visits	Regularly	
		Grievance Redress Mechanism	One-on-One visits with PAPs	When necessary	
			Emails/mail/phone/text correspondence	When necessary	
Labour Management Procedures (For contractors and staff only)	Private one-on-one meetings (with elected representatives)	Once prior to civil works			
Gender Based Violence	Press conferences/briefings (with media)	When necessary			

Project Stage	Target Stakeholders	Topic of Engagement	Method Used	Location/Frequency	Responsibilities
Implementation (post-civil works)	All Stakeholders	Progress update, changes in project design and future activities	Public consultations and formal meeting	Drilling communities, Soufriere and Castries/Once post-civil works	PIU including CLO and SDSO, Energy and Public Utilities Division and PICC
			Website and social media platforms	Regularly	
			Press releases	When necessary	
		Environmental and Social Safeguard performance	Radio and TV programs and ads	Regular communication on national TV and radio and community radio	
			On site visits	Regularly	
			One-on-One visits with PAPs	When necessary	
		Grievance Redress Mechanism Performance	Emails/mail/phone/text correspondence	When necessary	
			Private one-on-one meetings (with elected representatives)	Once post-civil works	
			Press conferences/briefings (with media)	When necessary	

Project Stage	Target Stakeholders	Topic of Engagement	Method Used	Location/Frequency	Responsibilities
Implementation (prior to drilling works)	All Stakeholders	Project Activities	Public consultations and formal meetings	Drilling communities, /Once prior to drilling works	PIU including CLO and SDSO, Energy and Public Utilities Division and PICC
			Billboards and posters	When necessary	
		Environmental and Social Management Framework	Website and social media platforms	Regularly	
			Press releases	When necessary	
			Emergency Preparedness and Response Plans	Radio and TV programs and ads	
		On site visits		Regularly	
		Grievance Redress Mechanism	One-on-One visits with PAPs	When necessary	
			Labour Management Procedures (For contractors and staff only)	Emails/mail/phone/text correspondence	
		Gender Based Violence		Private one-on-one meetings (with elected representatives)	
			Press conferences/briefings (with media)	When necessary	

Project Stage	Target Stakeholders	Topic of Engagement	Method Used	Location/Frequency	Responsibilities
Closure (post drilling works)	All Stakeholders-excluding Contractors and Workers and Management and Supervision Consultant	Project Impacts and Outputs	Public consultations and formal meetings	Drilling communities, Soufriere and Castries/Once in post-drilling works period	PIU including CLO and SDSO, Energy and Public Utilities Division and PICC
			Website and social media platforms	Regularly	
		Grievance Redress Mechanism Performance	Press releases	When necessary	
			Perception Survey	Once to collect info on stakeholder KAPs	
			Private one-on-one meetings (with elected representatives)	Once post drilling works	
			Press conferences/briefings (with media)	When necessary	

3.5. PROPOSED STRATEGY TO INCORPORATE THE VIEWS OF VULNERABLE STAKEHOLDERS

Because the disadvantaged and vulnerable do not have equal access to information, meeting venues, and are usually voiceless or underrepresented, it is critical that strategies are adopted to facilitate their full and active participation. This is best achieved by removing any recognizable obstacles to their participation. For example, this may be by holding consultations in locations that are accessible to them in terms of distance and venue; presenting during consultations in both English and Kwéyòl; timing meetings to facilitate the participation of females; and presenting to children at their schools. Table 3.3 depicts the project's strategy for engaging with its vulnerable groups.

Table 3.3: Strategy to Engage Vulnerable Groups

Project Component	Vulnerable Groups/ Individuals	Characteristics /Needs	Preferred Means of Notification/ Consultation	Additional Resources Required
Design and Implementation	Elderly and speak predominantly Kwéyòl	May be unable to walk to venue	Town crier	Transportation to venue or household visits
		Communication challenges may exist in their comprehension of English	Public meetings with content discussed in Kwéyòl or in-person visits	Kweyol speakers as part of engagement team
				Audio/visual material in Kweyol
	Women and children	Meetings must be succinct, and properly timed to not conflict with childcare responsibilities to facilitate female participation	Town crier, radio, TV and social media	Childcare support or a separate space provided in meeting hall for childcare, if necessary
		Meetings must be held in locations where women have safe access to and in venues which women do not perceive as traditionally male-dominated	Public meetings, School presentations	Transportation, if necessary
				Gender-balance in engagement team
				Audio/visual material and leaflet/handouts capturing key information
				Snacks after engagement
	Families and individuals in extreme poverty including landless farmers	Meeting food needs may be a priority over project engagement	Town crier radio, TV and social media	Snacks after engagements
		Low internet connectivity	Public meetings	Audio/visual material and leaflet/handout capturing key information (handed out after event)
	People with physical and psychological disabilities	Need transportation and accessibility to meeting venues	Town crier, social media, radio and TV, In-person visits or accessible venues	Sign language interpreter, if necessary and audio/visual material
				Household visits or transportation to accessible venues
Snacks after engagements				

