



Government of Saint Lucia

Stakeholder Engagement Plan (SEP)

Caribbean Regional Air Transport Connectivity Project (CATCOP)
(P170860)

DRAFT – FOR DISCLOSURE AND CONSULTATION

April, 2023

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Acronyms

ADS-B	Automatic Dependent Surveillance-Broadcast
CATCOP	Caribbean Regional Air Transport Connectivity Project
CERC	Contingency Emergency Response Component
C-ESMP	Contractor's ESMP
DIPE	Department of Infrastructure, Ports and Energy
DSD	Department of Sustainable Development
ECCAA	Eastern Caribbean Civil Aviation Authority
ESMP	Environmental and Social Management Plan
ESA	Environmental and Social Assessment
FOD	Foreign Object Debris
GFLCA	George F. L. Charles Airport
HIA	Hewanorra International Airport
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
LWC	Labor and Working Conditions
OHS	Occupational Health and Safety
PSMA	Point Sable Management Area
RESA	Runway End Safety Area
SEP	Stakeholder Engagement Plan
SLASPA	Saint Lucia Air and Sea Ports Authority
SLU	George F. L. Charles Airport (IATA airport code)
UVF	Hewanorra International Airport (IATA airport code)

Table of Contents

Revision Record	ii
Acronyms.....	iii
1. INTRODUCTION	1
1.1 BACKGROUND	1
1.2 PROJECT DESCRIPTION	2
1.3 PROJECT LOCATION	6
2.2 Overview of Works	10
1.4 SUMMARY OF POTENTIAL ENVIRONMENTAL AND SOCIAL RISKS, IMPACTS, AND MITIGATION MEASURES 12	
2. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENTS	14
3. STAKEHOLDER ENGAGEMENT PLAN (SEP)	16
3.1 STAKEHOLDER ENGAGEMENT.....	16
3.2 WORLD BANK REQUIREMENTS	16
3.3 SCOPE OF SEP	17
3.4 SEP OBJECTIVES.....	17
4. STAKEHOLDER IDENTIFICATION AND ANALYSIS.....	18
4.1 STAKEHOLDER IDENTIFICATION	18
4.1.1 Potential Stakeholders.....	19
4.1.2 Affected Parties	19
4.1.3 Other Interested Parties	20
4.1.4 Disadvantaged/Vulnerable Individuals or Groups	21
4.2 STAKEHOLDER ANALYSIS.....	21
4.2.1 Stakeholder Analysis Process.....	21
4.2.2 Government of Saint Lucia (GoSL)	22
4.2.3 Statutory Bodies	23
4.2.4 Regional Agencies	24
4.2.5 Non-Governmental Organizations (NGOs)	24
4.2.6 Airport Internal Stakeholders	24
4.2.7 Local Community	24
4.2.8 Other Private Interests	25
4.2.9 Funding Entities	26
4.2.10 Summary of Project Stakeholder Needs.....	26
5. STAKEHOLDER ENGAGEMENT PROGRAM.....	27
5.1 PUBLIC SCOPING MEETINGS.....	27
5.2 INFORMATION DISCLOSURE.....	27

5.3	STAKEHOLDER CONSULTATION PROCESS	28
5.4	TIMELINES	32
6.	GRIEVANCE REDRESS MECHANISM.....	33
6.1	PURPOSE	33
6.2	OBJECTIVES OF A GRIEVANCE REDRESS MECHANISM (GRM)	33
6.3	MECHANISM FOR GRIEVANCE REDRESS	33
6.4	ROLES AND RESPONSIBILITIES.....	33
6.4.1	Role of the Communications and Community Liaison Officer (CCLO)	34
6.4.2	Role of the Environment and Social Specialist (ESS)	34
6.4.3	Composition and Role of the Grievance Redress Committee (GRC)	34
6.5	GRIEVANCE MECHANISM STRUCTURE.....	35
6.5.1	The First Tier for Redress	35
6.5.2	The Second Tier for Redress	37
6.5.3	The Third Tier for Redress	37
6.6	ADDRESSING SEXUAL EXPLOITATION AND ABUSE AND SEXUAL HARASSMENT (SEA/SH)	37
6.7	Creating Awareness.....	41
6.8	Reporting	41
6.9	Periodic Review by the GRC.....	42
6.10	GRM Jurisdiction	42
6.11	Grievances Levels.....	43
7.	REPORTING	42
7.1	OBJECTIVES.....	42
7.2	REPORTING TO STAKEHOLDERS	42
ANNEXES	1	
Annex A:	Grievance Office Log	1
Annex B:	Grievance Register	2
Annex C:	Complainant / Project Affected Person Form	4
Annex D:	Grievance Acknowledgement Form	5
Annex E:	Disclosure Form	6
Annex F:	Meeting Record Format.....	7
Annex G:	Tracer Matrix For Grievances	9
APPENDICIES.....	10	
Appendix 1:	Stakeholder Contact Meeting for Hewanorra International Airport on October 27, 2019	10
Date.....	11	

Meeting called by.....	11
PURPOSE OF MEETING.....	11
CHAIRPERSON	11
Attendees.....	11
ABSENT.....	11
Appendix 2: Stakeholder Contact Meeting for George FL Charles Airport on November 11, 2019.....	14
Appendix 3: Sample Stakeholder Consultation Notes Template	17
Appendix 4: Grievance Mechanism - ADDRESSING SEXUAL EXPLOITATION AND ABUSE AND SEXUAL HARASSMENT (SEA/SH) INCLUDING GENDER BASED VIOLENCE (GBV)	18

1. INTRODUCTION

1.1 BACKGROUND

The Caribbean Regional Air Transport Connectivity Project (CATCOP) is proposed to be funded by the World Bank Group (WBG) and has as its development objective to improve air transport safety in compliance with international and regional standards and enhance resilience of airport infrastructure to natural disasters. The project's focus is to (i) improve runway safety and resilience; (ii) improve air traffic safety and efficiency; and (iii) build capacity in air transport management.

Currently there are two airports in Saint Lucia which are vital for the regional movement of people and goods and for the tourism sector with its increased demand. The island has two airports: Hewanorra International Airport (UVF), the main international airport located in the south of the island, and George FL Charles Airport (SLU), a smaller airport which provides regional connectivity from the capital city of Castries in the north. Together, they account for commercial air travel non-stop services to 21 international destinations. The coexistence of the two airports at different locations on the island improves the island's resilience to major climatic hazard.

The existing airport infrastructure faces non-compliance with the international standards on safety, operational and logistical aspects and is highly vulnerable to natural disasters and climate change. The pavement of UVF's runway is in poor condition and its aircraft approaches are characterized as non-precision¹, both of which limit arrivals during poor meteorological conditions resulting in aircraft arrival delays, periodic diversions to alternate airports, and occasional flight cancellations. Also, certain International Civil Aviation Organization's (ICAO) safety standards are not being met, e.g., runway classifications in relationship to types of aircraft operating, pavement condition, and lack of Runway End Safety Areas (RESAs). While the SLU location is convenient to the capital and major population/tourism centers, it is smaller than UVF, situated in a highly constrained setting with little opportunity for expansion, and non-compliant with several ICAO safety standards such as runway shoulders and RESAs. Potential impacts from climate change, including extreme temperatures, could cause further buckling of airport runways, pavements, and access roads, while flooding can inundate and damage runways and parked aircraft, both of which can result in extended airport closures.

The Government of Saint Lucia (GoSL) has commissioned the preparation of a master plan for UVF. Based on a preliminary review, the draft master plan is found to prioritize the expansion of passenger handling capacity without enough emphasis on airfield safety and resilience improvements. The Draft Plan considers the construction of a new main terminal, air traffic control tower, and an extended aircraft parking apron, but due to financial constraints it does not sufficiently emphasize certain airfield safety and resilience improvements necessary to comply with ICAO SARPs such as runway end safety areas

¹ Area navigation (RNAV), Very high-frequency Omnidirectional Range (VOR), and Non-directional beacon (NDB),

(RESAs) and rehabilitation of the runway. No significant works are planned for SLU.

The Saint Lucia Air and Sea Ports Authority (SLASPA) is the airport operator and air traffic services (ATS) provider in Saint Lucia. The GoSL will implement the CATCOP through SLASPA. For the civil aviation related activities, the project Implementation Unit (PIU) under the SLASPA will closely collaborate with the Civil Aviation Department of the Ministry of Finance, Economic Development and the Youth Economy.

1.2 PROJECT DESCRIPTION

The Project Development Objective (PDO) is to improve air transport safety in compliance with international and regional standards and enhance resilience of airport infrastructure to natural disasters. The development objectives would be achieved through a combination of safety and operational improvements at Saint Lucia's two existing airports – Hewanorra International Airport (UVF) and George F. L. Charles Airport (SLU) – and strengthening the capacity of SLASPA. The Project would comprise four components, as described below. The total Project cost is estimated at US\$45 million.

Component 1: Improvements of UVF runway safety and resilience

This component is estimated to cost USD\$31.7 million. This component seeks to improve the operational safety and climate/disaster resilience of St. Lucia's UVF runway which is its most critical piece of aviation infrastructure, and support Saint Lucia to comply with ICAO's Standards and Recommended Practices (SARPs) through a series of priority civil works described below.

- **UVF runway rehabilitation (estimated cost US\$ 24.2 million including design).** Rehabilitating and upgrading the UVF runway is the highest priority airfield project considering the runway's poor and deteriorating condition and the steady growth in passenger traffic over the last nine years (5.6% CAGR). It has been 26 years since the last full runway pavement rehabilitation and numerous cracks are evident along the entire length of the runway. Weather resistant paving material would be used to the maximum extent practicable to help improve resilience to extreme temperatures. Rehabilitating the UVF runway and establishing shoulders of at least seven and a half meters on each side would comply with ICAO's requirements for runway dimensions and pavement condition for a code E airport. It would further improve aircraft operating safety by reducing risk of damage to the aircraft undercarriage associated with weak and cracked pavement condition and to aircraft jet engines associated with loose pavement materials. In addition to rehabilitating the runway pavement and constructing shoulders (which currently do not exist) the project would also include installation of an energy-efficient and disaster resilient LED lighting system, contributing to climate mitigation, and new markings for the runway.
- **Runway End Safety Areas (RESA) for both UVF runway ends (estimated cost US\$ 1 million including design).** In compliance with ICAO's requirements, the proposed construction of paved stopways and RESAs would contribute to mitigating the risk to aircraft and of potential associated

fatalities associated with runway excursions. The project would include 60 meters of paved stopway from each runway end and non-paved but reinforced grounds for at least another 90 meters (for a total of 150 meters from the runway end). The paved stopways and RESAs would contribute to reduce the risk of aircraft fire or other damage in cases when an aircraft undershoots or overshoots the runway during a landing or overshoots during an aborted take-off. Paved stopways and RESA's are required by ICAO and their implementation would contribute to St. Lucia's efforts to abide by the POS Declaration signed on their behalf by ECCAA in 2014. In particular, it would facilitate Saint Lucia's efforts to achieve ICAO certification of at least one of its two international aerodromes.² An airfield engineer would be engaged to prepare a detailed design for construction of the paved stopways and Runway End Safety Areas at UVF, including considerations of climate / disaster resiliency.

- **UVF airfield drainage/resilience improvements (estimated cost US\$5 million including resilience plan and conceptual design preparation).** Done in concert with the runway works listed above, these investments would improve airport resilience to natural disaster events by reducing the risk of airfield flooding associated with the annual rainy season, hurricanes, and climate change and thus by contributing to safer operating conditions. The specific resilience works and budget would be integrated with each above project based on an 'Airfield Resilience Plan' to be prepared by a drainage expert. The expert would be asked to prepare a detailed design for upgrades to airfield drainage to reduce the risk of airfield flooding associated with the annual rainy season, hurricanes, and climate change. Upgrades could include, but are not limited to, improvements and/or expansion of drainage canals/pipes in critical locations such as the drainage pipe under the runway in the original river location. This plan would be prepared in the context of leveraging the civil works associated with the runway rehabilitation and development of paved stopways and RESAs.
- **Upgrade to the Aerodrome and Fire Fighting Service Rescue Improvements for UVF (estimated cost US\$1.5 million including design).** This would improve capacity of firefighter management and control during emergency events, including providing full line of sight from the control room to the entire length of Runway and contributing to efficient management of emergency operation. In addition, the inclusion of a Training/Lecture Room facility. Currently the kitchen and Lunch room area is use for Officer Training activities. These tasks would be completed in the context of an operational and organizational audit related to emergency services incorporated in Component 3. Specifically, the final design for the upgraded firefighters control room and the Training/ Lecture Room, would be developed after the audit is completed. An Architect would be engaged for the design effort.

² The agreed goal in the POS Declaration is 48% of international aerodromes in the Caribbean region certified by December 2016.

