



Government of Saint Lucia
Stakeholder Engagement Plan
Geothermal Resource Development Project

February 2018

PANORAMA
ENVIRONMENTAL, INC.

One Embarcadero Center, Suite 740 San Francisco, CA 94111 650-373-1200 www.panoramaenv.com

Government of Saint Lucia
Stakeholder Engagement Plan
Geothermal Resource
Development Project

February 2018

Prepared for:

Government of Saint Lucia
Department of Sustainable Development
Point Seraphine, Castries
Saint Lucia

Prepared by:

Panorama Environmental, Inc.
One Embarcadero Center, Suite 740
San Francisco, CA 94111
650-373-1200
Susanne.heim@panoramaenv.com

PANORAMA
ENVIRONMENTAL, INC.

One Embarcadero Center, Suite 740 San Francisco, CA 94111 650-373-1200
www.panoramaenv.com

TABLE OF CONTENTS

TABLE OF CONTENTS

1	Introduction.....	1-1
	1.1 Background.....	1-1
	1.2 Stakeholder Engagement Objectives.....	1-1
2	Stakeholder identification and analysis.....	2-1
	2.1 What is stakeholder engagement?.....	2-1
	2.2 Stakeholder Identification.....	2-1
	2.3 Stakeholder Analysis.....	2-4
3	Information Disclosure.....	3-1
	3.1 Inception Meetings.....	3-1
	3.2 Public Scoping Meetings.....	3-1
	3.3 Approach to Information Dissemination.....	3-1
	3.4 Stakeholder Consultation Process.....	3-3
	3.5 Community Consultation on Draft ESIA.....	3-5
4	Grievance Redress Process.....	4-1
	4.1 Purpose.....	4-1
	4.2 Roles and Responsibilities.....	4-1
	4.3 Grievance Redress Procedures.....	4-2
5	Reporting.....	5-1
	5.1 Objectives.....	5-1
	5.2 Reporting to Stakeholders.....	5-1
Appendix A	Sample Stakeholder Register Template	
Appendix B	Sample Stakeholder Consultation Notes Template	
Appendix C	Sample Grievance and Comment Logging Form Template	
Appendix D	Sample Initial Response Template	

TABLE OF CONTENTS

List of Tables

Table 2.2-1	Stakeholder Groups.....	2-3
Table 2.3-1	Government Stakeholder Analysis	2-5
Table 2.3-2	NGO Stakeholder Analysis	2-7
Table 2.3-3	Summary of Scoping Comments.....	2-8
Table 2.3-4	Hotel Stakeholder Interest	2-9
Table 3.3-1	Information Dissemination Methods	3-2
Table 3.3-1	Stakeholder Engagement and Timing	3-3
Table 4.3-1	Grievance Redress Procedures.....	4-2
Table 5.2-1	Methods and Frequency of Reporting to Stakeholders.....	5-1

List of Figures

Figure 2.2-1	Project Location	2-2
--------------	------------------------	-----

1 INTRODUCTION

1.1 BACKGROUND

The Government of Saint Lucia (GoSL) proposes to conduct the Saint Lucia Geothermal Resource Exploration Project (project) within the Soufrière, Choiseul, and Laborie regions of Saint Lucia (Figure ES-1) to assess the feasibility of commercial development of geothermal resources in Saint Lucia. The project would include drilling slim-diameter and potentially full-size geothermal exploration wells to obtain information on the geothermal resource in the area.

The GoSL has obtained financial assistance and technical support from a number of development partners in support of the project. To date, the World Bank has assisted Saint Lucia in accessing grant financing from the Global Environmental Facility and the SIDS DOCK Support Program for the project. Technical assistance has also been received from the Government of New Zealand and the Clinton Climate Initiative.

This Stakeholder Engagement Plan has been prepared to meet the requirements specified in:

- The Terms of Reference (ToR) for the Environmental and Social Impact Assessment (ESIA) for the geothermal exploration project;
- World Bank's *Guidance Note on Stakeholder Consultation in Investment Operations* and; and
- International Finance Corporation (IFC) Performance Standards, *Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets*.

