

**COMMONWEALTH OF DOMINICA
MINISTRY OF BLUE AND GREEN ECONOMY, AGRICULTURE
AND NATIONAL FOOD SECURITY**

**Stakeholder Engagement Plan (SEP)
For
GEF Leveraging Eco-Tourism for Biodiversity Protection in**



Dominica (LEToBP)

DRAFT – version 4

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1. INTRODUCTION

1.1 Project Background

Dominica is home to biodiversity of world significance; the island geography and complex geology have created unique habitats and high species diversity. Key biodiversity habitats are part of Dominica's forest system, one of the richest and most extensive ones in the Lesser Antilles. Dominica is known as the 'Nature Island' and has the most extensive natural forests in the Eastern Caribbean of around 43,000 ha and is home to the most diverse assemblage of wildlife among the smaller Caribbean islands. The vegetation types (flora) include littoral woodland, elfin woodland, semi-deciduous forest, mature rain forest, montane forest, scrub woodland and savannah. Other natural vegetation types are influenced by soil conditions including wetlands and fumarole vegetation.

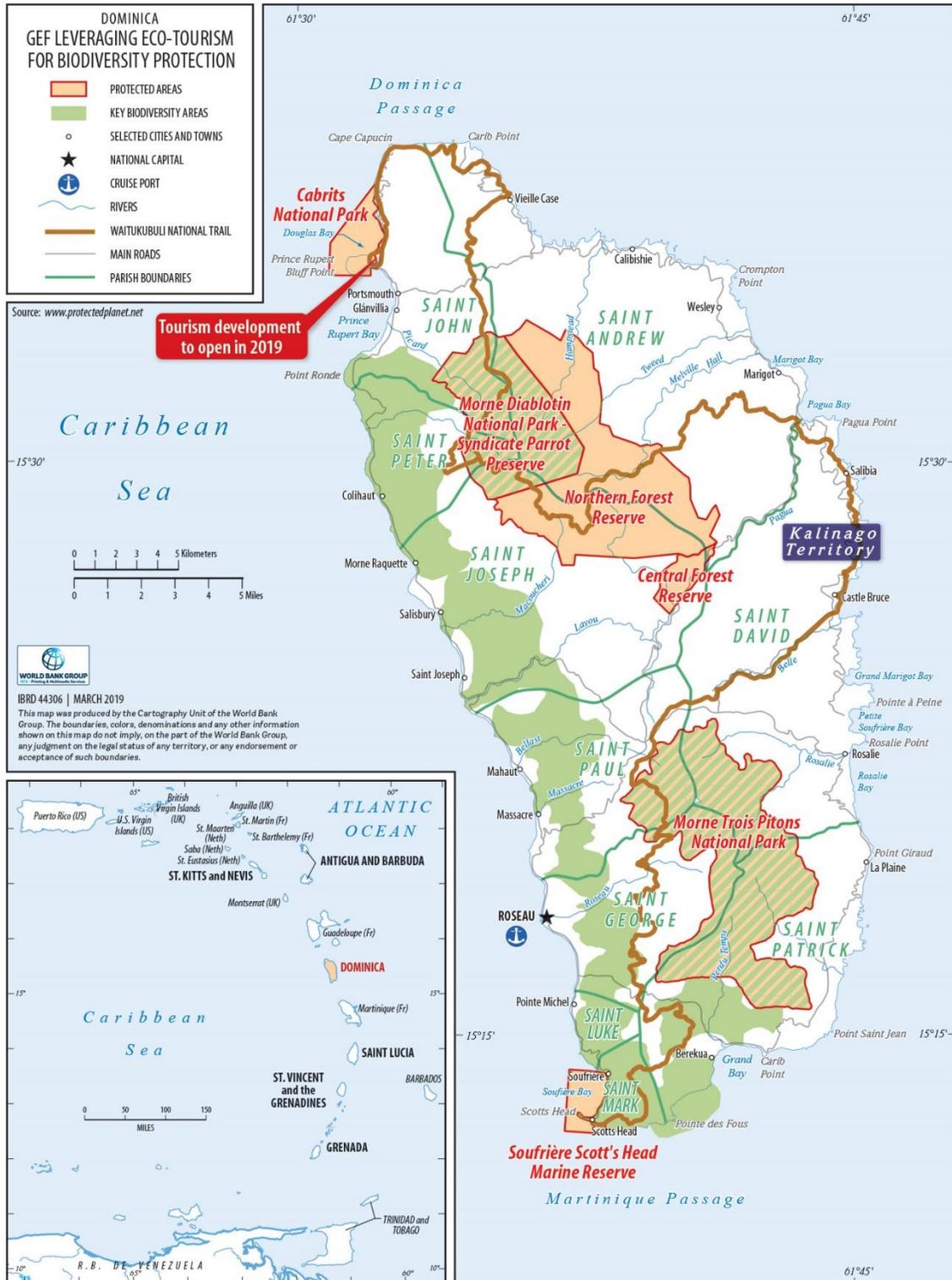
Poorly regulated tourism could emerge as a threat to Dominica's biodiversity, due to weak environmental controls and inadequate integration of protected areas. Biodiversity in Dominica is therefore currently facing habitat loss due to tourism development, primarily in the Cabrits National Park in the North, and the unsustainable pressure placed on ecotourism sites, encroaching on turtle nesting sites and wetlands habitat for crabs. Secondly, Agriculture and land degradation including deforestation are two of the greatest contributors to loss of indigenous biodiversity. Private landholdings of forested areas threaten biodiversity due to habitat fragmentation and poor agricultural practices such as the use of agrochemicals; and thirdly, the weak legislative framework that is not conducive to strong biodiversity management. Poor legislative framework was attributed to budget limitations for biodiversity and its perceived low contribution to economic growth, and lack of environmental impact assessments. Irregularities in weather patterns and effects of climate change, and more recently hurricane Maria introduced additional complexities into biodiversity management and conservation, thus the focus on maintenance of a healthy ecosystems.