Component 2: Modernization of Air Navigation Systems

The estimated cost of this component is USD\$4M. This component seeks to improve air traffic safety and efficiency through the modernization of air navigation systems and includes:

- **Installation of an Instrument Landing System (ILS) for UVF Runway (estimated cost US\$ 2.5 million).** This would provide a precision instrument approach greatly enhancing safety during aircraft arrivals and also reducing delays, diversions, and cancellations in poor weather situations, thus reducing fuel consumption and associated greenhouse gas emissions. An airspace and procedure design specialist would be engaged to design an instrument approach procedure associated with the new Instrument Landing System (ILS) for UVF Runway 10. Further, the specialist would develop specifications for the ILS installation including appropriate resiliency measures considering the harsh marine environment and risk of natural disasters and prepare an associated maintenance program for the system.
- **Introduction of Automatic Dependent Surveillance - Broadcast (ADS-B) (estimated cost US\$ 1.0 million).** Provide ADS-B for both airports in Saint Lucia by installing one or more ground stations, equipping the air traffic control towers at both airports with a monitor, training air traffic controllers, and equipping Saint Lucia-based aircraft.³ This would contribute to improvement of aircraft operations safety at the two airports by allowing continuous position reports of most aircraft thereby greatly improving situational awareness for air traffic controllers and pilots. An additional task for the above referenced airspace and procedures specialist would be an ADS-B receiver antenna siting study to ensure unobstructed signal reception for aircraft operations at both of Saint Lucia's airports. Ideally one site could be identified providing coverage for the entire island, but this may not be feasible given the highly mountainous terrain in St. Lucia and the need for the site to be readily accessible for maintenance. Nevertheless, given the small diameter of the relatively simple antenna, which typically is co-located at a cell phone tower, and given the fact that additional antennas should be mounted on the control towers of the two airports, the system can be considered as very resilient.
- **ATC-related technical studies and update of UVF Aeronautical Charts (estimated cost US\$0.5 million).** As referenced above, an airspace and procedure design specialist would be engaged to support deployment of an ILS and ADS-B as well as updating all of the UVF aeronautical charts for assisting in air navigation. Assuming detailed topographical data for Saint Lucia is available, these technical studies (ILS procedure design and specifications, ADS-B receiver antenna siting, and UVF aeronautical charts preparation) are expected to cost in the range of US \$400K to \$600K. It is likely that one specialist consultant could conduct these studies.

³ ADS-B provides air traffic control system at a fraction of the cost of traditional radar-based surveillance system. It requires that aircraft are equipped with an ADS-B transmitter, and a ground station that receives the signal. Since well over a decade, all jet liner aircraft are equipped with ADS-B, as this technology becomes compulsory in the US and Europe by 2020. However, smaller aircraft still need to be equipped with ADS-B, thus the inclusion of budget for equipping a few St. Lucia-based commercial aircraft.

Component 3: Institutional Strengthening

This component is valued at US\$4 million and focuses on institutional strengthening and project management through a broad review of opportunities for improving management and oversight of the air transport sector and staffing of SLASPA. Specific elements include:

- **Institutional Strengthening – SLASPA and Department of Civil Aviation (estimated cost US\$5 million).** GoSL is keen to conduct a broad review of opportunities for improving its management and oversight of the air transport sector as part of the Project through strengthening SLASPA and the Department of Civil Aviation as well as improving collaboration with ECCAA. Agreements have been reached to include as a first step a “gap analysis” (estimated cost of US\$0.5 million) in the form of a broad organizational and operational review of airport management in coordination with ECCAA to determine the areas with the greatest opportunity for improvement including (a) safety and security (including ICAO and ECCAA compliance); (b) financial management and performance; (c) operations and maintenance; (d) climate resilience best practices; (e) regulatory oversight and (f) analysis on recruitment, retention and promotion barriers for women in the aviation sector and development of a Gender Action Plan and (g) with the advent and continuation of the global COVID-19 pandemic, a Covid-19 Response Strategy Study to guide Saint Lucia’s resilience and recovery from its effects. Based on the results of the gap analysis specific studies and/or investments would be agreed upon during appraisal and incorporated in the Project. As described above, one early element of the gap analysis would be an operational and organizational audit related to airport emergency services.
- **Training of ATC and other Airport Technical staff (US\$ 0.5 million).** Given the above referenced new equipment installations (i.e., ILS and ADS-B), as well as the new UVF aeronautical charts, appropriate training would be provided to air traffic controllers and supervisory staff in coordination with ECCAA. Also, the project would promote the recruitment of female air traffic control trainees and development of supervisory skills for existing female staff. Aspects of climate/disaster resilience and best practices would be covered, as appropriate, as part of the training activities.

Component 4: Project Management

- **Project Management (US\$ 4.8 million).** Given the size and the scope of the Project, a dedicated implementation team would be financed to provide overall management, supervision, fiduciary control, and monitoring and evaluation (M&E) of the Project. Since such implementation team does not currently exist within SLASPA, a new team would be established within SLASPA with specialists covering safeguards, and technical matters procurement, financial management. This would include (i) acquiring and implementing Project Financial Management System acceptable

to the World Bank that facilitates the recording, control and reporting of project transactions; and (ii) hiring an international procurement consultant to support SLASPA at key stages of the procurement process. This component will also finance annual audits that will be performed by an independent auditing firm.

Component 5: Contingent Emergency Response Component (CERC)

The Project includes a Contingent Emergency Response (CER) component with initial 'zero' allocation. This component would finance the implementation of emergency works, rehabilitation and associated assessments, at the GoSL's request in the event of a disaster. The component would be triggered and disbursed in accordance with an Emergency Action Plan prepared by the GoSL and the CERC's implementation modalities.

1.3 PROJECT LOCATION

The project location is in Saint Lucia (Figure 2.1a) mainly at the Hewanorra International Airport (UVF) in the town of Vieux Fort and George F. L. Charles Airport (SLU) in the town of Castries (Figure 2.1b).

Figure 2.1 a, b: Saint Lucia geographic location, topography and airport locations



2.1.1 Hewanorra International Airport

The UVF is the main gateway to international destinations and is located at the southern end of the island in the town of Vieux Fort (Figure 2.1b and 2.1c). UVF is approximately one-hour drive from the capital city of Castries and an hour and a half drive from the main tourism center located in the north of the

island. Although operational hours published in the Eastern Caribbean Aeronautical Information Publication (ECAR/AIP) for UVF is from 6:00 am to 11:00 pm daily, like the SLU, the airport remains open later to accommodate delayed and emergency flights when provided with early notification.

The UVF is assigned an International Civil Aviation Organization (ICAO) aerodrome reference code (ARC)⁴ of 4E. Key design features of the existing UVF are as follows:

- Non-precision approach runway
- Runway oriented west/east: runway 10/28 (RWY 10/28)
- Runway measures 2744m (L) x 46m (W) or 9,003 x 150 feet
- Runway strip around 2866m (L) x 152m (W) with runway approximately central within the strip
- Aerodrome elevation 4.2m (14 ft.)
- Runway threshold elevation 3.3m above sea level (ASL) at west end and 3.1m ASL at east end
- Approach and runway lighting
- Radio navigation and landing aids: non-directional (radio) beacon (NDB) and Very High-Frequency (VHF) Omnidirectional Range/Distance Measuring Equipment (VOR/DME)
- Terminal building situated about 325m north of runway center line (on eastern half of runway) accessible by two (2) taxiways
- Disused runway oriented southwest to northeast about 260m (853 ft.) north of RWY 10/28
- Area of the disused runway separated from the main compound by chain linked fence and secured gate (Gate 11)
- Gate 11 approximately 160m (525 ft.) from RWY 10/28 via closed taxiway A (TWY A)
- Eight (8) foot high perimeter fence along boundary consists of mixture of wire mesh, barbed wire and razor wire

More aeronautical information of a lasting character essential to air navigation at the UVF is available in the ECAR/AIP⁵.

⁴https://www.skybrary.aero/index.php/ICAO_Aerodrome_Reference_Code

⁵<http://www.horizoncaraibes.fr/charts/tlpl.pdf>

Figure 2.1c Hewanorra International Airport area

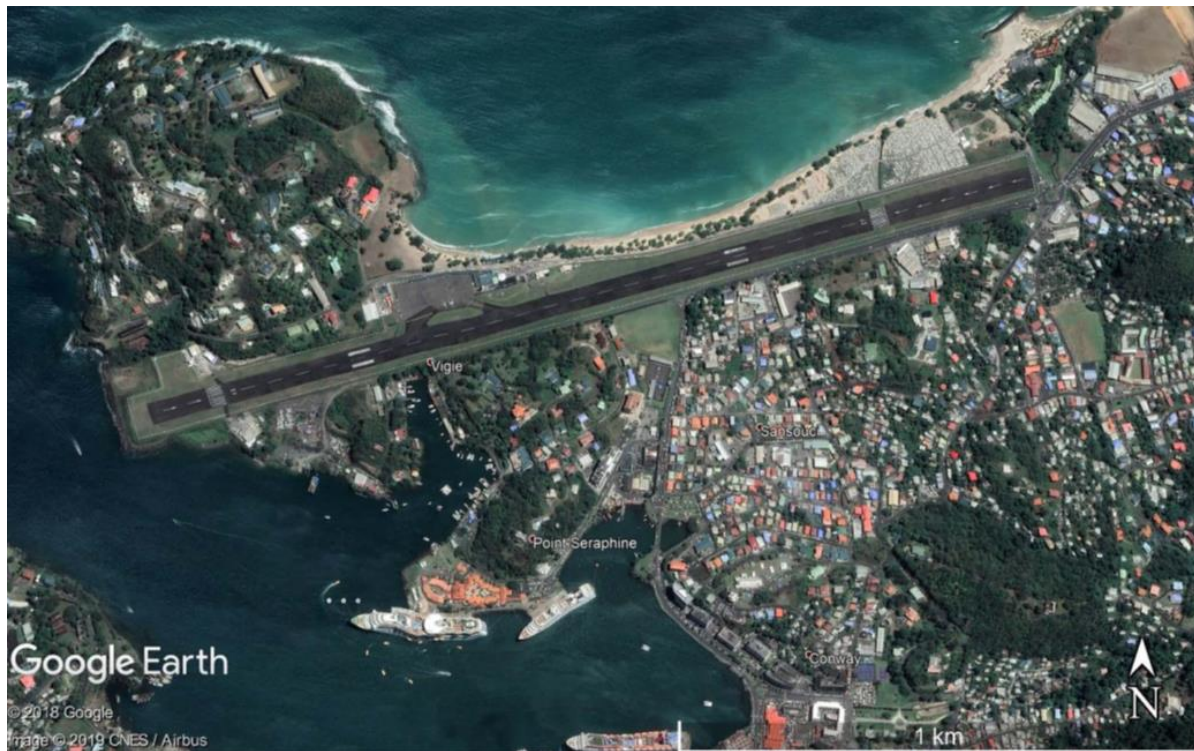


Passenger traffic levels at UVF are steadily growing: From 2009 to 2018, annual passenger volumes at UVF grew by 63%, from 515,137 to 838,120 passengers, a compound annual growth rate of 5.6%. This passenger growth – and the associated growth in aircraft operations – places pressure on airport infrastructure requiring greater investments in facility expansion and maintenance.

2.1.2 George F. L. Charles Airport

The George F.L. Charles Airport (SLU) mainly accommodates regional travel and is situated on the northwest coast in the capitol city of Castries (Figure 2.1d). This airport is about five minutes from the downtown commercial center of Castries and its operational hours are nominally from 6:00 am to 8:00 pm daily.

Figure 2.1d George F. L. Charles Airport (SLU) area



Key design features of the existing SLU airport are as follows:

- Non-precision approach runway
- Runway oriented west/east: runway 09/27 (RWY 09/27)
- Runway measures 1898m (L) x 45m (W) or 6,227 x 148 feet
- Aerodrome elevation 6.7m (22 ft.)
- Runway threshold elevation 6m ASL at west end and 3m ASL at east end
- Approach and runway lighting
- Radio navigation and landing aid available: NDB
- Eight (8) foot high fence along the entire perimeter consists of mixture of wire mesh, barbed wire and razor wire

More aeronautical information of a lasting character essential to air navigation at the SLU is available in the ECAR/AIP⁶.

⁶<http://www.horizoncaraibes.fr/charts/tlpc.pdf>

2.2 Overview of Works

The runway at the UVF, last resurfaced in 1992, has deteriorated significantly and is also without runway shoulders and runway end safety areas (RESAs). The existing drainage systems at both airports function poorly, resulting in water from rainstorms pooling close to the runway for extended periods of time before running off or infiltrating. As a result of the foregoing, the proposed CATCOP will comprise the following:

At the UVF:

- Rehabilitation of the existing runway, inclusive of runway shoulders
- Construction of code 4E turning bay on south side runway 10 (RWY 10)
- Installation of an up-to-date airfield ground lighting system
- Construction of RESAs
- Installation of an instrument landing system (ILS)
- Updating of the aeronautical charts, including procedure design for all approaches and departures
- Remodeling and renovation of the aerodrome rescue and firefighting (ARFF) facility
- Improvement of existing storm water drainage systems based on further studies

At both UVF and SLU:

- Installation of an Automatic Dependent Surveillance-Broadcast (ADS-B) system by erecting two (2) ground stations (receiver antennae) at locations outside the existing airport perimeters
- Installation of ADS-B monitor at the air traffic control (ATC) tower within the airport perimeter
- Provision of the requisite training to all air traffic controllers (ATCOs) and other personnel relevant to new equipment installations and procedures

All of the above activities have physical footprints (except the training related new equipment) that are within the existing airport boundaries, except for the ADS-B towers/antennas. The final location of both towers/antennae will be decided after a detailed design study conducted once the project begins implementation, but two tentative locations have been selected on existing towers at Cape Moule-a-Chique (the promontory south of UVF) and Vigie Hill (the hilltop north of SLU). These locations already have towers in place as well as access roads, which will minimize or avoid any environmental or social impact.

Figure 2.2a shows a standard ADS-B ground station. The size and installation are similar to that of a cell phone tower. The site locations of the proposed ADS-B facilities are considered civil aviation security restricted areas and measures, such as fencing, will be taken to mitigate against unauthorized entry.

Figures 2.2b and 2.2c illustrate the common ILS ground equipment used in aviation. The ILS will be located inside the UVF.