1.2 STAKEHOLDER ENGAGEMENT OBJECTIVES

The stakeholder engagement process serves many purposes. The goals of stakeholder engagement for the geothermal 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 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
- Obtain public input on the 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 general public

1 INTRODUCTION

The stakeholder engagement process is ongoing throughout the life of the project and includes formal scheduled consultations and meetings. Information will also be 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
- A grievance redress process to address public complaints during implementation of the project

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

2.1 WHAT IS STAKEHOLDER ENGAGEMENT?

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 is an integral part of early project decisions and the assessment, management and monitoring of the project's environmental and social risks and impacts.

Stakeholder engagement will be free of manipulation, interference, and intimidation, and conducted on the basis of timely, relevant, understandable and accessible information, in a culturally appropriate formant. It involves interactions between identified groups of people and provides stakeholders with an opportunity to raise their concerns and opinions, and ensure that this information is taken into consideration when making project decisions.

2.2 STAKEHOLDER IDENTIFICATION

The first step in the stakeholder engagement process is to identify the key stakeholders to be consulted and involved. Stakeholders are individuals or groups who are affected or likely to be affected by the project and who may have an interest in the project. The initial list of stakeholders for the geothermal exploration project was developed based on the Terms of Reference (ToR) and updated following the inception meeting in August through direct conversations with the DSD, inception meeting stakeholder participants, and community members. The stakeholder groups to be engaged may be expanded during project implementation.

In addition to government agencies and non-governmental organizations, key stakeholders include individuals living near the project area and potential private interests. The towns near the project area include Belle Plaine, Mondesir, Guyabois, Parc Estate, Saltibus, Fond St. Jacques and Belvedere. The project location is shown on Figure 2.2-1 below. Table 2.2-1 lists key stakeholder groups that will require engagement during project implementation and a record of consultation efforts during ESIA preparation.

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Figure 2.2-1 Project Location



Sources: (ESRI 2017, Jan Kindsay 2002)

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Table 2.2-1 Stakeholder Groups

Stakeholder	Point of Contact	Previous Consultation Efforts
Ministers		
Minister in the Office of the Prime Minister with responsibility for Commerce, Industry, Investment, Enterprise Development and Consumer Affairs	Honorable Bradley Felix	8 August 2017 Inception Meeting
Minister in the Ministry for Economic Development, Housing, Urban Renewal, Transportation and Civil Aviation	Honorable Herod Stanislaus	8 August 2017 Inception Meeting
Minister for Economic Development, Housing, Urban Renewal, Transportation and Civil Aviation	Honorable Guy Joseph	8 August 2017 Inception Meeting
Government Departments		
Department of Sustainable Development	Deputy Permanent Secretary Debra Charlery	On-going throughout project planning
Project Coordination Unit	Al Barthelmy and Jenna Flavien	On-going throughout project planning
Department of Finance	Jacqueline Francois jfrancois@gosl.gov.lc	8 August 2017 Inception Meeting
Department of Social Research	Leca James leca.james@govt.lc	8 August 2017 Inception Meeting
Department of Physical Planning	Warner Houson whouson@gosl.gov.lc	8 August 2017 Inception Meeting
Department of Social Planning	Danna Jr. Charles danna.jrcharles@govt.lc	8 August 2017 Inception Meeting
Department of Tourism and Broadcasting	Timothy Ferdinand timothy.ferdinand@govt.lc	8 August 2017 Inception Meeting
Department of Energy, Public Utilities	Charlin Bodley	8 August 2017 Inception Meeting 9 August 2017 Site Visit
Department of Agriculture	Deputy Permanent Secretary Barrymore Felicien bfelicien@gosl.gov.lc Annette Rattigan-Leo	8 August 2017 Inception Meeting
Soufrière Town Council		None
Water Resource Management Agency	Patrish Lionel wrma@govt.lc	September 2017 requests for information