1.2 Ecotourism Areas Targeted by the Project

The Waitukubuli National Trail (WNT) and Dominica's three national parks are a cornerstone for Dominica's eco-tourism potential, which needs further expansion. The WNT is the first Caribbean long-distance hiking trail and is in major need of management strengthening to attract more visitors. The trail spans 184 km, following generally north to south the ridgeline of the two major mountains of the island, each of which anchors national parks. The trail crosses all the major ecosystems of Dominica, and provides unmatched opportunities for observing the country's biodiversity. It crosses the Kalinago Territory, home to the indigenous Kalinago people. Some 100-130 thousand international visitors visit the WNT annually and contribute to a wide variety of tourism-based enterprises ranging from hotels and guest houses to restaurants and guide services. The three national parks are the Morne Trois Pitons National Park in the south, the Morne Diablotin National Park in the northern mountain range and the Cabrits National Park in the north, near the town of Portsmouth. The national parks and trail network are managed by

the Forestry Division of the Ministry of Environment Rural Modernization and Kalinago Upliftment.

Map 1: Waitukubuli National Trail (WNT) and National Parks



1.3 The Project Description

The Leveraging Eco-Tourism for Biodiversity Protection Project (LEToBP or the Project) is funded by a Grant from the Global Environmental Facility (GEF) and its being implemented by the Government of Dominica, through its Ministry of Blue and Green Economy, Agriculture and National Food Security (MBGEANFS). The project aims to coordinate and improve the Government's intersectoral approach towards more effective planning and management of Protected Areas (PAs) and forest ecosystems, and to support the Government in its efforts to protect the country's biodiversity through collaborative models with local communities that will elevate Dominica as a recognizable eco-tourism destination. This will be achieved by improving the institutional framework for biodiversity planning and management, strengthening national and local capacities and resources for PA management and eco-tourism trails, as well increasing sustainable livelihood opportunities for indigenous communities.

The development objective of the project is to improve management of Dominica's three (3) national parks (Morne Trois Pitons, Morne Diablotin and Cabrits), and the Waitukubuli trail. Specifically, the project includes analyses, coordination efforts and capacity building that will improve protection and management of three national parks and the Waitukubuli National Trail (WNT), and offer new livelihood opportunities for local people of the Kalinago territory and communities adjacent to the parks. Investments in on-the-ground activities to demarcate national parks boundaries and buffer-zones and improve sustainable ecotourism operations have been prioritized due to biodiversity significance and the value of targeted areas, needs for strengthening governance and raising human capacities, and the involvement of local stakeholders in sustainable resource use and reviving traditional knowledge and skills. Targeted area of the project encompasses 14,135 ha or 18.85% of the country's territory, as presented in the following table:

Table 1. Coverage of Targeted Areas¹.

Targeted Area	Area in ha
Morne Trois Pitons National Park	6,875
Cabrits National Park (terrestrial)	110
Morne Diablotin National Park	3,450
Kalinago territory	3,700
Total	14,135

1.4 Project Components

The project consists of four (4) components each addressing key development and

¹ <http://forestry.gov.dm/units/national-parks-section>

sustainability constraints for eco-tourism and biodiversity protection, and mutually supporting the overall Project Development Objective ‘To improve management of Dominica’s three national parks and the Waitukubuli National Trail (WNT)’:

Component 1: Protected Area Planning (US\$846,900). This component is intended to improve the institutional arrangements for enhancing the national capacity for planning and management of protected areas (PAs). It is geared towards improving capacities at the national and local levels. This component provides for technical support in revising management plans for the PAs and the WNT and for the demarcation of boundaries and buffer zones for the Morne Trois Pitons and Morne Diablotin National Parks.