3.6. REPORTING BACK TO STAKEHOLDERS

As the project progresses, the PIU will keep stakeholders informed about, inter alia, project progress, environmental and social performance, project design changes, implementation of the stakeholder engagement plan and grievance redress mechanism. The project will report back to stakeholders using the following means:

- Project website and social media including project WhatsApp groups
- Radio and TV
- Newspaper press releases
- Newsletters
- Posters, brochures, and fact sheets
- Notice boards and
- Emails/mail/phone/text correspondence.

4. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

4.1. RESOURCES

The implementation of the SEP will be funded as a cost item under this project. Table 4.1 presents a tentative budget (not exhaustive budget) for SEP activities implementation over the 2.5 years of the project (2025 - mid-2028).

Table 4.1 Indicative Budget for Stakeholder Activities

Stakeholder Engagement Activities	Quantity	Unit Costs (XCD)	Years	Total Costs (XCD)	Remarks
1. Staff Salaries, Travel and Training					
ICC	1	100,000		100,000	Paid based on agreed deliverables submitted
Training on social and cultural heritage issues for PIU and contractor staff	2	2,000		4,000	To run for civil works and drilling works contractor staff
Training on GBV for PIU and contractor staff	2	2,000		4,000	To run for civil works and drilling works contractor staff
Salaries for CLO	1	90,000	2.5	225,000	
2. Events, venue, catering, materials and travel)					
National Consultations	4	3,000		12,000	Years 2026 and 2027
Community Consultations	2	4,000		8,000	Year 2026
Community Consultations (related to civil works)	6	4,000		24,000	Year 2026 and 2027
Community Consultations (related to drilling works)	6	4,000		24,000	Year 2027
Unplanned Consultations				6,000	lump sum
3. Communication campaigns					
Paid media				15,000	Years 2026 and 2027
Production and dissemination of a 40-second project television commercial	1	20,000		20,000	Years 2026 and 2027
Direct Use Community Engagement	2	2,000		4,000	
4. Grievance Mechanism					
Training of contractor staff	2	1,500		3,000	Years 2026 and 2027
Dissemination of GRM awareness television commercial		10,000		10,000	Years 2026 and 2027
Total				459,000	

4.2. MANAGEMENT/STAFF FUNCTIONS AND RESPONSIBILITIES

Several key actors will be involved in implementing the engagement activities under the Stakeholder Engagement Plan for this project. The table below identifies the key actors and details their roles and responsibilities.

Table 4.2 Roles and Responsibilities

Actor	Stakeholder Engagement Responsibilities
Public Information Communication Consultant firm hired by the PIU	<ul style="list-style-type: none"> • Develop and execute a communications strategy covering the lifetime of the project. • Facilitate the organization and conduct of the stakeholder engagement activities within the SEP and provide reports to the PIU on same. • Liaise and manage the relationship with any contracted companies producing communication materials (posters, flyers, video/TV spots, radio, website, social media platforms, newspapers). • Plan and manage the project's communications via all media channels. • Monitor and report on the impact of all stakeholder activities.
Community Liaison Officer	<ul style="list-style-type: none"> • Build and maintain constructive relationships with stakeholder groups in the respective project affected areas and serve as the interface between the PIU and stakeholders. • Identify any issue that may result in heightened concern to provide an early warning system on community issues and communicate these to the PIU. • Receive and register any grievance voiced by PAPs or OIPs and communicate them immediately to the PIU. • Support the planning and logistics for capacity-building and communication events at the community and national level. • Confirm that the recommendations of the GRC are implemented and direct contractors through the Exploration Management Company (EMC) to make any appropriate change to their work. • Prepare and disseminate communication materials. • Manage the project's website and social media pages. • Document and maintain monthly monitoring reports on stakeholder outreach activities and grievance redress and provide to the SDSO.
Social Development and Safeguards Officer	<ul style="list-style-type: none"> • Supervise the work of the Communication Consultant. • Supervise the work of the CLO. • Manage the implementation of the SEP. • Prepare communication materials. • Manage the GRM system. • Report to the PIU and World Bank on stakeholder engagement activities and the GRM system. • Keep records of all meetings and consultations.
Project Manager	<ul style="list-style-type: none"> • Responsible for oversight of the execution of the SEP and GRM. • Provide resources for the implementation of the GRM and SEP.
Project Implementation Unit	<ul style="list-style-type: none"> • Oversee all project activities including stakeholder engagement. • Present and participate in stakeholder engagement activities.
Grievance Redress Committee	<ul style="list-style-type: none"> • Attend to grievances which cannot be addressed at the level of the PIU.
Project Steering Committee	<ul style="list-style-type: none"> • High-level oversight and guidance on all project activities including stakeholder engagement

5. GRIEVANCE REDRESS MECHANISM (GRM)

5.1. PURPOSE

During project implementation, PAPs will develop legitimate grievances about the anticipated and unanticipated impacts of the project. A grievance redress mechanism (GRM) is a tool for identifying and addressing these grievances, in a timely, effective and efficient manner.