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Stakeholder	Point of Contact	Previous Consultation Efforts
Land Survey	Deputy Chief Surveyor, Luther Goddard	11 August 2017
Non-Governmental Organizations/Community Groups		
Soufrière Regional Development Foundation	Franklin Solomon and Shem Jean 758-719-2142 shemjean1985@gmail.com	9 August 2017 Site Visit
Soufrière Marine Management Agency	Michael Bobb Michaelbobb_2000@yahoo.com	9 August 2017 Site Visit
Saint Lucia National Trust	Craig Henry southofficer@slunatrust.org	9 August 2017 Site Visit
Pitons Management Authority	Augustine Dominique Augustine.dominique@govt.lc	9 August 2017 Site Visit
Saint Lucia Archaeological and Historical Society	Archaeological Secretary Laurent Jean Pierre First Vice President Francis Pappin	Consulted prior to archaeological and historical site investigation in September 2017
Affected Communities		
Belle Plaine	Residents	2 September 2017 Community Consultation
Mondesir, Guyabois, Parc Estate, and Saltibus	Residents	3 September 2017 Community Consultation
Fond Saint Jacques and Belvedere	Residents	31 August 2017 Community Consultation
Other Private Interests		
Hotels	Calabash Mountain Villa Boinin Heart Villa Belle Plaine Hills B&B	None
Electric Utility	LUCELEC	Meeting in December 2017
Geothermal Developers	Ormat	Meeting with Ormat in December 2017
Water and Sewerage Company (WASCO)	Jim King	8 September 2017 Meeting

2.3 STAKEHOLDER ANALYSIS

2.3.1 Stakeholder Analysis Process

Stakeholder analysis is the process of identifying the stakeholder groups that are likely to affect or be affected by a proposed action, and sorting them according to their impact on the action and the impact the action will have on them. Stakeholder analysis is an ongoing process, which

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

may evolve as new stakeholders are introduced to the project. The preliminary stakeholder analysis has identified the various interests of stakeholder groups and the influence these groups may have on the project. The analysis also shaped the design of stakeholder consultation events and which stakeholders to engage and when.

2.3.2 Government

Government agencies are key stakeholders for the project. Engagement with government will serve two main purposes:

1. Involve ministries and departments in each phase of the Project to build consensus and ownership of the findings
2. Identify the governance framework for geothermal development

Table 2.3-1 lists the potential role, interest, and influence on the project for each of the government stakeholders.

Table 2.3-1 Government Stakeholder Analysis

Stakeholder	Potential Role in Project	Interest	Influence
Ministries			
Ministry of Agriculture, Fisheries, Physical Planning, Natural Resources and Cooperatives	Provide project specific information on agriculture, physical planning, and natural resources.	High	High
Ministry of Economic Development, Housing, Urban Renewal, Transport and Civil Aviation	Provide project specific information on economic, planning and transportation policies.	High	High
Ministry of Education, Innovation, Gender Relations and Sustainable Development	Contribute to the development of education opportunities for geothermal energy	High	High
Ministry of Equity, Social Justice, Empowerment, Youth Development, Sports and Local Government	Provide information on resettlement and displacement policies for geothermal infrastructure project	Moderate	Low
Ministry of Finance, Economic Growth, Job Creation, External Affairs and the Public Service	Provide statistics on economic growth and labor to develop the baseline for job creation	Moderate	High
Ministry of Health and Wellness	Provide project specific information on health and wellness policies	Low	Low

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Stakeholder	Potential Role in Project	Interest	Influence
Ministry of Infrastructure, Ports, Energy and Labor	Provide data and information on energy development	High	High
Ministry of Tourism, Information and Broadcasting	Contribute to the creation of tourism opportunity	High	High
Government Agencies			
Department of Sustainable Development	Project Partner: identify issues and opportunities on sustainable energy development; assist in arranging field and site visits	High	High
Project Coordination Unit	Project administration	High	High
Department of Tourism	Identify issues and potential opportunities for tourism	High	High
Department of Physical Planning	Evaluate consistency with physical planning requirements	High	High
Infrastructure and Port Services and Energy	Identify issues and opportunities for energy infrastructure development	High	High
Department of Equity, Social Justice, Empowerment, and Human Services	Identify issues related to resettlement	Moderate	Low
Economic Development	Identify issues and opportunities for economic development	Moderate	High
Department of Agriculture	Address compensation requirements for temporary loss of agricultural production	High	High

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

2.3.3 Non-Governmental Organizations

There are a number of active non-governmental organizations (NGOs) in the project region who are primarily focused on tourism and protection of the Pitons Management Area (PMA). The NGOs have substantial influence, particularly regarding activities allowed in the PMA and PMA buffer zone. Table 2.3-2 outlines the potential role, interest and influence in the Project for each of the NGO stakeholders.