Figure 2.2a ADS-B Ground Station



Figure 2.2b ILS Glide Slope Station



Figure 2.2c ILS Localizer Antenna Array

The above installations have small physical footprints and will be undertaken within the existing airport boundaries or on existing tower structures, and so will have minimal environmental and social risks and impacts. Specifically, ILS and ATC will be installed entirely within the airport boundaries, as well as any works or improvements to firefighting equipment and facilities. The off-site ADS-B towers/antennae would need to be installed at a location with line-of-sight to the airport, such as the hilltops at Cape Moule-a-Chique (near UVF) and Vigie Hill (near SLU). If another location is selected the preference will be for hilltops already fitted with secure tower installations for cell phones or weather monitoring stations, for which the ADS-B may share the grounds and/or the tower itself.

There are also proposed works for improvement of the existing storm water drainage systems at UVF. The proposed project interventions will mainly be limited to the existing facilities of the airport and will be designed to minimize any additional runoff due to the project interventions. The UVF will be the focus of all of the civil works being undertaken during the project.

There will be no works carried out on the La Tourney River as part of the drainage rehabilitation. A previous flood control study recommended that the surface drainage system at UVF be modified as a necessary first step in the control of flooding at UVF, in order to protect the UVF against the 1:100 rainfall event (see section 4.5.5 of this ESA).

In case of natural disasters, the project also includes a Contingency Emergency Response Component (CERC) component. To comply with World Bank Environmental and Social Standard requirements, the ESA has included possible post-disaster related activities, list of negative activities, possible environmental and social impacts and process to be followed for a rapid environmental and social assessment.

1.4 SUMMARY OF POTENTIAL ENVIRONMENTAL AND SOCIAL RISKS, IMPACTS, AND MITIGATION MEASURES

The environmental and social risk classification is Moderate under the World Bank Environmental and Social Framework based on location, type, sensitivity and scale of the project intervention, nature and magnitude of potential environmental and social risks and impacts, and client capacity. The proposed project will not support expansion or major rehabilitation of the existing airports. The physical works are mainly focused on improvement of existing runway, construction of Runway End Safety Areas (RESAs) for both UVF runway ends and drainage facilities in Hewanorra International Airport (UVF). In addition, the project includes equipment to improve traffic safety and efficiency in UVF and Georges FL Charles Airport (SLU). In addition to project interventions within the existing airports, the project will support the installation of up to two antennae for the Automatic Dependent Surveillance-Broadcast (ADS-B) system, which will be located outside of the airports most likely on existing communications tower facilities.

The project locations are largely developed areas with restricted access, thus minimizing community health and safety risks. Project activities are expected to be limited to existing sites (occurring within the current demarcations of both airports and ADS-B towers/antennas), limited in number, likely reversible in nature, and can be mitigated with measures that are readily identifiable and technically and economically feasible. The project also includes improvement of the existing drainage systems in UVF, which will be carried out based on the further studies on the current drainage patterns to ensure there will no additional impacts from erosion and sedimentation that could impact off-site coastal and marine habitat due the drainage improvement work. Overall, the project is likely to reap positive environmental benefits through enhancing the safety and resilience at the two airports. The SLASPA and the World Bank will review the Environmental and Social Risk Classification (ESRC) on a regular basis throughout the project life cycle to ensure that it continues to accurately reflect the level of risk the project presents.

A Preliminary Environmental and Social Assessment (ESA) was prepared to inform decision making and includes an initial assessment of the project induced environmental and social impacts and associated risks based on the currently available design information to ensure that the project will be environmentally and socially sound and sustainable. It confirms that the impacts are not significant for the proposed project and can be mitigated with standard mitigation practices through the different plans prepared for the project, including an Environmental and Social Management Plan (ESMP), a Labor

Management Procedure (LMP), and a Stakeholder Engagement Plan (SEP) including a Grievance Redress Mechanism (GRM). The ESA and associated plans will be further updated at the detailed design stage using the information provided within this ESA. In addition, the ESMP will require preparation of other plans such as Waste Management Plan (WMP); Hazardous Materials Control Plan (HMCP); Resource Efficiency and Pollution Management Plan (REPMP); Emergency Response Plan (ERP); Traffic and Road Safety Plan (TRSP); Community Health and Safety Plan (CHSP); and a Storm water, sediment and erosion control plan (SWSECP) at the detailed engineering phase. The contractor(s) will be required to prepare a Contractor's Environmental and Social Management Plan (C-ESMP) before execution of physical works.

2. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENTS

There has been consultation relating to the Project between government agencies. Those include the following:

- i. April 29-30, 2019:
 - discuss the scope of potential CATCOP
- ii. July 10-12, 2019:
 - discuss and finalize the scope of project components
 - confirm project preparation and implementation arrangements
 - discuss safeguards and fiduciary requirements and
 - agree on a timeline for project preparation and implementation
- iii. September 16-18, 2019:
 - confirm implementation arrangements and assessment of capacity
 - finalize safeguard documents (ESA)
 - further discuss and finalize the scope of the project components
 - finalize terms of reference (ToRs) for technical assistance and feasibility studies and
 - finalize the cost estimates of the investments

Table 2 provides a brief summary of the stakeholders who were engaged as part of those consultations/meetings.

Table 2a Stakeholders Engaged During WB Meetings

Stakeholder	Point of Contact	Previous Consultation Efforts
MINISTERS		
Prime Minister	Cabinet Secretary, Office of the Prime Minister	September 5, 2022
STATUTORY BODIES		
Saint Lucia Air and Sea Ports Authority (SLASPA)	General Manager	April 29, 2019; September 16, 2019, February 17-19, 2021; September 29 to October 1, 2021; May 31 to June 2, 2022; and October 4 - 6 2022
GoSL AGENCIES		
Ministry of Finance, Economic Growth, Job Creation, External Affairs and the Public Service	Permanent Secretary, Department of Finance	April 29, 2019; February 17-19, 2021; September 29 to October 1, 2021; March 30, 2022; May 31 to June 2, 2022; and October 4 - 6 2022

Ministry of Infrastructure, Ports, Energy and Labour	Permanent Secretary, Department of Infrastructure, Ports and Energy	April 29, 2019 February 17-19, 2021; September 29 to October 1, 2021; May 4, 2022; May 31 to June 2, 2022; and October 4 - 6 2022; September 27, 2022
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Stakeholder	Point of Contact	Previous Consultation Efforts
GoSL AGENCIES		
Ministry of Economic Development, Urban Renewal, Housing, Transport and Civil Aviation	Permanent Secretary, Department of Economic Development, Transport and Civil Aviation	September 17, 2019; March 30, 2022
Project Coordination Unit	Project Coordinator	September 18, 2019;
Ministry of Agriculture, Fisheries, Physical Planning, Natural Resources and Co-operatives	Permanent Secretary, Department of Planning	September 17, 2019, August 30, 2022
Development Control Authority (DCA)	Executive Secretary, DCA	September 17, 2019, March 30, 2022; September 13 and 15, 2022
REGIONAL AGENCIES		
Eastern Caribbean Civil Aviation Authority (ECCAA)	Director General, ECCAA	April 29, 2019; March 30, 2022; January 6, 2023
INTERNATIONAL INTER-GOVERNMENTAL ORGANIZATION		
Organization of Eastern Caribbean States (OECS) Commission		April 29, 2019

Table 2b shows other consultation meetings held.

Table 2b Other Stakeholder Consultation Meetings

Stakeholder	Venue	Date	Attendees	Chairperson
HIA Workers	HIA VIP Lounge	10.27.2019	31 22 - Females 9 - Males	Amy Charles, SLASPA
GFLCA	GFLCA VIP Lounge	11.11.2019	17 8 – Females 9 - Males	Amy Charles, SLASPA
Key Government Ministries, Department and Agencies	Ministry of Finance	30.03.2022	7 (2F; 5M)	Shirlene Simmons-James, CATCOP-PIU

Stakeholder	Venue	Date	Attendees	Chairperson
Government Departments, Agencies and NGOs	SLASPA HQ Conference Room	04.05.2022	7 (3 F; 4 M)	O. Paul Mondesir – CATOP-PIU
Airline Operating Committee (AOC)	IAM Jet Centre, Vieux Fort	09.08.2022	11 3 Female 8 Male [+ PIU and SLASPA SM])	O. Paul Mondesir – CATCOP-PIU
Government Departments, Agencies and NGOs	SLASPA HQ Conference Room	30.08.2022	10 6 Females 4 Males	O. Paul Mondesir – CATCOP-PIU
Saint Lucia Fire Service	Headquarters of the SLFS	12.09.2022	3 Males	Shirlene Simmons-James- CATCOP-PIU
Referral Agencies of the Development Control Authority	SLASPA HQ Conference Room	15.09.2022	9 2 Female 7 Male	O. Paul Mondesir – CATCOP-PIU
Air Rescue Fire Fighting Officers and Vieux Fort Fire Operations	Air Rescue Fire Facility	21.09.2022	26 5 Females 21 Males	Johannes Ruof- CATCOP-PIU
HIA Quarterly Facilitation Meeting	SLASPA HQ Conference Room	27.09.2022	17 (8 F; 9 M)	O. Paul Mondesir – CATCOPPIU

The Report for each of the meetings convened at HIA and GFLCA are Annexed to this document. (See Appendix 1 and 2 respectively)

3. STAKEHOLDER ENGAGEMENT PLAN (SEP)

3.1 STAKEHOLDER ENGAGEMENT

Stakeholder engagement is an inclusive process, conducted throughout the project life cycle, and involves interactions between identified groups of people. It provides stakeholders with an opportunity to raise their concerns and opinions, and ensure that this information is taken into consideration when making project decisions. 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.

3.2 WORLD BANK REQUIREMENTS

The World Bank's Environmental and Social Framework (ESF)'s 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:

- a. "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.
- b. 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.
- c. The process of stakeholder engagement will involve the following, as set out in further detail in this ESS:
 - i. stakeholder identification and analysis;
 - ii. planning how the engagement with stakeholders will take place;
 - iii. disclosure of information;
 - iv. consultation with stakeholders;
 - v. addressing and responding to grievances; and
 - vi. reporting to stakeholders.
- d. 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 taken into account, or the reasons why it was not." (World Bank ESF, 2017: Page 98).

3.3 SCOPE OF SEP

This Stakeholder Engagement Plan (SEP) seeks to be proportionate to the nature and scale of the project and its potential risks and impacts. This Plan will be updated as necessary.

3.4 SEP OBJECTIVES

The purpose of the present SEP is to explain how Stakeholder Engagement will be practiced throughout the course of the project and which methods will be used as part of the process; as well as to outline the responsibilities of the GoSL, SLASPA and contractors in the implementation of Stakeholder Engagement activities.

While the project is not expected to cause any physical resettlement, and only limited permanent land acquisition is possible, the involvement of the local populations has proven to be essential to the success of projects. It ensures smooth collaboration between project staff and, if necessary, local communities as well as minimizes and mitigates environmental and social risks related to projects.

The goals of stakeholder engagement for the CATCOP will be to:

- i. Provide ongoing information on the project to the public and GoSL agencies
- ii. Provide timely and appropriate information prior to and during construction to enable informed participation in the project and definition of appropriate mitigation measures
- iii. Encourage equal participation of all affected groups in the consultation process
- iv. Disclose the impacts of the project and proposed mitigation measures
- v. Obtain public input on the mitigation measures
- vi. Provide ongoing information on the implementation of the mitigation measures
- vii. Facilitate open and continuous communication and consultation between various groups including construction contractors, stakeholders, and the general public

The stakeholder engagement process will be ongoing throughout the life of the project and will include 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, should there be any during implementation of the project

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

4.1 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 are likely to be affected by the project and who may have an interest in the project.

The stakeholder groups to be engaged may be expanded during project implementation.

4.1.1 Potential Stakeholders

A preliminary list (Table 4.1.1) of potential stakeholders for the CATCOP was compiled based on discussions already held between local and regional agencies and activities that are related to the proposed project.

Table 4.1.1 Potential Stakeholders

Stakeholder	Point of Contact	Previous Consultation Efforts
STATUTORY BODIES		
SLASPA	General Manager	See Chapter 2
National Conservation Authority	Chairman	None
GoSL AGENCIES		
Department of Finance	Permanent Secretary	See Chapter 2
Department of Infrastructure, Ports and Energy	Permanent Secretary	See Chapter 2
Department of Economic Development, Transport and Civil Aviation	Permanent Secretary	See Chapter 2
Project Coordination Unit (PCU)	Project Coordinator	See Chapter 2
Department of Physical Planning	Permanent Secretary	See Chapter 2
Development Control Authority (DCA)	Executive Secretary	See Chapter 2
REGIONAL AGENCIES		
ECCAA	Director General, ECCAA	See Chapter 2

4.1.2 Affected Parties

Due to the nature of the project and its location, other stakeholders who may be affected include individuals living near the project areas in Vieux Fort (Figure 1.3a, and 1.3b) and Castries (Figure 1.3a and 1.3c).

Table 4.1.2 lists the stakeholder groups that will require engagement during project implementation and a record of consultation efforts during ESA preparation.

Table 4.1.2 Affected Parties

Stakeholder	Point of Contact	Previous Consultation Efforts
LOCAL COMMUNITIES IN VIEUX FORT		
La Tourney	Residents	None
Cedar Heights	Residents	None
Town of Vieux Fort	Residents	None
LOCAL COMMUNITIES IN CASTRIES		
Vigie	Residents	None
AIRPORT INTERNAL STAKEHOLDERS		
HIA Airport Workers (includes Airport Security, Air Traffic Services)	Airport Manager	10.27.2019, July 28, 2022
GFLCA Airport Workers (includes Airport Security, Air Traffic Services)	Airport Manager	11.11.2019; July 29, 2022

4.1.3 Other Interested Parties

Taking into consideration the activities of the proposed project and social infrastructure near the project locations, a list of other interested parties is shown in Table 4.1.3.