The project's GRM is designed to handle grievances promptly and efficiently, in a transparent manner that is culturally appropriate and readily accessible to all PAPs, at no cost, free from retribution and with no limits to access to other remedies.

5.2. GRIEVANCE UPTAKE CHANNELS

PAPs may submit grievances in the following ways:

- Completing a Feedback Logging Form and depositing it into our Suggestion/Feedback Boxes. Feedback Logging Forms and Suggestion/Feedback Boxes can be accessed at the:
 - Saltibus Post Office,
 - Fond St. Jacques Technology Access Centre,
 - Region 6 Agricultural Extension and Advisory Services Office,
 - Piton Management Area Office,
 - Energy and Public Utilities Division of the DIPT,
 - Contractors' offices;
- Completing the online Feedback Logging Form on our project website www.sluresdp.com;
- Downloading a PDF copy of the Feedback Logging Form from the RESDP website, completing it and emailing it to grievances.resdp@govt.lc;
- Meeting and discussing issue in person with the RESDP or contractor staff;
- Contacting via telephone, by text or WhatsApp message to (758) 732-0030;
- Writing and addressing email about the issue to grievances.resdp@govt.lc;
- Messaging via RESDP's Facebook page <https://www.facebook.com/resdpsaintlucia>;
- Messaging via RESDP's Instagram page; <https://www.instagram.com/resdp2023>
- Calling into one of the occasional project specific radio programs;
- Writing and addressing letter to:
 - Project Implementation Unit
Renewable Energy Sector Development Project

Energy and Public Utilities Division
Sir Stanislaus James Building
Waterfront, Castries

PAPS may also submit grievances directly to the World Bank through its Grievance Redress Service (GRS) in the following ways:

- Completing the online Complaints Form on the World Bank's website at www.worldbank.org/grs
- Writing and addressing email to grievances@worldbank.org
- Writing and addressing letter to:
 - The World Bank
Grievance Redress Service (GRS)
MSN MC 10-1018
1818 H St NW
Washington, DC 20433, USA
- Writing a letter and delivering by hand to the World Bank Headquarters in Washington D.C or any World Bank Country Office.

Notwithstanding, PAPs are free to submit grievances anonymously and all will be treated confidentially. The project will only seek information that is relevant to allowing it to investigate and resolve a grievance. The project is duty bound to protect personal information provided by claimants, except when required to share such information by law or by the complainant.

Grievances will also be treated impartially and objectively. Consequently, to avoid conflict of interest, no project or contractor staff will participate in the Grievance Redress Mechanism in any matter in which they are the reported party. In such an event, the reported party shall be absent from any investigation and ruling on the matter.