Table 2.3-2 NGO Stakeholder Analysis

Stakeholder	Potential Role in Project	Interest	Influence
Soufrière Regional Development Foundation	Outreach and communication with the community about the geothermal development project	High	High
Pitons Management Authority	Define issues and opportunities for geothermal development within the PMA buffer area	High	High
Soufrière Marine Management Association	Provide information on sustainable use and development of the project area	Moderate	High
Saint Lucia National Trust	Provide information on significant natural, cultural and historical significance about the project area	High	High
Saint Lucia Archaeological and Historical Society	Provide archaeological information about the project site	High	Low

2.3.4 Local Community

Local communities near the potential drilling areas are likely to have a high interest in the project. Individual land owners or agricultural producers in the project drilling area will have a very high interest in the project. The requirements for economic compensation for temporary loss of land or agricultural production are included as a mitigation measure in the ESIA and are addressed in the Resettlement Action Plan. Stakeholder concerns from the initial scoping and consultation meetings with the community are summarized in Table 2.3-3 below.

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Table 2.3-3 Summary of Scoping Comments

Resource Topic	Stakeholder Concerns Addressed in the ESIA
Water	<ul style="list-style-type: none"> • Impact on availability of surface water resources and drying up of reservoirs; access to water was a key concern for all communities • Discharge of geothermal fluid and impact on water quality
Air	<ul style="list-style-type: none"> • Emissions of gases from the geothermal reservoir and impact on the adjacent communities
Soil	<ul style="list-style-type: none"> • Loss of topsoil during well pad grading and impacts on agricultural productivity
Noise	<ul style="list-style-type: none"> • Disruption to the adjacent communities from drilling noise
Tourism	<ul style="list-style-type: none"> • Effects on tourist access and the tourist experience
Visual Impacts	<ul style="list-style-type: none"> • Effects on viewsheds within Soufrière and tourist areas in particular • Clean-up of sites after the drilling is completed
Traffic and Transportation	<ul style="list-style-type: none"> • Effects on vehicle access to the area during road work and during drilling operations
Seismicity and Volcanic Activity	<ul style="list-style-type: none"> • Potential seismicity and volcanic activity
Hazards	<ul style="list-style-type: none"> • Fires caused by the geothermal drilling • Hazards from air quality emissions • Well blowouts and damage to adjacent properties
Waste	<ul style="list-style-type: none"> • Contamination of farmlands from geothermal drilling
Socio-economics	<ul style="list-style-type: none"> • Loss of prime agricultural land during drilling operations and future development • Loss of livelihood from displacement of agricultural production • Relocation of community members • Job opportunities for the community during drilling
Telephone and electrical service	<ul style="list-style-type: none"> • Impact of drill rig transport on telephone and electrical service due to low hanging lines along roadways

2.3.5 Other Private Interests

Key private interests include hotels in the vicinity of the potential drilling areas, potential geothermal developers, and WASCO. The nearest hotel to the potential drilling areas is located approximately 1 kilometer from Belle Plaine. The level of interest of each hotel listed in Table 2.3-4 below is based on proximity to the drilling site and potential for views of the drilling area. Hotels that are more than 2 kilometers from the drilling area and separated from the drilling areas by mountains would have a low interest in the project due to the limited potential for impact on the hotel activities.

The GoSL has been in discussion with LUCELEC and Ormat regarding potential future development of the geothermal resource. As the potential future developer, Ormat has a very high interest and high influence over the geothermal exploration activities. LUCELEC also has a high interest and high influence over the project because LUCELEC would need to procure any future geothermal electricity.

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Table 2.3-4 Hotel Stakeholder Interest

Stakeholder	Potential Role in Project	Interest
Calabash Mountain Villa	Provide perspectives from hospitality on issues and opportunities for geothermal development	High
Boinin Heart Villa	Provide perspectives from hospitality on issues and opportunities for geothermal development	High
Belle Plaine Hills B&B	Provide perspectives from hospitality on issues and opportunities for geothermal development	High

WASCO provides water and sewer service to the communities in the project vicinity. Water for drilling may be obtained from WASCO and the extraction of water for the project has the potential to affect WASCO water supplies. WASCO has a high interest and influence over water use for the project drilling activities.