Table 4.1.3 Other Interested Parties

Stakeholder	Point of Contact	Previous Consultation Efforts
STATUTORY BODIES		
Saint Lucia Solid Waste Management Authority (SLSWMA)	General Manager	May 4, 2022
Invest Saint Lucia	Chief Executive Officer	May 4, 2022
GoSL AGENCIES		
Department of Agriculture, Fisheries, Natural Resources and Co-operatives	Permanent Secretary	August 30, 2022
Department of Labor	Permanent Secretary	August 30, 2022
Department of Health and Wellness	Permanent Secretary	August 30, 2022
Department of Sustainable Development	Permanent Secretary	August 30, 2022
Department of Tourism, Information and Broadcasting	Permanent Secretary	None

Stakeholder	Point of Contact	Previous Consultation Efforts
GoSL AGENCIES		

Department of Home Affairs and National Security	Permanent Secretary	August 30, 2022
NON-GOVERNMENTAL ORGANIZATIONS (NGOS)		
Saint Lucia Archeological and Historical Society (SLAHS)	President, SLAHS	May 4, 2022
Saint Lucia National Trust (SLNT)	Director, SLNT	August 30, 2022
OTHER PRIVATE INTERESTS		
St. Mary's College (SMC)	Principal, SMC	None
Airline Operators Committee (AOC)	Chairman, AOC	August 9, 2022
St. Lucia Chamber of Commerce, Industry and Agriculture (SLCCIA)	Executive Director, SLCCIA	None
Coconut Bay Resort and Spa	General Manager	None
Rendezvous Malabar Beach	General Manager	None
Auberge Seraphine (hotel)	General Manager	None
SOL EC Limited	General Manager	None
Jn Marie & Sons Ltd.	General Manager	None
Northwest Limited	General Manager	None
Water and Sewerage Company Inc. (WASCO)	General Manager	May 4, 2022; March 30, 2023
St. Lucia Electricity Services Limited (LUCELEC)	General Manager	September 27, 2022; March 30, 2023
Media	President, Media Association	None

4.1.4 Disadvantaged/Vulnerable Individuals or Groups

Due to the nature and scope of the project, the only persons identified under this category at this time are those who may speak Kweyol (French dialect) as their first or only language. The elderly, disabled, deaf and visually impaired, and including the LGBTQ community may also make up part of this group.

4.2 STAKEHOLDER ANALYSIS

4.2.1 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 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 shapes the design of stakeholder consultation events and which stakeholders to engage and when.

Interest and influence are categorized as low, moderate or high and defined below.

Table 4.2.1

Category	Definition
LOW	Those who are least likely to be affected by the project and the benefit to them can be considered as minimal.
MEDIUM	Those who are likely to be affected by the project and may potentially benefit, directly or indirectly.
HIGH	Those who are most affected by the project and may potentially benefit the most, directly or indirectly.

4.2.2 Government of Saint Lucia (GoSL)

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

1. Involve ministries and departments in each phase of the Project to build consensus and ownership of the findings; and
2. Identify the governance framework for this project's development.

Table 4.2.2 lists the potential role, interest, and influence on the project for each of the GoSL stakeholders.

Table 4.2.2 Government Agencies Stakeholder Analysis

Stakeholder	Potential Role in Project	Interest	Influence
Department of Finance	Provide oversight and guidance with respect to the financial aspect of the Project.	High	High
Department of Infrastructure, Ports, Energy	Primarily responsible for the provision and maintenance of major infrastructure, including drains, and the provision and management of technical services in the areas such as transport and building infrastructure	High	High
Department of Economic Development, Transport and Civil Aviation	Provide oversight to ensure ICAO standards are met in runways works, installation of navigational facilities and aviation personnel training	Moderate	Moderate
Project Coordination Unit (PCU)	Support and guide SLASPA's coordination and implementation processes	Low	Moderate
Department of Physical Planning	Evaluate consistency with physical planning requirements	High	High

Development Control Authority (DCA)	Among others, regulates the use of land, assesses the environmental impacts of development and grants permission for land development.	High	High
Department of Agriculture, Fisheries, Natural Resources and Co-operatives	Address compensation requirements for temporary loss of agricultural production	Low	Low
Department of Labor	Address occupational health and safety (OHS) standards	Moderate	Moderate
Department of Health and Wellness	Address environmental and health standards through their Environmental and Health Safety Units	High	High
Department of Sustainable Development	Identify issues and opportunities relating to sustainable energy development	Low	Low
Department of Tourism, Information and Broadcasting	Support public relations drive for the project	Low	Moderate
Department of Home Affairs and National Security	Identify issues and opportunities for road safety and traffic management	Low	Low

4.2.3 Statutory Bodies

Table 4.2.3 provides the stakeholder analysis for statutory bodies.

Table 4.2.3 Statutory Bodies Stakeholder Analysis

Stakeholder	Potential Role in Project	Interest	Influence
SLASPA	The SLASPA is the airport operator and air traffic services provider as well as the Project Implementing Unit (PIU) for this Project.	High	High
National Conservation Authority	Responsible for maintenance of parks and beaches in Saint Lucia. Drainage works at airports would be of concern as airports are located next to beach property under their purview.	Moderate	Moderate
Castries City Council (CCC)	Caretakers of the Choc Cemetery at Vigie near GFLCA.	High	Moderate
Saint Lucia Solid Waste Management Authority	Responsible for providing a coordinated and integrated systematic approach to collection, treatment, disposal, and recycling of wastes including hazardous wastes as well as management of two sanitary disposal sites.	Low	Moderate
Invest St. Lucia	Responsible for lands around the airport. To serve as a partner in facilitating and supporting access for material and	Moderate	High

	equipment and use of land where necessary e.g. ILS and ADS-B installation.		
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4.2.4 Regional Agencies

Table 4.2.4 provides the stakeholder analysis for regional agencies.

Table 4.2.4 Regional Agencies Stakeholder Analysis

Stakeholder	Potential Role in Project	Interest	Influence
ECCAA	Regulate civil aviation activities consistent with ICAO SARPS. Also provide technical and specialized assistance with Communication, Navigation and Surveillance (CNS).	High	High

4.2.5 Non-Governmental Organizations (NGOs)

Table 4.2.5 provides the stakeholder analysis for NGOs.

Table 4.2.5 NGOs Stakeholder Analysis

Stakeholder	Potential Role in Project	Interest	Influence
Saint Lucia Archeological and Historical Society	Provide archaeological and historical information about the project site.	Low	Low
Saint Lucia National Trust	Provide information about the project area of significant natural, cultural and historical value.	Low	Low

4.2.6 Airport Internal Stakeholders

Table 4.2.6 provides the stakeholder analysis for airport internal stakeholders. Those include all entities involved in the day-to-day airport operations, example immigration, customs, airlines, aircraft ground handlers, aviation fuel providers, caterers, and concessionaires like rental car operators.

Table 4.2.6 Airport Internal Stakeholder Analysis

Stakeholder	Potential Role in Project	Interest	Influence
Airport Internal Stakeholders	Support system	Moderate	Low

4.2.7 Local Community

Local communities (Table 4.1.2), near the potential runway rehabilitation and drainage upgrading areas, are likely to have interest in the project. There are few Individuals, landowners or agricultural producers

in the project areas in Vieux Fort and Castries, and their interest in the project, if any, will be minimal. Based on the Project activities, it is anticipated that air, noise and dust emissions, generation of waste and debris, and workers' and community health and safety, will be among the possible concerns during implementation.

Stakeholder concerns from initial scoping and consultation meetings with community members, when held, will be summarized in Table 4.2.7 below and addressed in the ESA.

Table 4.2.7 Summary of Scoping Comments

Resource Topic	Stakeholder Concerns Addressed in the ESA

NB: Table 4.2.7 will be populated once the project sensitization and awareness sessions with stakeholders have been completed.

4.2.8 Other Private Interests

Table 4.2.8 provides the stakeholder analysis for other private interests.

Table 4.2.8 Other Private Interests Stakeholder Analysis

Stakeholder	Potential Role in Project	Interest
St. Mary's College (SMC)	Minimal	Low
Airline Operators Committee (AOC)	Support System for project and provider of guidance and advice on airlines requirements and future projections in aviation in Saint Lucia	Moderate
St. Lucia Chamber of Commerce, Industry and Agriculture (SLCCIA)	Business interest. Members may serve as conduits for importation of equipment and material	Moderate
Coconut Bay Resort and Spa	Business interest. Accommodation of international or regional Contractors/ consultants on project	Low
Rendezvous Malabar Beach	Business interest. Accommodation of international or regional Contractors/ consultants on project	Low
Auberge Seraphine (hotel)	Business interest. Accommodation of international or regional Contractors/ consultants on project	Low
SOL EC Limited	Provider of aircraft jet fuel service at airport and affected by any additional business, delays or disruptions.	High

Water and Sewerage Company Inc.	Provider of water/ sewerage services nationally and access to such supplies on this project	Moderate
St. Lucia Electricity Services Limited (LUCELEC)	Provider of electricity services nationally and on this project. Neighbour of airport in terms of solar panel facility to the north west of airport.	Low

4.2.9 Funding Entities

The CATCOP will be funded by the International Development Association (IDA). These funds will be used to provide the support needed to realize the Project Development Objective. The project funder has a high interest and high influence over the project outcome and will receive frequent updates on the project progress during the pre-feasibility stage.

4.2.10 Summary of Project Stakeholder Needs

Table 4.2.10 summarizes project stakeholder needs

Table 4.2.10 Summary of Project Stakeholder Needs

Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Means of Notification (email, phone, radio, letter)	Specific Needs (accessibility, daytime meetings)
La Tourney/Cedar Heights	Residents	495 households	English and kweyol	Television	Sign language
Vigie	Residents	117 households	English	Television	Sign language

5. STAKEHOLDER ENGAGEMENT PROGRAM

5.1 PUBLIC SCOPING MEETINGS

A community meeting will be conducted with the residents of communities near HIA and GFLCA. Those persons will be presented with details of the proposed CATCOP project to be undertaken. Comments from community members will be obtained during this meeting and recorded in Table 4.2.7-1 (Summary of Scoping Comments). Subsequent surveys will be conducted with community members.

5.2 INFORMATION DISCLOSURE

There are a variety of engagement methods used to build relationships, gather information, consult, and disseminate project information to stakeholders. Table 5.2-1 provides a list of different methods to disseminate information on the project, and describes the application of these methods. Not all of these may be applicable to this project.

Table 5.2-1 Information Dissemination Methods

Information Dissemination Method	Application
Correspondence by phone/email/text/instant message	<ul style="list-style-type: none"> • Distribute project information to GoSL officials, organizations, agencies and companies • Inform stakeholders about consultation meeting
Print media (brochures and leaflets)	<ul style="list-style-type: none"> • Disseminate project information to public and illiterate stakeholders • Inform the stakeholders about consultation meetings
Radio and television (e.g. SLASPA Port Call)	<ul style="list-style-type: none"> • Prepare public information material including Q&A 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 CATCOP website to disseminate project information to large audiences and stakeholders • Create a project Facebook and Instagram pages with information similar to the website
Formal meetings (virtual and in-person, where allowed)	<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 (virtual and in-person, where allowed)	<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

Information Dissemination Method	Application
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
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

5.3 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 5.3. Engagement and consultation will be carried out on an ongoing basis as the nature of issues, impacts, and opportunities evolve.

Prior to implementation of the Project, stakeholder consultation activities will involve informing persons about the existence of the GM and Stakeholder Engagement Plan, and also providing them with the opportunity to:

- identify additional stakeholders and their roles;
- suggest other possible risks; and
- indicate how they would prefer to be engaged during implementation.