Component 2: Biodiversity and Sustainable Nature-based Tourism Operations (US\$1,753,800). It focuses on improving tourism infrastructure that is in harmony with the natural environment, and which will improve visitor’s access, safety and experience. In that regard, the Project provides for the construction of facilities or improvements to be made to existing services, such as interpretation centres, benches, gazebos, shelters and viewing platforms. It mandates that these infrastructure improvements be located in “selected nature-based sites within parks and along the WNT” (Project Paper, Leveraging Eco-Tourism for Biodiversity Protection).

One of the key aspects is the proposed introduction of an e-ticketing system that could be linked to digital maps and information, thus upgrading the service to potential visitors to the PAs and the WNT. This innovation, together with the proposed revision in the fee structure, is projected to generate a 30 per cent increase in revenue.

Component 3: Sustainable Livelihoods (US\$747,854). This seeks to provide opportunities for improving sustainable livelihoods in a way that strengthens biodiversity. This will be accomplished through investment in sustainable land use and through the preservation and inter-generational transfer of traditional, Kalinago knowledge that complements biodiversity. The Kalinago, particularly women and youth, are singled out for special consideration in terms of promoting sustainable livelihoods.

Component 4: Project Management (US\$167,428). The funding for this component is earmarked for administrative support, financial management, monitoring and evaluation and audit costs for the life of the Project.

Overall, the environmental and social risk classification of the project is moderate under the World Bank Environmental and Social Standards (ESSs) based on the nature and scale of the Project intervention. This risk classification, which is attributable to the limited scope of physical works and their locations within existing national parks and Protected Areas, has so far been corroborated by the stakeholder consultations undertaken to date.

1.5 Objectives of the Stakeholder Engagement Plan (SEP)

One of the documents required by the GEF and the World Bank (as Trustee and Implementing

Agency of GEF) in the preparation of this project is the Stakeholder Engagement Plan (SEP), in line with the Environment and Social Standard 10 (ESS10): Stakeholder Engagement and Information Disclosure of the World Bank Environmental and Social Framework (ESF), which seeks to define a technically and culturally appropriate approach to consultation and disclosure. The goal of this SEP is to enhance social and environmental sustainability of the Project by improving and facilitating decision making and creating an atmosphere of understanding that actively involves Project-affected people and other stakeholders in a timely manner, and that these groups are provided sufficient opportunity to voice their opinions and concerns that may influence Project decisions from an early stage. Specifically, the SEP will:

- Establish a systematic approach to stakeholder engagement that will help the Project identify stakeholders and build and maintain a constructive relationship with them, in particular, project-affected parties (PAPs).
- Assess the level of stakeholder interest and support for the project, and to enable stakeholders' views to be considered in project design and environmental and social performance.
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow the Borrower to respond to and manage such grievances.

2. LEGAL AND REGULATORY FRAMEWORK

The Project Implementation Unit (PIU), housed within the Ministry of Blue and Green Economy, Agriculture and National Food Security will be the implementing entity with oversight responsibility for the LEToBP. Project activities will be implemented in line with the relevant World Bank's Environmental and Social Standards (ESS), which include a comprehensive set of guidelines pertaining to Stakeholder Consultation. It should be noted, however, that the Physical Planning Act 2002 makes provisions for consultations to be held in written form or in the context of public hearings.

2.1 World Bank Environmental and Social Standard 10: Stakeholder Engagement and Information Disclosure (ESS10)

This ESS recognizes the importance of open and transparent engagement between the PIU and 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.

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

This SEP, which is prescribed in ESS10, must be prepared/read in conjunction with the other ESSs. Requirements regarding engagement with workers are found in ESS2. Special provisions on emergency preparedness and response are covered in ESS2 and ESS4. In the case of projects involving involuntary resettlement, Indigenous Peoples, or cultural heritage, the PIU will also apply the special disclosure and consultation requirements set out in ESS5, ESS7, and ESS8. Significantly the specific gender abuse provisions in ESS2 are supported in the SEP.

2.2 National Law and Relevant World Bank Environmental and Social Standards

The following table presents an alignment of the relevant national laws with the relevant ESS.