2.3.6 Funding Entities

To date, the World Bank has assisted Saint Lucia in accessing USD 2,000,000.00 of grant financing from the Global Environmental Facility and the SIDS DOCK Support Program for the project. In addition, technical assistance valued at USD 800,000.00 and USD 500,000.00 has been received from the Government of New Zealand and the Clinton Climate Initiative respectively. 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. The project funders have a high interest and high influence over the project outcome and have received frequent updates on the project progress during the pre-feasibility stage.

3 INFORMATION DISCLOSURE

3.1 INCEPTION MEETINGS

During the initial steps of the scoping phase, the Panorama team consulted with the Department of Sustainable Development (DSD) and other government stakeholders to confirm work plans for the activities described in the ToR.

An inception workshop was held with government stakeholders on 8 August 2017 at the Finance Administrative Center. Laurie Hietter of Panorama presented a PowerPoint presentation with information on the geothermal exploration and development process and issues that would be covered in the ESIA. DSD staff, Judith Ephraim, and Panorama staff member Susanne Heim conducted follow-up meetings on 11 August 2017 with the Departments of Physical Planning, Land Survey, and Land Registry.

The DSD and Panorama conducted a site visit with local stakeholder representatives on 9 August 2017. The site visit included travel to Sulfur Springs where previous geothermal exploration had been completed and the three target areas for geothermal exploration including the Belle Plaine, Fond St. Jacques, and Mondesir/Saltibus areas. Panorama presented a PowerPoint presentation on the geothermal exploration and development process and ESIA procedures and scope at the Soufrière Regional Development Foundation Office after completion of the site visit.

3.2 PUBLIC SCOPING MEETINGS

The DSD and Panorama subconsultants Engineering, Construction & Management Consulting Ltd. specialists (ECMC) conducted community meetings and presented the proposed geothermal exploration project in each of the local communities (Belle Plaine, Mondesir-Saltibus, and Fond St. Jacques) in August and September 2017. Community comments were obtained during each meeting (refer to Table 3.2-3) and subsequent surveys were conducted with community members.

3.3 APPROACH TO INFORMATION DISSEMINATION

There are a variety of engagement methods used to build relationships, gather information, consult, and disseminate project information to stakeholders. Table 3.3-1 provides a list of different methods to disseminate information on the project, and describes the application of these methods.

3 INFORMATION DISCLOSURE

Table 3.3-1 Information Dissemination Methods

Information Dissemination Method	Application
Correspondence by phone/email/Text/Instant message	<ul style="list-style-type: none"> • Distribute project information to government officials, organizations, agencies and companies • Inform stakeholders about consultation meetings
Print media	<ul style="list-style-type: none"> • Disseminate project information to public, and illiterate stakeholders • Inform the stakeholders about consultation meetings
Radio and television	<ul style="list-style-type: none"> • Prepare public information material including Q&A and a jingle in both English and Kweyol for radio and television public service announcements • Prepare bimonthly advertisements to facilitate the dissemination of information on the Project
Website and social media	<ul style="list-style-type: none"> • Develop a geothermal information website to disseminate project information to large audiences, and stakeholders • Create a DSD geothermal Facebook page with information similar to the website
One-on-One interviews	<ul style="list-style-type: none"> • Solicit views and opinions • Build personal relations with stakeholders • Record interviews
Formal meetings	<ul style="list-style-type: none"> • Present project information using PowerPoint presentations • Build impersonal relations with high level stakeholders • Distribute technical documents • Record discussion, comments/questions raised and responses
Public meetings	<ul style="list-style-type: none"> • Present project information to a large audience of stakeholders or to a particular community using PowerPoint presentations, posters, video or project information documents • Build relationships with local communities • Distribute non-technical project information • Record discussion, comment/questions raised and responses
Focus group meetings	<ul style="list-style-type: none"> • Facilitate meeting in smaller group of between 8 and 15 people to provide their views and opinions of the Project • Record discussion, comment/questions raised and responses
Workshops	<ul style="list-style-type: none"> • Present project information to a group of stakeholders • Use participatory exercises to facilitate group discussions, brainstorm issues, analyses information, and develop recommendations and strategies • Record responses
Roundtable discussions	<ul style="list-style-type: none"> • Use prepared questions or gather preliminary questions to facilitate group discussions • Each person is given equal right to participate • Record responses