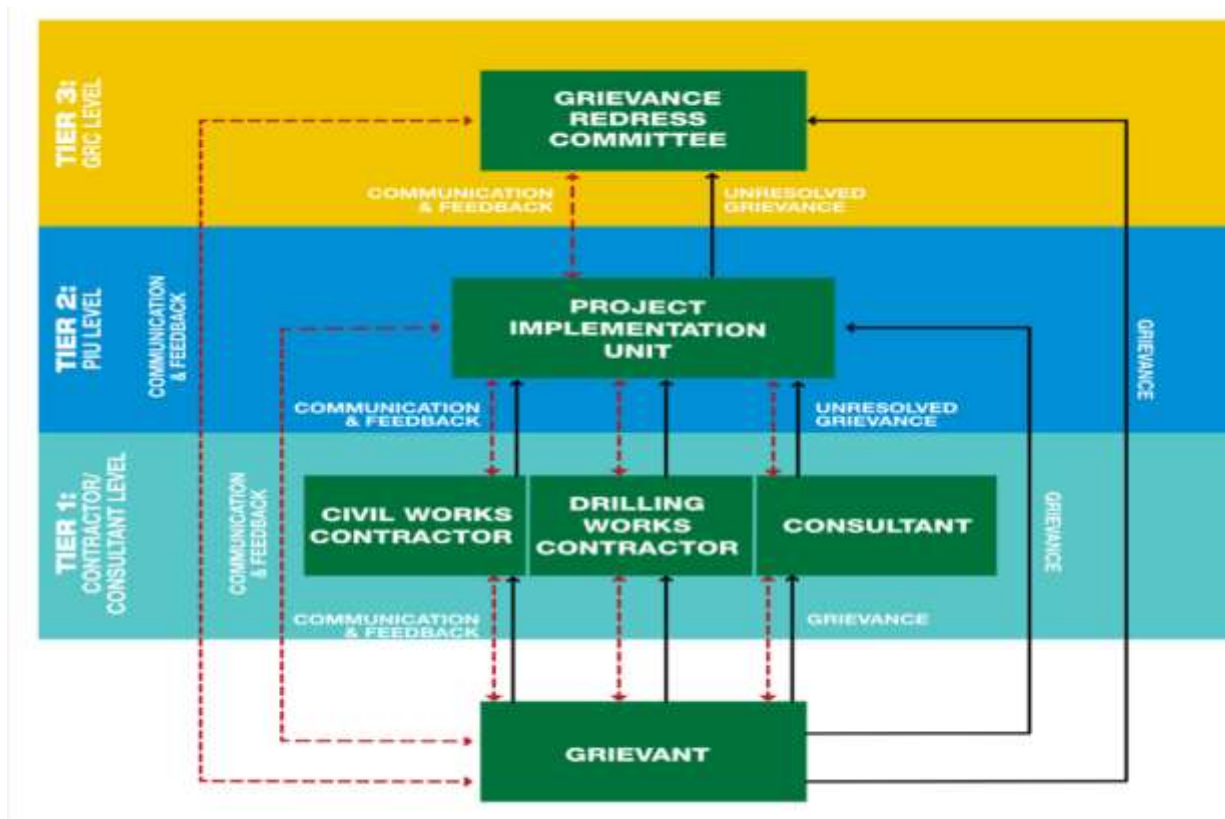
Complainants will be protected from retaliation for reporting grievance. If retaliation is suspected or reported, the matter will be investigated expeditiously, and the necessary recourse taken.

5.3. IMPLEMENTATION STRUCTURE

The implementation structure for the GRM operates at three levels, as shown in Figure 5.1:

- Tier 1 - Contractor
- Tier 2 - Project Implementation Unit
- Tier 3 - Grievance Redress Committee (GRC)

Figure 5.1 Levels of the GRM



Tier 1: Contractor/Consultant Level

This level will receive, record and investigate grievances reported directly to the Contractor/Consultant by PAPs and, if possible, the Contractor/Consultant shall address the grievances raised. Contractors/Consultants will designate a person to receive, record and investigate grievances. Once received the grievance is relayed to the CLO within the PIU.

The Contractor/Consultant will submit the records of solved and unsolved grievances to the PIU weekly.

Tier 2: PIU Level

This level will handle grievances that are escalated from Tier 1 or grievances that are reported directly to the PIU. This level comprises of the Community Liaison Officer/Gender Based Violence Coordinator (CLO/GBVC) and the Social Development and Safeguards Officer/Grievance Coordinator (SDSO/GC).

Community Liaison Officer/Gender Based Violence Coordinator

The CLO will conduct stakeholder outreach during project implementation, act as the key point of contact to bring project grievances from construction workers, local residents and community members to the PIU and GRC; support the SDSO/GC in the implementation and administration of the GRM; direct contractors through the Exploration Management Company to make any appropriate change to their work; confirm that the recommendations of the PIU and GRC are implemented; and report monthly on the performance of the GRM.

As the project's Gender Based Violence Coordinator, the CLO will receive, review, investigate, and keep track of sexual exploitation and abuse and sexual harassment grievances.

Social Development and Safeguards Officer/Grievance Coordinator

The SDSO will be the project's Grievance Coordinator. The SDSO/GC will be responsible for implementing and leading the GRM.

The SDSO/GC will work together with the CLO to develop and publicize the grievance management procedures; receive, review, investigate, and keep track of grievances; adjudicate grievances; monitor and evaluate fulfillment of agreements achieved through the grievance redress mechanism; and prepare semi-annual progress reports on grievances received for submission to the World Bank.

Tier 3: Grievance Redress Committee (GRC) Level

The GRC will be responsible for receiving and resolving in a fair, objective, and constructive manner all grievances raised by the PAPs that are escalated from Tiers 1 or 2.

A six (6) member GRC was established in 2023 by the Project's Steering Committee and sanctioned by the Permanent Secretary – Department of Infrastructure, Ports and Transport (PS-DIPT). The member organisations and representatives are captured in Table 5.1.