Table 5.3 Stakeholder Engagement and Timing

Stakeholder	Engagement Method	Timing
GoSL AGENCIES		
Department of Finance	<ul style="list-style-type: none"> • Formal meetings 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase

Stakeholder	Engagement Method	Timing
GoSL AGENCIES		
Ministry of Infrastructure, Ports, Energy	<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 Economic Development, Transport and Civil Aviation	<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
PCU	<ul style="list-style-type: none"> • Formal meetings • Teleconferences 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Department of Physical Planning	<ul style="list-style-type: none"> • Formal meetings • Submission of plans for approval • Correspondence by mail/phone/email/text/instant message 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Development Control Authority (DCA)	<ul style="list-style-type: none"> • Formal meetings • Submission of plans for approval • Correspondence by mail/phone/email/text/instant message 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Department of Agriculture, Fisheries, Natural Resources and Co-operatives	<ul style="list-style-type: none"> • Formal meetings 	<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 • Implementation Phase
Department of Sustainable Development	<ul style="list-style-type: none"> • Formal meetings 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Ministry of Tourism, Information and Broadcasting	<ul style="list-style-type: none"> • Formal meetings 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Department of Home Affairs and National Security	<ul style="list-style-type: none"> • Formal meetings 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
STATUTORY BODIES		
SLASPA	<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

Stakeholder	Engagement Method	Timing
STATUTORY BODIES		
National Conservation Authority	<ul style="list-style-type: none"> • Correspondence by phone/email/text/instant message • One-on-one interviews • Formal meetings 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Castries City Council	<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
Saint Lucia Solid Waste Management Authority	<ul style="list-style-type: none"> • Formal meetings • Teleconferences • Correspondence by mail/phone/email/text/instant message 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Invest Saint Lucia	<ul style="list-style-type: none"> • Formal meetings • Teleconferences • Correspondence by phone/email/text/instant message 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
REGIONAL AGENCIES		
ECCAA	<ul style="list-style-type: none"> • Correspondence by phone/email/Text/Instant message • Formal meetings • Teleconferences 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
NGOs		
Saint Lucia Archeological and Historical Society	<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
Saint Lucia National Trust	<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
AIRPORT INTERNAL STAKEHOLDERS		
	<ul style="list-style-type: none"> • Briefings • Print media 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase

Stakeholder	Engagement Method	Timing
LOCAL COMMUNITIES		
La Tourney, Cedar Heights, Town of Vieux Fort, Vigie	<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
OTHER PRIVATE INTERESTS		
St. Mary's College (SMC)	<ul style="list-style-type: none"> • Print media • Radio and television • Website and social media 	<ul style="list-style-type: none"> • Implementation Phase
Airline Operators Committee (AOC)	<ul style="list-style-type: none"> • Correspondence by mail/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
St. Lucia Chamber of Commerce, Industry and Agriculture	<ul style="list-style-type: none"> • One-on-one interviews • Correspondence by mail/phone/email/text/instant message 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase
Coconut Bay Resort and Spa	<ul style="list-style-type: none"> • Correspondence by phone/email/text/instant message 	<ul style="list-style-type: none"> • Implementation Phase
SOL EC Limited	<ul style="list-style-type: none"> • Formal meetings • Correspondence by phone/email/text/instant message 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
Water and Sewerage Company Inc.	<ul style="list-style-type: none"> • One-on-one interviews • Correspondence by phone/email/text/instant message 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase
St. Lucia Electricity Company Limited	<ul style="list-style-type: none"> • One-on-one interviews • Correspondence by phone/email/text/instant message 	<ul style="list-style-type: none"> • Design Phase • Implementation Phase • Monitoring and Evaluation Phase

NB: As a result of the ongoing COVID-19 pandemic, stakeholder engagement activities will be guided by the World Bank technical guidance on “Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings”, (March 20, 2020), as well as international best practices and National regulations to limit the spread of COVID-19.

5.4 TIMELINES

Table 5.4 shows the timelines for the various phases of the Project. It is anticipated that the project will commence in 2020 with the detailed engineering design and other technical studies to prepare the bidding documents. This preliminary ESA will be updated during the detailed engineering phase. The physical works will not commence until after completion of the technical studies, detailed engineering and completion of bidding process. The entire implementation phase of the project will run for a total of six years.

Table 5.4 Timelines

Activities	Schedule	Revised Schedule	Workforce
Runway resurfacing at UVF, inclusive of shoulders	Q1-Q2 2022	Q4 2023/2024-Q3 2025/2026	Contractor
Construction of code 4E turning bay on south side runway 10	Q1-Q2 2022	Q4 2023/2024-Q3 2025/2026	Contractor
Construction of runway end safety areas (RESAs) at UVF	Q1-Q2 2022	Q4 2023/2024-Q3 2025/2026	Contractor
Installation of up-to-date airfield ground lighting system at UVF	Q3-Q4 2022	Q4 2023/2024-Q3 2025/2026	Contractor
Rehabilitation of storm water drainage system at UVF	Q3-Q4 2022	Q4 2023/2024-Q3 2025/2026	Contractor
Installation of instrument landing system (ILS) at UVF	Q3-Q4 2022		Contractor
Erection of ground station (receiver antenna) for ADS-B system for UVF	Q1-Q2 2022	Q4 2023/2024-Q1 2024/2025	Contractor
Erection of ground station (receiver antenna) for ADS-B system for SLU	Q1-Q2 2022	Q4 2023/2024-Q1 2024/2025	Contractor
Installation of ADS-B monitor at UVF	Q1-Q2 2022	Q4 2023/2024-Q1 2024/2025	Contractor
Installation of ADS-B monitor at SLU	Q1-Q2 2022	Q4 2023/2024-Q1 2024/2025	Contractor
Remodeling and renovation of aerodrome rescue and firefighting (ARFF) facility at UVF	Q1-Q2 2022	Q4 2022/2023-Q1 2023/2024	Contractor
Updating aeronautical charts and procedure design for all approaches and departures at UVF	Q1-Q2 2022	Q4 2022/2023-Q1 2023/2024	Contractor
Training all air traffic control (ATC) staff and other personnel relevant to new equipment installations and procedural designs	Q1-Q2 2022	Q2 2023/2024	Contractor

NB- Project Years are as follows: Year 1- 2020-2021 (Oct-Mar); Year 2- 2021-2022 (April-Mar); Year 3- 2022-2023 (April-Mar); Year 4- 2023-2024 (April-Mar); Year 5-2024-2025 (April-Mar); Year 6- 2025-2026 (April-Mar); Year 7- 2026-2027 (Apr-Aug); Quarters run from April through to March, with 1st quarter starting April 1; and 4th quarter ending March 31st of the years referenced above respectively)

6. GRIEVANCE REDRESS MECHANISM

6.1 PURPOSE

A Grievance Redress Mechanism (GRM) is necessary for addressing the legitimate concerns of the Project Affected Persons (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 project activities.

6.2 OBJECTIVES OF A GRIEVANCE REDRESS MECHANISM (GRM)

- Ensure all Government of Saint Lucia and World Bank safeguards are adhered to in all subprojects and activities;
- Resolve all grievances emanating from the project activities;
- Establish relationships of trust between project staff and local communities and stakeholders;
- Create transparency between stakeholders including affected local communities and residents through an established communication system;
- Build up a relationship of trust amongst the project staff and the affected parties;

In the interest of all parties concerned, the GRM is designed with the objective of solving disputes at the earliest possible time. The World Bank's ESF, ESS10, emphasizes that the PAPs should be heard and, for that reason, must be fairly and fully represented. Further, the mechanism should implicitly discourage referring matters to the court system for resolution.

6.3 MECHANISM FOR GRIEVANCE REDRESS

The mechanism for grievance redress shall therefore include:

- A reporting and recording system for all grievances;
- Procedure for assessment of the grievance;
- A time frame for responding to the grievances filed;
- Provision for the establishment of a Grievance Redress Committee (GRC) that includes women; and
- The mechanisms for adjudicating grievances and appealing judgments.

The Communications and Community Liaison Officer (CCLO) from the Business Development and Corporate Communications Department of SLASPA will also provide support in the coordination and implementation the GM.

6.4 ROLES AND RESPONSIBILITIES

The Project Manager (PM) and Environmental and Social Specialist (ESS) assigned to the project are designated as the key officers in charge of GM.

The SLASPA has appointed a Communications and Community Liaison Officer (CCLO) from the Business Development and Corporate Communications Department to conduct stakeholder outreach during project implementation, and to provide support in the coordination and implementation to the GM. This will be conducted in collaboration with the project's Environmental and Social Specialist (ESS) who is responsible for the overall monitoring and reporting to the Bank on the Grievance Mechanism.

6.4.1 Role of the Communications and Community Liaison Officer (CCLO)

The CCLO will:

- i. Receive complaints as a Point of Contact for the GM and record grievance in the log;
- ii. Acknowledge and respond to the PAP in writing using the prescribed form, via email or telephone call within 5 working days of receipt of the complaint, and inform the PAP of forwarded grievance to the PM or ESS for resolution; and
- iii. Receive resolutions and communicate decision to the PAP.

6.4.2 Role of the Environment and Social Specialist (ESS)

The ESS will:

- i. Coordinate the Grievance Mechanism before the commencement of project activities to resolve issues;
- ii. Act as the Focal Point on grievance redress issues: and facilitate access at the level of the CATOP-SL;
- iii. Create awareness of the GM amongst all the stakeholders through public awareness activities;
- iv. Assist in resolving Grievances by coordinating with the PAP and Grievance Redress Committee (GRC) when necessary;
- v. Maintain information of grievances and resolutions;
- vi. Monitor the project activities of contractors and consultants on Redressal of Grievances.
- vii. Regularly contact all Points of Receipt of Complaints, receive the complaints made and assist in Redressal of all Grievances by coordinating with the PAP;
- viii. Prepare monthly/quarterly progress reports on Grievances to the PM and World Bank.

6.4.3 Composition and Role of the Grievance Redress Committee (GRC)

The members of the GRC shall comprise the following:

- Assistant Airport Manager, - UVF, SLASPA;
- Assistant Airport Manager, - SLU, SLASPA;
- The Legal Officer, SLASPA;
- Chief Engineer, SLASPA;
- Human Resource Officer, SLASPA;
- Communications and Community Liaison Officer (CCLO); and

- CATCOP Representative (Project Manager or his/her designate)

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 PAPs within the communities affected by the Project. The broad responsibilities of the GRC include:

- Provide relief and support to the affected persons;
- Receiving, reviewing, investigating and keeping track of grievances;
- Prioritize grievances and resolve them at the earliest;
- Provide information to PIU on serious cases at the earliest;
- Adjudicate the grievances;
- Hold meetings, where necessary, with complainants and relevant project personnel to find mutually acceptable resolutions to grievances;
- Monitoring and evaluating fulfillment of agreements achieved through the grievance redress mechanism; and
- Study the normally occurring grievances and advise the PM and ESS.

The contractor shall take reasonable action to address grievances using the GM that is in place.

6.5 GRIEVANCE MECHANISM STRUCTURE

A three (3) tier grievance redress structure is planned to address all complaints related to the Project, and three (3) Grievance Risk Levels – Level 1 (Low Risk), Level 2 (Substantial Risk) and Level 3 (High Risk). More information on the Grievance Risk Levels is outlined in Section 6.11.

6.5.1 The First Tier for Redress

The stakeholders are informed of the various points for making complaints. These complaints are received at the two (2) established points. These locations are within the CATCOP Project Office and at the SLASPA Headquarters. Complaints can be made in writing, email, telephone or anonymously to the Project Office. The Points of Receipt of Complaints collect and record the complaints. See Table 6 below for Point of Receipt of Complaints.

The CCLO communicates with the PAP/Complainant acknowledging receipt of the complaint and informing the complainant that the concern is being addresses. The grievance is addressed by the PM and ESS. If the complaint cannot be resolved at this level it is taken to the next level.

Table 6: Point of Receipt of Complaints

Name	Designation	Contact Information
Shirlene Simmons-James	Environmental and Social Specialist (ESS) – CATCOP, SLASPA	T: 1 (758) 457-6168 M: 1 (758) 720-2673 E: Shirlene.simmons-james@slaspa.com
Peter Lewis	Communications and Community Liaison Officer (CCLO) - SLASPA	T: 1 (758) 457-6108 M: 1 (758) 720-6933 E: peter.lewis@slaspa.com
Curline Ince	Administrative Assistant – CATCOP, SLASPA	T: 1 (758) 457-6168 M: 1 (758) 518-8054 E: curline.ince@slaspa.com

Complaints can be made in writing, verbally, over the phone, emails or any other media. As soon as a Point of Receipt of Complaint receives a complaint, he /she will recorded the grievance in the Grievance Office Log. (See Annex A: Grievance Office Log). The person receiving the complaints should try to obtain relevant basic information regarding the grievance utilizing the Grievance Office Log and immediately inform the Project Manager or Environment and Social Specialist.

Grievances will be registered in a registry of complaint and all information related to the handling of the grievances will be recorded in the registry. (See Annex B: Grievance Register). The CCLO will contact the PAP and will issue an acknowledgment of the grievance in writing via email within 5 working days of receipt. (See Annex D: Grievance Acknowledgement Form). In the case of issues with project management staff, the Project Manager may be required to recuse himself or herself if the complaint directly involves him or her.

The PM and ESS will attempt to address grievances within an established timeframe of 15 days upon receipt. In cases of timely or urgent matters a period of a minimum of 24 hours and a maximum of 15 days will be allotted for addressing or resolving the grievance. Grievances can be made in person, telephone call or writing. Grievances can be made anonymously. For grievances made via telephone or in person, grievances will be recorded. (See Annex A: Grievance Office Log). If the complaint is received in person, then the PAP will be issued the Complainant Form to record the grievance. Grievances received verbally must be documented, verified, and signed by the PAP and the officer receiving the report (See Annex C: Complainant Form).

Meetings with the PAP will be held and an attempt to find a solution to the complaint received. The deliberations of the meetings and decisions taken are recorded in the format as in Annex F (Meeting Record Format).

The Grievance Mechanism will be disseminated through brochures and training sessions and will be made known to all stakeholders through public awareness and information sessions.

The CCLO will be notified by the Environmental and Social Specialist through a report of the resolution of any grievance. The CCLO will inform the PAP in writing of the measures taken to address the grievance, and the Complainant will be expected to sign the letter of acceptance or rejection of said redress action.

(See Annex E: Disclosure Form). If the complaint cannot be resolved at this level, it is taken to the next level.

6.5.2 The Second Tier for Redress

The ESS notifies the Chairperson the GRC that a complaint has been filed and the PAP did not accept the resolution from the first tier of redress. The Chairperson of the GRC receives a report of the complaint and decision, and convenes a meeting. The CCLO informs the PAP of the meeting of the GRC. The GRC will hold the necessary meetings with the PAP / complainant and the concerned officers and attempt to find a solution acceptable at all levels. GRC would record the minutes of the meeting in the Meeting Record Format. (See Annex F: Meeting Record Format).

The nature of the grievance would determine the period (not exceeding 14 working days) necessary for the GRC to address the grievance. The deliberations of the meetings and decisions taken are recorded in the format as in Meeting Record Format. The 14-working 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. The decisions of the GRC are communicated to the PAP formally and if she/he accepts the resolutions, the complainant's acceptance is obtained on the Disclosure Form. (See Annex E: Disclosure Form).