3 INFORMATION DISCLOSURE

Information Dissemination Method	Application
Surveys	<ul style="list-style-type: none"> • Gather opinions and views from individual stakeholders • Gather baseline data • Record data • Develop a baseline database for monitoring impacts
Site visit	<ul style="list-style-type: none"> • Gather opinions and views from individual stakeholders through visiting project site

3.4 STAKEHOLDER CONSULTATION PROCESS

It is critical to plan each consultation process, consult inclusively, document the process, and communicate follow-up. The timing of stakeholder engagement is broken down by stakeholder and project phase. The timing and methods of engagement with stakeholders are provided below in Table 3.3-1. Engagement and consultation will be carried out on an ongoing basis as the nature of issues, impacts, and opportunities evolves.

Table 3.3-1 Stakeholder Engagement and Timing

Stakeholder	Engagement Method	Timing
Government Officials		
Ministry of Agriculture, Fisheries, Physical Planning, Natural Resources and Co-operatives	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • One-on-one interviews • Formal meetings • Roundtable discussions 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Ministry of Economic Development, Housing, Urban Renewal, Transport and Civil Aviation	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • Formal meetings • Roundtable discussions 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Ministry of Education, Innovation, Gender Relations and Sustainable Development	<ul style="list-style-type: none"> • Formal meetings 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Ministry of Equity, Social Justice, Empowerment, Youth Development, Sports and Local Government	<ul style="list-style-type: none"> • Formal meetings 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Ministry of Finance, Economic Growth, Job Creation, External Affairs and the Public Service	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • Formal meetings • Roundtable discussions 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Ministry of Health and Wellness	<ul style="list-style-type: none"> • Formal meetings 	<ul style="list-style-type: none"> • Design Phase

3 INFORMATION DISCLOSURE

Stakeholder	Engagement Method	Timing
Ministry of Infrastructure, Ports, Energy and Labor	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • One-on-one interviews • Formal meetings • Roundtable discussions 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Ministry of Sustainable Development, Energy, Science, and Technology	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • One-on-one interviews • Formal meetings • Roundtable discussions 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Ministry of Tourism, Information and Broadcasting	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • One-on-one interviews • Formal meetings • Roundtable discussions 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Soufrière Town Council	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • Formal meetings • Roundtable discussions 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
NGOs		
Soufrière Regional Development Foundation	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • Roundtable discussions • Site visit 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Pitons Management Authority	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • One-on-one interviews • Roundtable discussions • Site visit 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Saint Lucia National Trust	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • Roundtable discussions • Site visit 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Saint Lucia Archaeological and Historical Society	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • One-on-one interviews 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Soufrière Marine Management Association	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • Roundtable discussions • Site visit 	<ul style="list-style-type: none"> • The Design Phase • The Implementation Phase • Monitoring and Evaluation Phase

3 INFORMATION DISCLOSURE

Stakeholder	Engagement Method	Timing
Local Communities		
<ul style="list-style-type: none"> • Belle Plaine • Mondesir • Guyabois • Parc Estate • Saltibus • Fond St. Jacques • Belvedere 	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • Interviews • Print media • Radio and television • Website and social media • Public meetings • Workshops • Survey • Grievance Redress 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Hotels		
<ul style="list-style-type: none"> • Calabash Mountain Villa • Boinin Heart Villa • Belle Plaine Hills B&B 	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • One-on-one interview • Print media • Radio and television • Website and social media • Public meetings • Workshops 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase

3.5 COMMUNITY CONSULTATION ON DRAFT ESIA

Project stakeholders will be given an opportunity to comment on the Draft ESIA. Public meetings will be scheduled to inform project stakeholders about the project and provide commenting opportunities. The meetings will be held in the same locations as the initial community consultations in Belle Plaine, Fond St. Jacques, and Mondesir. An additional public consultation meeting will be held with stakeholders in Castries. Stakeholder consultations on the Draft ESIA have been scheduled for the week of 5 March 2018. The Government of Saint Lucia will advertise the stakeholder consultations in affected communities prior to the meeting date. Stakeholder comments pertaining to the ESIA analysis will be addressed in the Final ESIA.