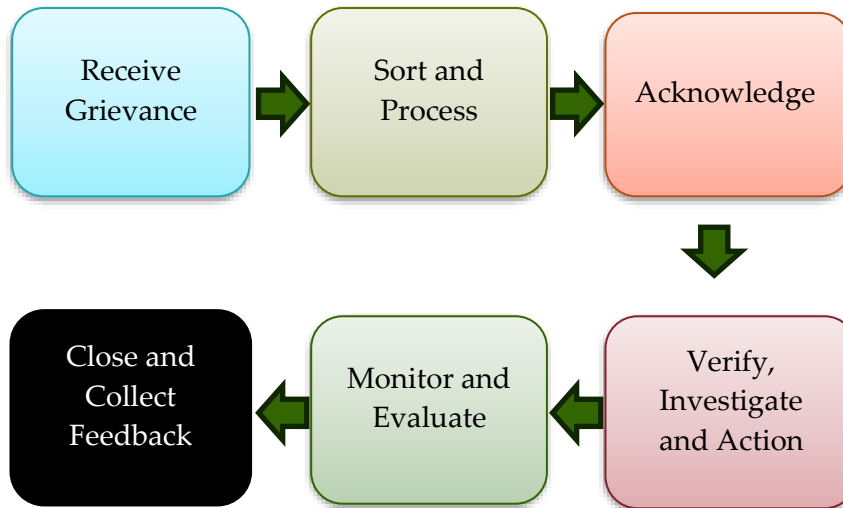
Table 5.1 Composition of GRC

Organization	Position
Department of Infrastructure, Ports and Transport	Permanent Secretary
Renewable Energy Sector Development Project	Social Development and Safeguards Officer
	Project Manager
Department of Social Transformation	Social Transformation Officer (STO) for Choiseul and Soufriere
Saltibus Youth and Sports Group	Executive member
Belle Vue Farmers' Cooperative Society	Executive member
Fond St. Jacques Development Committee	Executive member

5.4. GRIEVANCE REDRESS MANAGEMENT PROCESS

In order to efficiently and effectively address grievance and provide feedback to the complainant, a Grievance Redress Management Process has been developed. Grievances reported will be addressed in accordance with the process outlined in Figure 5.2 Grievance Redress Management Process

Figure 5.2 Grievance Redress Management Process



The process is described in detail in Figure 5.3

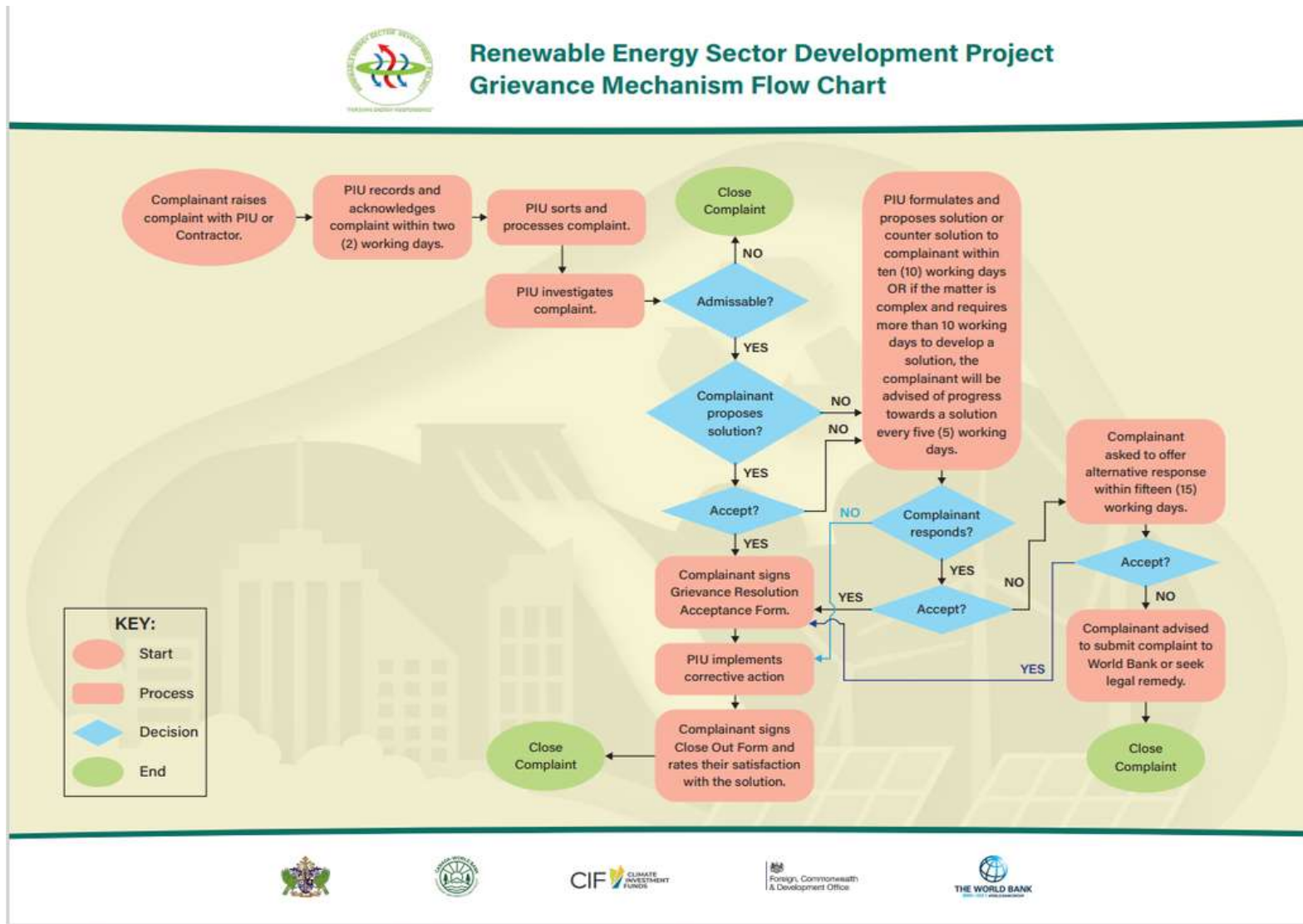
Table 5.2 Grievance Redress Management Process