Where the PAP does not accept the solution offered by the GRC, or if he/she does not receive a response or is not satisfied with the outcome within the agreed time, he/she can appeal to the General Manager of the SLASPA. If the PAP is not satisfied with the decision of the GRC or the response to the appeal by the General Manager of the SLASPA, he/she can activate the next level. It is expected that the complaint will be resolved at this level in 30 working days.

6.5.3 The Third Tier for Redress

If the PAP does not agree for the resolution at the 2nd Tier, or there is a time delay of more than 30 working days in solving the issue, the PAP can opt to consider taking it to the third level. The Complainant may decide to take a legal or any other recourse if he /she is not satisfied with the resolutions due to the deliberations of the tiers of GM.

6.6 ADDRESSING SEXUAL EXPLOITATION AND ABUSE AND SEXUAL HARASSMENT (SEA/SH)

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

The project's E&S Specialist will be responsible for dealing with any SEA/SH issues, should they arise. A list

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

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

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

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

Sexual harassment (SH)

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

Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) service provider

An organization offering specific services for SEA/SH survivors, such as health services, psychosocial support, shelter, legal aid, safety/security services, etc.

Survivor-centered approach

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

The E&S Specialist and PIU will receive sensitization training on the survivor-centred approach.

SEA/SH grievances can be received through any of the available channels and will be considered level 3 grievances investigated and addressed by the GRC. A list of SEA/SH service providers will be kept available by the Project. Additionally, if an incident occurs, it will be reported as appropriate, keeping the anonymity

and confidentiality of the complainant and applying the survivor-centered approach⁷. Any cases of SEA/SH brought through the GM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The WB will be notified as soon as the Project Manager and the E&S specialist learn about the complaint.

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

ACTION 1: COMPLAINT INTAKE AND REFERRAL

If the survivor gives consent, the E&S specialist fills in a complaints form excluding any information that can identify the survivor:

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

If the survivor does not want to provide written consent, her consent can be verbally received. If needed or desired by the survivor, the PIU E&S Specialist refers her/him to relevant SEA/SH service providers, identified in the mapping of SEA/SH service providers and according to preestablished and confidential referral procedures (See Appendix 4 for Referral Pathway). The survivor's consent must be documented even if it is received verbally. The service providers will be able to direct survivors to other service providers in case the survivor wishes to access other services. The PIU safeguards specialist will keep the survivor informed about any actions taken by the perpetrator employer. If the survivor has been referred to the relevant SEA/SH service providers, received adequate assistance, and no longer requires support; and if appropriate actions have been taken against the perpetrator or if the survivor does not wish to submit an official grievance with the employer, the PIU Safeguards Specialist can close the case.

ACTION 2: INCIDENT REPORTING

The PIU E&S Specialist needs to report the anonymized SEA/SH incident as soon as it becomes known, to the Project Manager who will in turn inform the World Bank Task Team Leader (TTL) or directly to the TTL.

⁷ The survivor-centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor centered approach aims to create a supportive environment in which the survivor's interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor's recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor's capacity to make decisions about possible interventions.

Complaint Forms and other detailed information should be filed in a safe location by the PIU Safeguards Specialist. Neither the PIU E&S specialist nor the Project Manager should seek additional information from the survivor.

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

As long as the SEA/SH remains open the PIU Safeguards Specialist and/or Project Manager should update the World Bank TTL on the measures taken to close the incident.

ACTION 3: GRIEVANCE VERIFICATION AND INVESTIGATION

Each SEA/SH incident should be verified to determine if it was related to the WB financed project. The PIU E&S specialist should form a SEA/SH verification committee comprised by her/him, one member of the PIU, one member of a local service provider and a representative of the contractor (if relevant). The PIU E&S Specialist should notify the SEA/SH Committee of the incident within 24 hours of its creation. The SEA/SH verification committee will consider the SEA/SH allegation to determine the likelihood that the grievance is related to the project.

If after the committee review, SEA/SH allegation is confirmed and it is determined that it is linked to a project⁸, the verification committee discusses appropriate actions to be recommended to the appropriate party—i.e., the employer of the perpetrator, which could be the PIU or a contractor. The PIU will ask contractors to take appropriate action. The committee reports the incident to the perpetrator's employers to implement the remedy/disciplinary action in accordance with local labor legislation, the employment contract of the perpetrator, and their codes of conduct as per the standard procurement documents.

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

⁸ Project actors are: (a) people employed or engaged directly by the Borrower (including the project proponent and the project implementing agencies) to work specifically in relation to the project (direct workers); (b) people employed or engaged through third parties (Project staff, subcontractors, brokers, agents or intermediaries) to perform work related to core functions of the project, regardless of location (contracted workers); (c) people employed or engaged by the Borrower's primary suppliers (primary supply workers); and (d) people employed or engaged in providing community labor such as voluntary services or participation in project activities and processes (community workers).

If the survivor is interested in seeking redress and wishes to submit an official complaint with the employer, or with entities in the St. Lucian legal system, the PIU Safeguards Specialist should provide linkages to the relevant institutions. Ensuring due legal process is up to the police and the courts, not the SEA/SH verification committee. Unlike other types of issues, the PIU E&S Specialist does not conduct investigations, make any announcements, or judge the veracity of an allegation.

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

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

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

6.7 Creating Awareness

The ESS will initially brief all the staff of project office, the GRC, the sub-projects including consultants and contractors, and the staff of the SLASPA, on the Grievance Redress Mechanism of the Project, and explain to them the procedures and formats to be used including the reporting procedures.

The Business Development and Corporate Communications Department of SLASPA in collaboration with The PIU will develop information, education and communication material of the project communities on the Grievance Mechanism of the Project and explain the procedures and formats to be used including the reporting procedures.

Awareness campaigns would be conducted targeting the project staff, SLASPA staff, project stakeholders, communities of project's locations, to educate the people on the availability of the GM. Various mediums will be used. The GM will also be published on the Government of Saint Lucia, SLASPA and the project website, and social media platforms. A project site board will be erected on the sites of sub-projects indicating the existence of the mechanism and a phone number, email and address for further information. The GM will be translated into local and colloquial expressions if determined to be needed.

6.8 Reporting

The Environment and Social Specialist would prepare the Quarterly Report on the Grievance Redress issues of the Project for addition into reports various project reports. See Annex G: Tracer Matrix for Grievances.

6.9 Periodic Review by the GRC

The Grievance Redress Committee may review the nature of grievances that have been represented and if grievances are repeated, recommend suitable changes in implementation procedures and recommended these to the Director of Airports for consideration.

6.10 GRM Jurisdiction

This is a project specific GM and applicable to solve the concerns of the stakeholders of the Project. This is however not intended to bypass SLASPA's own redress process; intended to address affected people's concerns and complaints promptly, making it readily accessible to all segments of the affected people and is scaled to the risks and impacts of the Project.

6.11 Grievances Levels

Complaints or grievances for this project will be classified as Level 1 (Low Risk), Level 2 (Substantial Risk) and Level 3 (High Risk). While all complaints or grievances are considered important and critical, Levels 2 and 3 are classified as high priority, with Level 3 being the highest priority. Levels 2 and 3 require immediate intervention of the PIU Project Manager, Environment and Social Specialist, or Grievance Redress Committee. (See Table 6.11)

Table 6.11: Grievance Level Description and Responsibilities

GRIEVANCE CATEGORY	DESCRIPTION	INTERNAL RESPONSE	RESPONSIBILITY
Level 1 (Low Risk)	<p>When an answer can be provided immediately and/or CATCOP PIU are already working on a resolution.</p> <p>Examples include Sexual Exploitation Abuse (SEA) and Sexual Harassment (SH), issues with the communication of information regarding the project.</p> <p>All attempts to report non CATCOP issues can be dismissed and treated at this level.</p>	<p>Respond immediately to PAP complainant. Record and report as part of overall reporting process and inform the PIU Project Manager.</p> <p>Does not require internal consultation</p>	Environment and Social Specialist
Level 2 (Substantial Risk)	<p>One off grievance that requires measured response and actions / commitments to resolve complaint.</p> <p>Examples include: Sexual Exploitation Abuse (SEA) and Sexual Harassment (SH), dissatisfaction with inputs received; reports of health and safety concerns, water, air and noise pollution; complaints about project timeline issues; complaints about field staff; complaints about works.</p>	Needs input from PIU Project Manager and Environment and Social Specialist	Project Manager
Level 3 (High Risk)	<p>Legal violations on the part of project staff or beneficiaries; Repeated, extensive and high profile grievances that may jeopardize the reputation of the CATCOP.</p> <p>Examples include: Sexual Exploitation Abuse (SEA) and Sexual Harassment (SH), reports on fraudulent disbursement of inputs; complaints over failure to deliver inputs promised;</p>	Needs input from PIU Project Manager, Environment and Social Specialist; Grievance Redress Committee	Project Manager and / or Grievance Redress Committee

GRIEVANCE CATEGORY	DESCRIPTION	INTERNAL RESPONSE	RESPONSIBILITY
	Encroaching on protected areas or environmental resources (air, water, land, flora, fauna, etc.); flooding.		

7. REPORTING

7.1 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 can include large-scale forums, brochures, targeted meetings, and consultative meetings.

7.2 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 7.2.

Table 7.2 Methods and Frequency of Reporting to Stakeholders

Reporting Party	Reporting Method	Stakeholder	Reporting Information	Frequency
Project Steering Committee	Formal meetings	SLASPA	<ul style="list-style-type: none">• Project status• Plans for next period• Issues and changes• Progress of the communication campaign	Quarterly meeting
SLASPA	Formal meetings	Relevant GoSL Agencies	<ul style="list-style-type: none">• Project status• Plans for next period• Issues and changes	Quarterly meeting
SLASPA	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	SLASPA	<ul style="list-style-type: none">• Project status• Issues and changes	When changes occur
SLASPA	Print media	NGOs Local Community Private Interests	<ul style="list-style-type: none">• Project status• Issues and changes	When changes occur

SLASPA	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
SLASPA	Website and social media	NGOs Local Community Private Interests	<ul style="list-style-type: none">• Project status• Issues and changes	When changes occur

ANNEXES

Annex A: Grievance Office Log

Grievance Office Log

Office:	Name of Grievance log officer:
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No.	Name	Alias	Date of Complaint	Staff Signature	Complainant's Signature	Complainant's contact information
1.						
2.						
3.						
4.						
5.						
6.						

Annex B: Grievance Register

Grievance Register- Safeguards Report Log

Location:				Safeguards Officer:			
N o.	Type	Format	Date	Time	Complainant Details	Action Taken	Signatures
1.	Internal Stakeholder-Applicant [] Internal Stakeholder: Staff [] External Stakeholder []	In person- SLASPA Office [] In person- field [] Telephone [] PIU Office [] Other [] Specify			Name: Alias: Contact Information:	Applicant reassured- NGF [] Formal grievance filed [] Other (specify)	Officer: Complainant:
2.	Internal Stakeholder-Applicant [] Internal Stakeholder: Staff [] External Stakeholder []	In person- SLASPA Office [] In person- field [] Telephone [] PIU Office [] Other [] Specify			Name: Alias: Contact Information:	Applicant reassured [] Formal grievance filed [] Other (specify)	Officer: Complainant:
3.	Internal Stakeholder-Applicant [] Internal Stakeholder: Staff [] External Stakeholder []	In person- SLASPA Office [] In person- field [] Telephone [] PIU Office [] Other [] Specify			Name: Alias: Contact Information:	Applicant reassured [] Formal grievance filed [] Other (specify)	Officer: Complainant:
4.	Internal Stakeholder-Applicant [] Internal Stakeholder: Staff []	In person- SLASPA Office [] In person- field [] Telephone [] PIU Office []			Name: Alias: Contact Information:	Applicant reassured [] Formal grievance filed [] Other (specify)	Officer: Complainant:

	External Stakeholder []	Other [] Specify					
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Annex C: Complainant / Project Affected Person Form

COMPLAINT FORM

To be completed by Complainant

COMPLAINANT INFORMATION	
Name:	
Address:	
Phone:	
Email:	
COMPLAINT INFORMATION	
Complaint Date:	
Complaint Location:	
Complaint Details:	
Suspected cause of the problem:	
What should be considered to avoid a repeat of the problem?	
Name of person completing this form:	
Signature:	
Date:	

Annex D: Grievance Acknowledgement Form

Dear (NAME):

The Project Implementing Unit (PIU) of the Caribbean Regional Air Transport Connectivity Project (CATCOP) is responding with respect your complaint received on (dd/mm/yyyy). The PIU *will begin/not be* [delete as appropriate] investigating this grievance, as the PIU is of the view that *it may be/that it is not in this case* responsible for the grievance.

[If the PIU is going to investigate the case further, please give summary details of the next steps that will be taken to conduct the investigation]

Please do not hesitate to contact the Environmental and Social Specialist should you have any questions or need clarification.

Best regards,

NAME

DATE

Annex E: Disclosure Form

Disclosure Form

1. Complaint No.:

2. Name of Complainant:

3. Date of Complaint:

4. Summary of the Complaint:

.....

.....

.....

.....

.....

5. Summary of Resolution:

.....

.....

.....

.....

.....