4 GRIEVANCE REDRESS PROCESS

4.1 PURPOSE

A grievance redress mechanism is necessary for addressing the legitimate concerns of the PAPs. It is anticipated that some of these concerns may include eligibility criteria, and compensation entitlements for loss of livelihood or use of land, and for noise associated with drilling. The mechanism for grievance redress shall thus include:

- Provision for the establishment of a grievance redress committee that includes women
- A reporting and recording system
- Procedure for assessment of the grievance
- A time frame for responding to the grievances filed
- The mechanisms for adjudicating grievances and appealing judgments

In the interest of all parties concerned, the grievance redress mechanisms are designed with the objective of solving disputes at the earliest possible time. World Bank OP. 4.12 emphasizes that the PAPs should be heard and as such, they must be fairly and fully represented. Further, the mechanism should implicitly discourage referring matters to the court system for resolution.

4.2 ROLES AND RESPONSIBILITIES

The Grievances Redress Committee (GRC) will be responsible for receiving and resolving in a fair, objective, and constructive manner, all concerns or complaints raised by project affected persons (PAPs) within the communities affected by the Project. The broad responsibilities of the GRC include:

- Developing and publicizing the grievance management procedures
- Receiving, reviewing, investigating and keeping track of grievances
- Adjudicating grievances
- Monitoring and evaluating fulfillment of agreements achieved through the grievance redress mechanism

The GoSL will appoint a community liaison officer (CLO) to conduct stakeholder outreach during project implementation and respond to any grievances or complaints that may arise. The CLO will act as the key point of contact to bring project grievances from construction workers, local residents, and community members to the GRC. The CLO will be responsible for making sure the recommendations of the GRC are implemented and directing contractors to make any appropriate change to their work. The contractor shall take reasonable action to address grievances.

4 GRIEVANCE REDRESS PROCESS

4.3 GRIEVANCE REDRESS PROCEDURES

Table 4.3-1 outlines the process for registering and addressing grievances and provides specific information regarding registering complaints, response time, and communication modes.

Table 4.3-1 Grievance Redress Procedures

Issue/Action	Procedure
Establishment of a Grievance Redress Committee (GRC)	<ul style="list-style-type: none"> • The GRC shall be established by the Project Steering Committee (PSC) and sanctioned by the Permanent Secretary (PS), Department of Sustainable Development (DSD) prior to civil works activities in each community. • The members of the GRC shall comprise the following: <ul style="list-style-type: none"> - CLO; - Social Transformation Officers (STO) for the affected communities (e.g., Belle Plaine, Fond St. Jacques, and Mondesir/Saltibus); - The Authorized Officer or his/her representative – Department of Physical Planning (DPP); - One member of a recognized community-based organization from the affected community (e.g., Belle Plaine, Fond St. Jacques, and Mondesir/Saltibus); - The Legal Officer, DSD; - Chief Technical Officer, DSD; - Representative of the Department of Agriculture, Fisheries, Natural Resources and Cooperatives (only required for grievances involving loss of agricultural production); - Commissioner of Crown Lands or his/her representative (only required for grievances involving Crown Lands), DPP; - Quantity Surveyor, DPP (only required for grievances involving loss of land or livelihood); - Valuation Surveyor, DPP (only required for grievances involving loss of land or livelihood).
Reporting, recording, and Transmission of Grievances.	<ul style="list-style-type: none"> • Grievances must be filed with the PSC, though the project office, located at the Soufrière Regional Development Foundation office or the determined location; • Grievances must be made in writing and be signed and dated by the PAP • Grievances received verbally must be documented, verified and signed by the PAP and the officer receiving the report; • The CLO shall establish a grievance log or register; all reports must be recorded in the log; • The grievance log shall outline the name of the PAP and the reason for the complaint; • The PSC shall submit the grievance reports to the chairperson of the GRC within 24 hours of receipt. The report shall also be copied to the PS, DSD; • Acknowledgement of the grievance shall be issued by the CLO to the PAP in writing, within 2 working days of receipt.
Assessment of the Grievance and Timeframe for Response.	<ul style="list-style-type: none"> • The first assessment of the grievance shall be conducted by the GRC;