Step	Description of Process	Responsible Entity	Time Frame
Receive Grievance	PIU and GRC Levels Grievances can be submitted to the PIU and GRC via the identified channels in 5.2 Grievance Uptake Channels, including use of a Grievance Logging Form (Appendix A).	CLO	Throughout project lifecycle
	Contractor Level Grievances can be submitted to a contractor via a Grievance Logging Form, in person, telephone, mail, SMS text message or WhatsApp. Once received the grievance is relayed to the CLO within the PIU.	Contractor-Designated Person	
Sort and Process	The grievance will be categorized based on type, given a unique reference number and recorded in a Grievance Registration Management and Monitoring Table (Appendix C) by the CLO. The grievance is forwarded immediately to the Grievance Coordinator (GC) within two (2) working days of its receipt.	CLO	Within two working days of receipt
Acknowledge	The project's CLO will acknowledge receipt (Appendix B) in writing within two (2) working days, upon receipt of the complaint, regardless of whether it was made directly to the PIU or the Contractor.	CLO	Within two working days of receipt
Verify, Investigate and Action	<p>After a complaint is acknowledged, the PIU or contractor/consultant will verify and investigate the matter with the complainant (if they did not wish anonymity) and propose a course of action (resolution) to the complainant within five working days of receiving the complaint.</p> <p>If the complainant agrees with the PIU's or the contractor/consultant's proposed resolution, they will be asked to sign as confirmation, the RESDP's Grievance Resolution Acceptance Form (see Appendix C) which describes how the PIU or contractor/consultant will proceed to resolve the issue. Thereafter, the PIU or the contractor/consultant with the support of the relevant parties shall proceed to implement the activities of the resolution.</p> <p>If on verification and investigation, the contractor/consultant determines that the matter cannot be handled at its level or if the complainant does not accept the contractor/consultant's proposed resolution, the matter will be escalated</p>	SDSO/GC in collaboration with the contractor, Ministry officials and the GRC whenever necessary.	Within three to 30 working days of receipt

	<p>within one working day to the level of the PIU. The PIU will proceed to implement the activities specified in paragraphs 1 and 2 above.</p> <p>However, if upon investigation, the PIU decides that the matter cannot be addressed at the level of the PIU, it will escalate the complaint to the level of the GRC detailing the key details of the complaint within one working day of its investigation.</p> <p>On receipt of an escalated complaint from the PIU, the chairperson of the GRC will inform the members of the committee accordingly.</p> <p>The GRC will investigate the matter, if necessary, assess the complaint and propose a resolution to the complainant or accept their proposed alternative resolution. The response of the GRC would be communicated by the SDSO/GC to the complainant initially by phone and later by letter and/or email.</p> <p>If the complainant agrees with the proposed resolution of the GRC or the GRC accepts the complainant's proposed resolution, the complainant will be asked to sign as confirmation the project's Grievance Resolution Acceptance Form and the PIU with the support of the relevant persons will proceed to implement the activities of the resolution.</p>		
Monitoring and Evaluation	<p>Data on complaints are collected in a real time tracking and reporting system, Grievance Registration Management and Monitoring Table.</p> <p>The data will be discussed by the GC at weekly PIU project progress review and World Bank-PIU project meetings and reported on in the GC's monthly report and semi-annually in project progress implementation reports to the World Bank.</p>	SDSO/GC	Quarterly reporting in writing
Close and Collect Feedback	<p>At the completion of implementation of a resolution, the complainant will be informed that the implementation is complete and asked to sign a Close Out and Release Form (Appendix D) and rate their satisfaction with the resolution and their experience using the GRM.</p>	CLO	Within 30 working days of receipt

The grievance redress management process is diagrammatically represented in Figure 5.3.