6. Level of Redress (please tick where applicable)

First ☐ Second ☐ Third ☐

7. Date of grievance redress (dd/mm/yyyy): _____

Name of Complainant: _____

Signature of the Complainant, indicating acceptance/rejection [of the solution] to his/her grievance:

Name of Grievance Handling Officer: _____

Signature of Grievance Handling Officer: _____

Date (dd/mm/yyyy): _____

Annex F: Meeting Record Format

GRIEVANCE COMMITTEE FOLLOW-UP REPORT

To be completed by ESS Only

Date Complaint Received	Day____/ Month ____/Year _____	
Time Complaint Received		
Name of Complainant		
Type of Complainant	<input type="checkbox"/> Internal Stakeholder (staff) <input type="checkbox"/> Internal Stakeholder (beneficiary) Social Protection <input type="checkbox"/> /TVET <input type="checkbox"/> <input type="checkbox"/> External Stakeholder	
Complainant Contact Information	Address: Telephone: Email:	
Type of Complaint	<input type="checkbox"/> Communication (e.g., information on the project or consultation related issues) <input type="checkbox"/> Project Process- Implementation (e.g., beneficiary agreement, training, etc.) <input type="checkbox"/> Project Performance (e.g., failure to implement as promised or commitments) <input type="checkbox"/> Legal (e.g., non-compliance with Laws & Regulations) <input type="checkbox"/> Environment, Health, Safety, Social or Community <input type="checkbox"/> Construction (Noise, dust; access and transportation) <input type="checkbox"/> Other (specify)	
Grievance Level	<input type="checkbox"/> Level 1 (Low Risk) <input type="checkbox"/> Level 2 (Substantial Risk) <input type="checkbox"/> Level 3 (High Risk)	
GC Action or measure to be taken		
Requires input of external personnel	<input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, explain why:

Requires investigation/documentation	<input type="checkbox"/> YES <input type="checkbox"/> NO	If yes, explain why:
Grievance Resolution Offered	<input type="checkbox"/> Accepted <input type="checkbox"/> Not Accepted:	

Environment and Social Specialist:

Date:

Annex G: Tracer Matrix For Grievances

Tracer Matrix for Grievances

[illegible]

APPENDICIES

Appendix 1: Stakeholder Contact Meeting for Hewanorra International Airport on
October 27, 2019



AIRPORT FACILITATION MEETING

Date :27/10/2019

TIME: 10:00 A.M.

VENUE: VIP LOUNGE

Meeting called by	
PURPOSE OF MEETING	
CHAIRPERSON	Ms. Amy Charles
Attendees	<div>Chrishma Degazon</div> <div>Par Avion</div> <div>Veronica Williams</div> <div>Quality Foods</div> <div>Martina Dornelly</div> <div>Bank of St. Lucia</div> <div>Julie Camille</div> <div>Lewis Industries</div> <div>Alice Bagshaw</div> <div>Best of St Lucia</div> <div>Karen Cave</div> <div>Tropical Soap Box</div> <div>Caroline Frederick</div> <div>Shirls Variety</div> <div>Pearlie Serville</div> <div>Shirls Varierty</div> <div>Vandora Harrow</div> <div>Tourism Authority</div> <div>Urbalda Jules</div> <div>Drive-A_Matic</div> <div>Kerve Simon</div> <div>St James Club Morgan Bay</div> <div>David Nelson</div> <div>St Lucia Fire Services</div> <div>Venantius Descartes</div> <div>Met Services</div> <div>Alice Bagshaw</div> <div>Best of St Lucia</div> <div>Servanah Bretney</div> <div>Harry Edwards Jewelers</div> <div>Alina John</div> <div>Falcon Holdings</div> <div>Sharlene Nicolas</div> <div>Tangees</div> <div>Joni Meluce</div> <div>Spice Travel</div> <div>Yvonne Vitalis</div> <div>Body Holiday</div> <div>Trevor Bristol</div> <div>Mano's Liquor</div> <div>Jonathan Boodho</div> <div>Delta</div> <div>Aaron Grant</div> <div>CDSL</div> <div>Diane Palton</div> <div>Jet Blue</div> <div>Christina Amos</div> <div>St Lucia Reps</div> <div>Valencha Charles</div> <div>Sixt Rent a Car</div> <div>John William</div> <div>SOL Aviation</div> <div>Ken Charlery</div> <div>Immigration</div> <div>Rosemary Khadou</div> <div>Columbian Emeralds</div> <div>Mike Leonce</div> <div>St Lucia Helicopters</div> <div>Nancy Daher</div> <div>Duty Free Shoppers</div> <div>Shenella Samuel</div> <div>Tarmac Lounge</div>
ABSENT	

Ms. Amy Charles gave a presentation of world bank project specific to runway and Air navigation at the Airports which is not linked to HIA redevelopment. Works which will be undertaken during the world bank project which includes:

- Resurfacing of runway
- Installation of Up to date Ground Lighting System
- Drainage Improvement at HIA
- Installation of Shoulder for Runway
- Installation of RESAs (Runway Edge Safety Area)
- Code E Taxiway
- Modernization of Air Traffic Systems with the installation of Instrument Landing System
- Installation of ADSB (Automatic Dependence Surveillance Broadcast)
- Build 360 watch tower for Fire Service so they can have complete view of facility.

Issue

Based on the given timeline world bank project will run concurrently with the Airport Redevelopment, will SLASPA be able to manage both projects?

Conclusion

Ms. Charles informed that the HIA redevelopment already has a project team and SLASPA will be getting a project team specifically for the World Bank Project.

Issue

Is there a cost to the project and how is it financed?

Conclusion

The project cost 45 million US dollars and will be financed with a loan which has some very good terms.

Issue

What is the duration of the project?

Conclusion

The HIA component is expected to last six years.

Issue

If there is an HIA redevelopment project why is there a need to invest such money in this project?

Conclusion

Last major works on the runway was in 1992 and at present the said runway works is needed.

Issue

When is construction expected to begin?

Conclusion

Construction is expected to begin in a couple of years due to the world bank process, however, some items such as navigation will commence before others.

Issue

Shouldn't world bank project be included in the HIA redevelopment project. Since HIA redevelopment commences first will the world bank project be affected

Conclusion

World bank project is a separate project and will not hinder HIA redevelopment

Issue

Will a new runway be constructed in the HIA redevelopment?

Conclusion

Same runway and taxiways are being used in the HIA redevelopment.

Issue

Fire extinguishers are being shared by parking positions at present which is a concern for airline managers. Will this situation be remedied in the World Bank Project?

Conclusion

Information will be recorded and looked at to remedy this situation

Minutes prepared by: Curline Ince

Appendix 2: Stakeholder Contact Meeting for George FL Charles Airport on November 11, 2019



Minutes of Presentation on World Bank Project

11 November, 2019

In attendance were:

Cyprian Philogene	Customs & Excise
Lesa Placide	Aviation Services Ltd. (Saint Lucia)
Kevin Alexander	LIAT (1974)
Edgitha Alexander	Sentinel Security
Manic Bicette	General Security
Paulina John	Sentinel Security
Windy Charles	Immigration
Jemma Baptiste	SLASPA
Jermial Paul	SLASPA
Francis Charlery	SLASPA - Ports Police
Agnes Felicien	SLASPA
Claudina Maxius	Port Health
Clifford Jeanbart	SLASPA - Air Traffic Services
Mervin Roberts	Saint Lucia Helicopters
Hayden Dujon	Vigie Taxi Association
Joan Alphonse	SLASPA
Hilarie Henry	SLASPA

Presenting were:

Amy Charles - Manager Air Traffic Services (MATS) - SLASPA
Peter Lewis - Business Development and Corporate Communications - SLASPA
Susanna Isaac – Business Development and Corporate Communication - SLASPA

The meeting commenced at approximately 11:19 am

Mr. Peter Lewis commenced the meeting by welcoming everyone to the George F. L. Charles Airport VIP Lounge and briefly described the meeting agenda, which was a presentation on an upcoming airport development project being conducted by the World Bank. He hinted that the project was part of an effort to become more compliant of ECCAA and ICAO standards, then invited the main presenter, Ms. Amy Charles to speak more on the matter.

Ms. Charles began by explaining how the Saint Lucia Air and Sea Ports Authority was approached by the International Development Association, a contingent of the World Bank, with a proposal to partake in the Caribbean Regional Air Transport Connectivity Project (CATCOP). She then went on to explain its objective - an initiative geared at improving air transport safety and connectivity in compliance with regional and international standards, as well as modernizing and increasing resiliency of airport infrastructure to natural disasters.

Ms. Charles also mentioned a pre-existing redevelopment project of Hewanorra International Airport and stressed that CATCOP was separate and distinct to it. The project was said to have particular focus on airside operations because of 1) its importance, and 2) its distinction from the HIA redevelopment project which targets landside improvements.

MATS recalled conducting a site visit with the International Development Association at both airports in order to assess the scope of works to be done. Several areas of development were observed, including:

- Runway renovation / resurfacing
- Creation of Runway shoulders
- Runway End Safety Area (RECA's)
- Creation of a turning bay at HIA
- A more efficient drainage system especially at GFLCA
- Implementation of a precision approach system (Instrument Landing System)
- Installation of Automatic Dependence Surveillance Broadcast
- Training and capacity building of personnel

The presenter went on to explain the intricacies of designing & constructing airport infrastructure, the constraints of both airports, the rationale behind the intended scope of work, its cost (\$45M USD) and expected duration (6 years).

She then opened the floor to questions and comments.

The questions asked were as follows:

Q: How are contractors going to be selected?

A: The project is expected to go through a bidding process both locally and internationally.

Q: How resilient is the project to political shifts within the country and how will it be affected if there is a new ruling government after the next general elections?

A: Ms. Charles assured that despite a change in government, all contractual agreements must still be honored.

Mr. Peter Lewis added that SLASPA was the main entity through which the project would be executed and is separate from political affairs.

MATS highlighted several major considerations throughout the project including the social and environmental impact in terms of air quality, noise pollution, traffic disturbances, erosion, etc. , all of which she assured were contained and not foreseen to be high risk. The generation of local employment was also expected despite the need to import specialists from abroad.

Q: When will works be conducted?

A: The majority of works will be done at night, outside of airport operational hours.

Q: What is the expected timeline for the finalization of paperwork and commencement of the actual project?

A: June 2020, however timeline can shift and delays may occur if guidelines provided by the World Bank are not followed. To avoid this, SLASPA intends to establish a Project Implementation Unit with full-time commitment to CATCOP and its related matters including stakeholder engagement.

Q: What would happen in the event of a natural disaster during the project?

A: There is a contingency plan in place for such an occurrence.

Q: What are the terms of repayment for the project funding? (Interest, length of time etc.)

A: Ms. Charles explained that she was not at liberty to disclose that information but she assured that the terms were exceptional and worthwhile.

Q: Who would be liable for the costs incurred by an airline due to diversions and delays if project works overlap into operational hours?

A: The airline would more than likely be responsible as advanced notice is usually given to an airline under such circumstances.

The presenter briefly highlighted the key collaborative agencies in the project and their respective roles:

- Government of Saint Lucia
- Ministry of Finance
- Ministry of Economic Development
- Ministry of Infrastructure
- International Development Association, a subsidiary of World Bank
- St. Lucia Air & Sea Ports Authority

With no further comments, the meeting adjourned at approximately 12:25 pm.

Appendix 3: Sample Stakeholder Consultation Notes Template

Sample Stakeholder Consultation Notes Template

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

Appendix 4: Grievance Mechanism - ADDRESSING SEXUAL EXPLOITATION AND ABUSE AND SEXUAL HARASSMENT (SEA/SH) INCLUDING GENDER BASED VIOLENCE (GBV)

Should any incidence of gender-based violence be reported through the GM, the PIU will immediately seek out the assistance of the Department of Gender Relations for appropriate guidance and action. The Department of Gender Relations is the nationally recognized institution for the coordination of GBV incidences as well as training of individuals in handling GBV incidence. The Department of Gender Relations have developed a Gender Based Violence (GBV) Referral Pathway to guide institutions and affected person on the process for reporting and address issues as well as linking survivors to resources.

In the event that a GBV matter is registered with PIU or through the GM, the ESS will refer the survivor in accordance with the GBV Referral Pathway to connect the survivor with GBV services, resources and support immediately after receiving the complaint. It must be noted that while the GBV Pathway exists all actions must be done with accordance and consent from the survivor.