4 GRIEVANCE REDRESS PROCESS

Issue/Action	Procedure
Mechanisms for Adjudicating Grievances and Appealing Judgments	<ul style="list-style-type: none">• The nature of the grievance would ascertain the period (not exceeding 3 working days) necessary for the GRC to address the grievance.• The 3-day timeframe shall not apply in the case of complaints and grievances that specifically pertain to the valuation of affected assets, since these may be determined by a Board of Assessment or the courts;• Where resolution is not reached at the level of the GRC or if the PAP does not receive a response or is not satisfied with the outcome within the agreed time he/she can appeal to the Permanent Secretary, DSD;• If the PAP is not satisfied with the decision of the GRC or the response to the appeal to the Permanent Secretary, he/she as a last resort may submit the complaint to a court of law.• The PAP shall be exempt from all administrative and legal fees incurred pursuant to the grievance redress procedures.

5 REPORTING

5.1 OBJECTIVES

In both personal and business relationships, follow-through is important. The same principle applies to stakeholder engagement. Once consultations have taken place, stakeholders will want to know which of their suggestions will be used, what risk or impact mitigation measures will be put in place to address their concerns, and how, for example, project impacts are being monitored. Often the same methods used in information disclosure are applied to reporting back to stakeholders. This follow up can include large-scale forums, brochures, targeted meetings, and consultative committees.

5.2 REPORTING TO STAKEHOLDERS

Reporting to stakeholders involves providing important details on the undertakings, routines, status, and progress of the project team and the project progress. Reporting to stakeholders may also include new or corrected information since the last report. 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. The methods and frequency of reporting to stakeholders are provided below Table 5.2-1.

5 REPORTING

Table 5.2-1 Methods and Frequency of Reporting to Stakeholders

Reporting Party	Reporting Method	Stakeholder	Reporting Information	Frequency
Project Steering Committee	Formal meetings	Government of St. Lucia	<ul style="list-style-type: none"> • Project status • Plans for next period • Issues and changes • Progress of the communication campaign 	Quarterly meeting
Government of St. Lucia	Public meetings	NGOs Local Community Private Interests	<ul style="list-style-type: none"> • Project status • Plans for next period • Issues and changes 	Quarterly meeting
Project Steering Committee	Correspondence by email or postal mail	Government	<ul style="list-style-type: none"> • Project status • Issues and changes 	When changes occur
Government of St. Lucia	Print media	NGOs Local Community Private Interests	<ul style="list-style-type: none"> • Project status • Issues and changes 	When changes occur
Government of St. Lucia	Radio and television (English and Kweyol)	NGOs Local Community Private Interests	<ul style="list-style-type: none"> • Project status • Issues and changes 	When changes occur
Government of St. Lucia	Website and social media	NGOs Local Community Private Interests	<ul style="list-style-type: none"> • Project status • Issues and changes 	When changes occur

APPENDIX A

Sample Stakeholder Register Template

APPENDIX B

Sample Stakeholder Consultation Notes Template

Stakeholder Consultation Notes	
Date/Time:	
Location:	
Attendees:	
Reported by:	
Subject:	
Notes:	

APPENDIX C

Sample Grievance and Comment Logging Form Template

Comment/Grievance Reference Number			
Name of Commenter/ Aggrieved			
Name of Organization/ Position			
Address			
Telephone			
Email Address			
Best Contact Method	<input type="checkbox"/> Mail	<input type="checkbox"/> Email	<input type="checkbox"/> Phone
Date of Input			
Nature and Location of Comment/Grievance			
Received by			
Initial Response Details and Sent by			
Date of Initial Response			
Resolved/ Addressed by			
Nature of Resolution			
Signed (Project Representative)		Date	

APPENDIX D

Sample Initial Response Template

Dear (NAME):

Department of Sustainable Develop (DSD) is writing to you regarding the grievance received mm/dd/yyyy. DSD *will begin/not be* (delete as appropriate) investigation this grievance, as the Department feels that it *may be/is not* (delete as appropriate) responsible for the grievance.

[If the Department is going to investigate the case further, please give summary details of the next steps in the investigation]

The Project Coordination Unit officer will serve as the point of contact for this case, and will update you as necessary. In the meantime, please do not hesitate to contact the officer should you have any questions.

Best regards,

NAME

DATE