Figure 5.3 Grievance Redress Flowchart



5.5. CONTACT DETAILS

The local points of contact for reporting grievances and receiving further feedback are captured in Table 5.3:

Table 5.3 Contact Numbers for Community Liaison and Safeguards Officers

Description	Contact Details
Project Supervision Agency	Project Implementation Unit
Main Contact:	Windia Jaunai
Position:	Community Liaison Officer
Address:	Energy and Public Utilities Division of the Department of Infrastructure, Ports and Transport
Email:	WindiaJaunai@GOSLRESDP.onmicrosoft.com
Website:	www.resdpslu.com
Telephone:	732-0030

Description	Contact Details
Project Supervision Agency	Project Implementation Unit
Main Contact:	Dominic Alexander
Position:	Social Development and Safeguards Officer
Address:	Energy and Public Utilities Division of the Department of Infrastructure, Ports and Transport
Email:	chester.alexander@govt.lc
Website:	www.resdpslu.com
Telephone:	732-0017

6. MONITORING AND REPORTING

6.1. MONITORING STAKEHOLDER ENGAGEMENT

Several key performance indicators will be monitored by the project on a regular basis. These include the following:

General

- The number of consultation meetings held semi-annually
- Adherence to the schedule of meetings
- Share of women who took part in consultations

Information

- The number of project newsletters released
- The number of Facebook and Instagram posts
- The number of news stories/press releases published

Feedback gathering

- The number of recommendations gathered in consultations during Project implementation
- Number of post consultation surveys
- Percentage of citizens reporting satisfaction with consultation process during project implementation
- The number of changes to project activities because of project feedback

Grievance Management

- Number and types of grievances received quarterly
- Percentage gender of grievants
- Percentage of registered project grievances satisfactorily responded to/resolved within prescribed timeframe

6.2. REPORTING BACK TO STAKEHOLDER GROUPS

Community engagement is vital for building trust and respect with stakeholders, improving project design and implementation, identifying adverse impacts and risks from and to a project and increasing project ownership and sustainability.

Reporting to stakeholders on how their inputs were integrated into the project is vital for future successful stakeholder engagements, convinces the stakeholder that the project values their inputs and the GRM works, provides the opportunity to test the stakeholder's reaction to the proposed mitigation measure, provides an opportunity for feedback to further refine the measures before implementing and to get buy-in from stakeholders.

Reporting to stakeholders involves providing important details on the project's progress, future activities, project design changes, performance of the GRM, inter alia. Reporting to stakeholders may also include new or corrected information from the last report or consultation.

Keeping track of the many commitments made to various stakeholder groups at various times, and communicating progress made against these commitments on a regular basis, requires planning and organization. Stakeholder suggestions, issues discussed, and feedback raised will be documented, collated, and analysed and circulated among the PIU staff and World Bank officials. Stakeholder comments and suggestions will be addressed at weekly World Bank-PIU meetings and incorporated into management plans, when necessary.

The PIU will report back to stakeholders about how their feedback has influenced the project outcomes – considered in project design and implementation. Stakeholder consultation outcomes will be disclosed at the subsequent round of community consultation in a Design Changes Due to Stakeholder Input Report which will have a short summary of feedback received and a brief explanation of how the feedback was integrated into the project or the reason(s) for not doing so.

Information on public engagement activities will also be reported back to stakeholders through the RESDP website and social media broadcasts on Facebook and WhatsApp; project newsletter, RESDP Review; radio; tv; and print media,

Progress and results on stakeholder engagement activities will be reported semi-annually to the World Bank in the Project Implementation Progress Report. The methods and frequency of reporting to the World Bank and other internal stakeholders are provided below in Table 6.1

Table 6.1 Planned Frequency of Reporting

Reporting Party	Reporting Method	Stakeholder	Reporting Information	Frequency
SDSO	Project progress review meeting	PIU/DIPT	<ul style="list-style-type: none"> • Project status including engagement activities • Plans for next period • Issues and changes • Grievance Management 	Weekly
PIU	Formal meetings	World Bank	<ul style="list-style-type: none"> • Project status • Plans for next period • Environmental and social performance • Issues and changes • Grievance Management 	Weekly
PIU	Project Implementation Progress Report	World Bank	<ul style="list-style-type: none"> • Project status • Plans for next period • Issues and changes • Environmental and social performance • Grievance Management 	Semi-annual
PIU	Contractors	Site-level-meetings	<ul style="list-style-type: none"> • Project status • Plans for next period • Issues and changes • Environmental and social performance • Grievance Management 	Weekly
PIU	Formal meetings	Project Steering Committee	<ul style="list-style-type: none"> • Project status • Plans for next period 	Quarterly