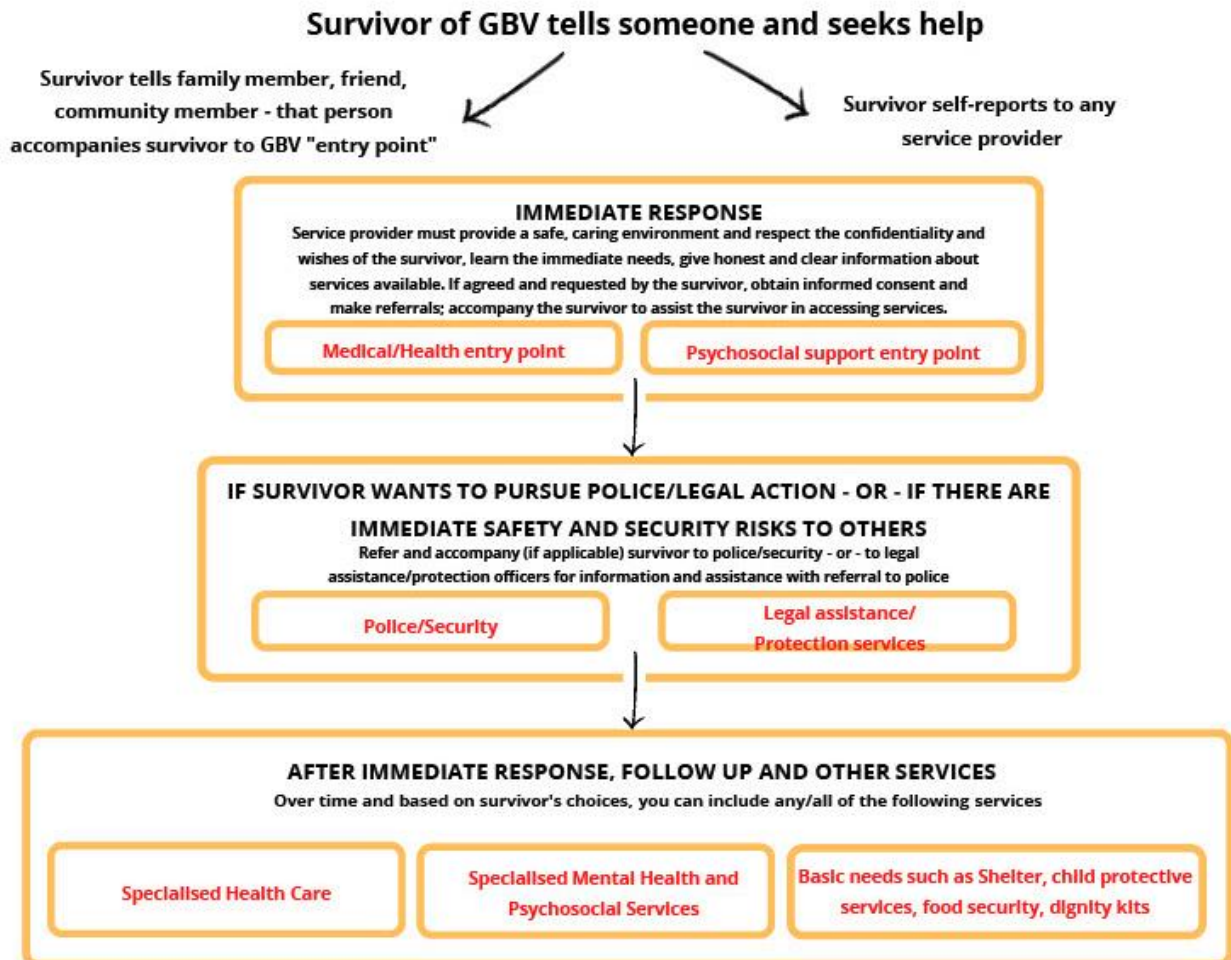
All GBV-related incidences reported through the GM, will be handled appropriately ensuring that the survivor's information is kept confidential. Specifically, the GM will only record the following information related to the GBV complaint:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning);
- If, to the best of their knowledge, the perpetrator was associated with the project; and,
- If possible, the age and sex of the survivor.

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

- Refer complainants to the GBV Services Provider; and
- Record the resolution of the complaint

Gender Based Violence (GBV) Referral Pathways



1 A SURVIVOR DISCLOSES GENDER-BASED VIOLENCE TO SOMEONE TRUSTED

The survivor tells a trusted family, friend, or a community member OR The survivor self-reports to any service provider

IMMEDIATE RESPONSE

- Respect the confidentiality and wishes of the survivor
- Provide reliable and comprehensive information on the available services and support to survivors of GBV
- Obtain and document informed consent.
- When family/guardians make decision on behalf of the child, ensure the best interest of the child is given priority. Preferably, the accompanying adult should be selected by the child
- Support survivors of rape to access medical care within 72 hours (but it is their choice).

DO

- DO believe the survivor. Reassure the survivor that this was not his /her fault.
- DO make sure that both the survivor and you are safe from Immediate danger.
- DO provide practical care and support (e.g. offer water, somewhere to sit, etc.)
- DO listen to the person without asking questions.
- DO be aware of and set aside your own judgments.
- DO respect the right of the survivors to make their own decision.
- Inform, do not give advice.
- DO limit the number of people informed about the case (refer the case confidentially to appropriate GBV focal point, and only with the informed consent of the survivor).

DO NOT

- DO NOT force help on people, be intrusive or pushy.
- DO NOT pressure the survivor into providing information or further details.
- DO NOT doubt or contradict the survivor.
- DO NOT investigate the situation or provide advice
- DO NOT mediate between the survivor and the perpetrator or a third person (e.g. family).
- DO NOT write down or share details of the incident or personal details of the survivor
- DO NOT assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm.
- Once a GBV referral has been made, DO NOT ask for extra information or contact the survivor directly.

ALWAYS PRACTICE THE SURVIVOR CENTERED APPROACH

- PRIORITIZE the needs, wishes, and decisions the survivor expresses
- ENSURE the survivor makes ALL decisions about accessing services and sharing information regarding her case
- DO NOT TELL THE SURVIVOR WHAT TO DO
- NEVER blame the survivor
- Be patient, be a GOOD LISTENER, and be NON- JUDGEMENTAL

2 IF THE SURVIVOR HAS GIVEN INFORMED CONSENT, THE IMMEDIATE RESPONSE SHOULD BE:

PRIORITIZE URGENT HEALTH CARE!

PRIORITIZE SAFETY AND SECURITY!

SEXUAL VIOLENCE

If the survivor needs it - ensure immediate access to available medical care (within 3 days /72 hours for emergency HIV treatment; within 5 days for emergency contraceptives and prevention of sexually transmitted infection).

PHYSICAL VIOLENCE

If the survivor needs it - seek medical care if he/she is experiencing severe pain, bleeding, or for the treatment of non-sexual violence related injuries

IF THERE IS AN IMMEDIATE RISK OF SAFETY FOR THE SURVIVOR/THERE IS A LIFE-THREATENING CONCERN

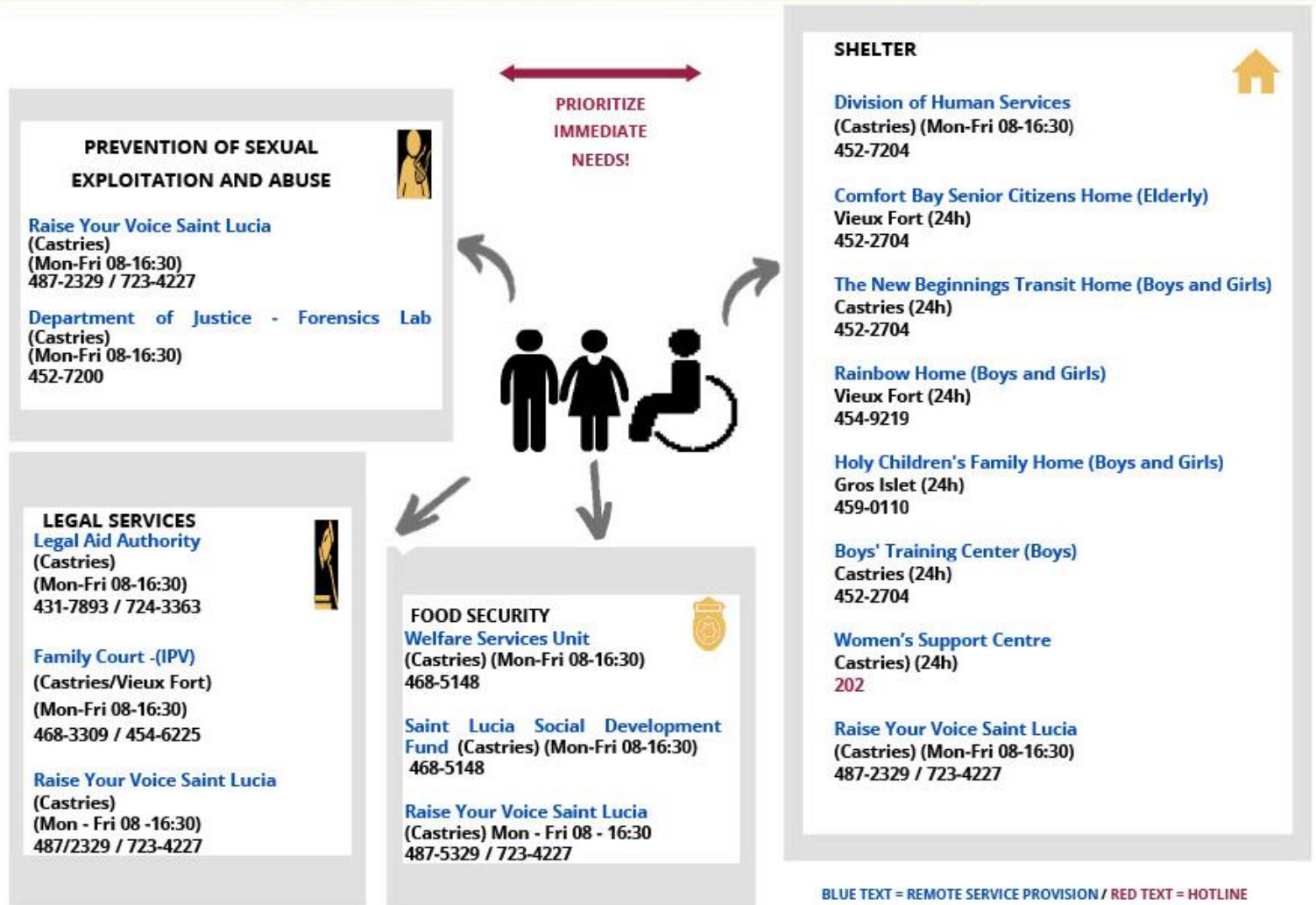
Contact competent authorities (police,) or other appropriate emergency support.

3 IF THERE ARE NO URGENT HEALTH OR SAFETY & SECURITY NEEDS, RESPOND TO OTHER SERVICE NEEDS

These can include Mental Health Services, Shelter, Non-food Items, Food, or Legal Information & Advice.

GBV REFERRAL PATHWAYS - SAINT LUCIA

(TO BE USED ONLY BY TRAINED CASE WORKERS/SOCIAL WORKERS)



GBV REFERRAL PATHWAYS - ST LUCIA

(TO BE USED ONLY BY TRAINED CASE WORKERS/SOCIAL WORKERS)

MEDICAL & SECURITY SERVICES - DIRECTORY OF OTHER CENTRES NOT LISTED ON PATHWAYS



FAMILY PLANNING SERVICES

Ansa La Raye - (Mon- Fri- 08.00-16.30)

Anse La Raye Health Centre - 451-4225

Jacmel Health Centre - 451-4004

Babonneau - (Mon- Fri- 08.00-16.30)

Fond Assau Health Centre - 450-5939

La Guerre Health Centre - 458-9222

Canaries - (Mon- Fri- 08.00-16.30)

Canaries Health Centre - 459-4430

Castries - (Mon- Fri- 08.00-16.30)

Castries Health Centre - 452-4416

Babonneau Health Centre - 450-5858

Bexon Health Centre - 452-1261

Ciceron Health Centre - 453-7934

Antrepot Health Centre - 452-1873

La Clery Health Centre - 452-4303

La Croix Maingot Health Centre - 451-4248

Ti Rocher Health Centre - 452-3529

Vanard Health Center - 451-4247

Choiseul - (Mon- Fri- 08.00-16.30)

La Fargue Health Centre - 459-3238

Mongouge Health Centre - 459-3123

Saltibus Health Centre - 455-1589

Delcer Health Centre - 459-3971

Dennerly - (Mon- Fri- 08.00-16.30)

La Ressource Health Centre - 453-3312

Richford Health Centre - 453-3355

Gros Islet - (Mon- Fri- 08.00-16.30)

Grand Riviere Health Centre - 450-1651

Monchy Health Centre - 450-1319

Micoud - (Mon- Fri- 08.00-16.30)

Desruisseaux Health Centre - 455-0449

Micoud Health Centre - 454-4230

Mon Repos Health Centre - 455-3229

Ti Rocher Health Centre - 455-4520

FAMILY PLANNING SERVICES

Soufriere - (Mon- Fri- 08.00-16.30)

Etangs Health Centre - 459-7582

Fond St Jacques Health Centre - 459-7595

Vieux-Fort - (Mon- Fri- 08.00-16.30)

Laborie Health Centre - 454-6930

Grace Health Centre - 454-8357

Vieux-Fort Health Centre - 454-6337

Belle Vue Health Centre - 454-8001

SPECIALIZED SEXUAL AND REPRODUCTIVE HEALTH SERVICES

Castries - (Mon- Fri- 08.00-16.30)

Adolescent Health Clinic

Castries Health Centre - 452-4417

Vieux-Fort - (Mon- Fri- 08.00-16.30)

Vieux-Fort Health Centre - 454-6338

**SEE AMPHSS DIRECTORY FOR
LICENSED MENTAL HEALTH &
PSYCHO-SOCIAL SUPPORT
(private)**

COMMUNITY POLICE STATIONS

Ansa La Raye - (24/7)

Anse La Raye Police Station - 456-3600

Canaries - (24/7)

Canaries Police Station - 456-3610

Castries - (24/7)

Babonneau Police Station - 4506-4120

Marchand Police Station - 456-3885

Choiseul - (24/7)

Choiseul Police Station - 456-3635

Dennerly 24/7

Dennerly Police Station - 456-4090

Richford Police Station - 456-3690

Gros Islet - (24/7)

Gros Islet Police Station - 456-3839

Rodney bay Police Station - 456-4062

Marigot - (24/7)

Marigot Police Station - 456-3829

Micoud - (24/7)

Micoud Police Station - 456-3670

Soufriere - (24/7)

Soufriere Police Station - 456-3620

Vieux-Fort - (24/7)

Laborie Health Police Station - 456-3645

Vieux-Fort Police Station - 456-3905

BLUE TEXT = REMOTE SERVICE PROVISION / RED TEXT = HOTLINE