			<ul style="list-style-type: none"> • Environmental and social performance • Issues and changes • Grievance Management 	
DIPT	Radio and TV, Website and social media and press releases	PAPs and Other Interested Parties	<ul style="list-style-type: none"> • Project status • Plans for next period • Issues and changes • Grievance Management 	Weekly/Fortnightly/Monthly
	Newsletters	PAPs and Other Interested Parties	<ul style="list-style-type: none"> • Project status • Plans for next period • Issues and changes • Grievance Management • Procurement opportunities 	Quarterly
	Noticeboards, Posters and Infographics	PAPs and Other Interested Parties	<ul style="list-style-type: none"> • Project information and instructions 	Whenever necessary
	Public consultation meetings	PAPs and Other Interested Parties	<ul style="list-style-type: none"> • Project status • Environmental and Social Performance • Plans for next period • Issues and changes • Grievance Management 	Semi- annual and at the beginning and end of civil and drilling works, and whenever else necessary.

APPENDIX A

Sample Grievance and Comment Logging Form

Grievance Logging Form	
Date of Grievance	
Mode of Submission	
Name of Grievant/Complainant (leave blank if you want your name kept confidential)	
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Name of Organization/ Position (if applicable)	
Address	
Telephone	
Email Address	
Preferred Contact Method	<input type="checkbox"/> Mail <input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Social media <input type="checkbox"/> In person
Location grievance occurred	<input type="checkbox"/> Saltibus <input type="checkbox"/> Belle- Plaine <input type="checkbox"/> Fond St. Jacques
Brief description of grievance (what happened, when and where and how does it affect you)	<input type="checkbox"/> One-time incident/complaint <input type="checkbox"/> Happened more than once (number of times?): <input type="checkbox"/> Ongoing (currently existing problem)
How would you like to see the issue resolved?	
Attachments (List any in adjacent column)	
Signed (Grievant/Complainant)	Date (dd/mm/yy)

Signed (Project personnel to confirm receipt only)		Date (dd/mm/yy)
For PIU use only		
Grievance Reference Number		
Date of receipt (dd/mm/yy)		
Type of grievance	<input type="checkbox"/> Environmental impact <input type="checkbox"/> Social impact <input type="checkbox"/> Fraud and/or corruption <input type="checkbox"/> PIU staff misconduct <input type="checkbox"/> Contractor staff misconduct <input type="checkbox"/> Consultations <input type="checkbox"/> Violation of the law and regulations <input type="checkbox"/> General inquiry about project <input type="checkbox"/> Other	
Date of initial response (dd/mm/yy)		
Initial mode of communicating reply		
At what level will grievance be handled?	<input type="checkbox"/> First <input type="checkbox"/> Second <input type="checkbox"/> Third	
RESDP Personnel Signature		

APPENDIX B

Grievance Acknowledgment Response Letter

Date

Address of Complainant

Dear (NAME):

The Department of Infrastructure, Ports and Transport (DIPT) is writing to you regarding your grievance recorded as reference number (.....) received on mm/dd/yyyy. In your complaint you state that (provide summary of grievance).

The DIPT will begin/not be (delete as appropriate) investigation of this grievance, as it feels that it may be/is not (delete as appropriate) responsible for the grievance. As agreed, our Community Liaison Officer and other relevant persons will meet with you at (intended date) to investigate your matter and decide on a resolution. If no satisfactory resolution is agreed on, you can appeal to the Renewable Energy Sector Development Project's Grievance Redress Committee, or we can escalate the matter with your consent to the same body. Additional information about our complaint handling and appeals process with stipulated timelines is attached to this letter.

Our Community Liaison Officer, Windia Jaunai, will serve as the point of contact for this case and will update you as necessary through the means you identified on the Feedback Logging Form. In the meantime, please do not hesitate to contact the officer should you have any questions. She can be reached on telephone number 732-0030 or grievances.resdp@govt.lc.

Please note that your matter will be handled confidentially.

Sincerely

Permanent Secretary

APPENDIX D

Grievance Resolution Acceptance and Close Out Form

Grievance Resolution Acceptance & Close Out Form

Reference Number			
Name of Complainant			
Date Filed (DD/MM/YY)	____ / ____ / ____		
Summary of complaint			
Summary of proposed resolution			
Complainant's feedback on proposed resolution			
_____ Signature of complainant	____ / ____ / ____ Date (as proof of acceptance of proposed resolution) (DD/MM/YY)		
Resolved			
Date of resolution (to be filed by RESDP representative) (DD/MM/YY)	____ / ____ / ____		
_____ Signature of complainant	____ / ____ / ____ Date (DD/MM/YY)	_____ RESDP Representative Signature	____ / ____ / ____ Date (DD/MM/YY)

This page has been intentionally left blank.