Table 2: National Law and Relevant World Bank Environmental and Social Standards

National Law	Relavance to Project Activities	Relavant Environmental and Social Standards
Solid Waste Management Act 2002 Fisheries Act	The project seeks to dispose solid waste (construction debris) and sewage collection generated waste generated from the construction of viewing platforms etc.	ESS3: Resource Efficiency and Pollution Prevention and Management
Physical Planning Act (2002)	The project will involve minor civil works and it covers a large geographical area of high biodiversity. This Act provides for the orderly and progressive development in construction of Ecotourism facilities. Conduct Public Disclosure and Stakeholder consultation during Project preparation and implementation.	ESS1: Assessment and Management of Environmental and Social Risk and Impacts ESS10: Stakeholder Engagement and Information Disclosure
Kalinago Territory Act (2015)	The project involves the restoration / rehabilitation of sections of the Waitukubuli National Trail (WNT), which passes through the Kalinago	ESS 7: Indigenous Peoples

National Law	Relavance to Project Activities	Relavant Environmental and Social Standards
	Territory, as well as it aims at preserving traditional knowledge of the Kalinago community. Therefore the Project should pay special recognition and attention to the feedback and concerns indigenous people.	
Water and Sewerage (Catchment Area) Regulations (1995)	Most of the trail repair works will be condcted in the catchment area, where disposing of waste is strickly prohibited.	ESS3: Resource Efficiency and Pollution Prevention and Management ESS 4: Community Health and Safety
Forestry Act (1959), Forest and Wildlife Act (1976), National Parks and Protected Areas Act	Provides for the protection of Dominica’s biodiversity, National Parks and protected areas system	ESS 6: Biodiversity Conservation and Sustainable Management of Living Natural Resources
Employment Safety Act (No. 3 of 1982	Provision of safety of workers working on the WNT and PA Provision of training and support to Park Wardens and Foresters involved in law enforcement. The activities of these personnel will require close oversight to avoid abuses of power. The project is being implement in a region with a high risk of extreme weather events, which requires attention being given to emergency preparedness and response activities.	ESS2: Labor and Working Conditions ESS 4: Community Health and Safety
Environmental Health Services Act (No. 8 of 1997)	Provides for the regulation of the discharge of waste and pollutants in public areas, including the WNT and Protected Areas	ESS 4: Community Health and Safety ESS3: Resource Efficiency and Pollution Prevention and Management
Protection Against Domestic Violence Act 2001 Sexual Offences Act 1998	The project involves the engagement of workers and must therefore safeguard against any labor related risk to include discrimination, workplace injuries, child labor, Sexual Exploitation and Abuse/Sexual Harrassment and the transmission of COVID 19.	ESS2: Labor and Working Conditions ESS 4: Community Health and Safety

National Law	Relavance to Project Activities	Relavant Environmental and Social Standards
Ministry of Health, Wellness and New Health Investment	Responsible for all Covid 19 protocols to be followed to curtail the spread of the virus	ESS 4: Community Health and Safety
Land Acquisition Act (1946, amended in 1986) National Land Use Policy	This Outlines procedures for using private lands for the development of the WNT or PA. Though there are no acquisition of lands nor involuntary resettlement there may be restriction on land use in the bufferzones of the PA and on farm lands where the trail passes.	ESS5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement
<u>Pesticides Control Act (Cap. 40:10)</u>	Provides for the control of the importation, sale, storage and the use of pesticides. The Project activity does not allow for the use of pesticide, However, there are no restriction on the use of pesticide on farms where the trail traverses nor on farms within the buffer zone area bordering the PA.	ESS3: Resource Efficiency and Pollution Prevention and Management
<u>Cabrits National Park Marine Section Management Authority</u>	Local Area Management Authority, whose objectives include developing effective management, financing, surveillance and enforcement mechanisms and managing conflict from multiple uses.	ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources

3. STAKEHOLDER IDENTIFICATION

3.1 Stakeholder Identification and Analysis

The nature and scope of the project and its potential risks and impacts on the natural environment, communities and individuals requires that key stakeholders be identified. This should include, but not be limited to, government authorities, Labour/contracted workers, local organizations, NGOs, private companies, Kalinago indigenous community, cultural groups, tour operators, hotel and cottage owners, hand craft and communities bordering the national parks and the Waitukubuli National Trail (WNT). The identification of stakeholders is the first step in fostering the development of strong, constructive and responsive relationships that are important for successful management of a project’s environmental and social risks. The

participation of the identified stakeholders is aimed at improving the environmental and social sustainability of the project, enhancing project acceptance, and making a significant contribution to successful project design and implementation.

The Project has identified three distinct groups of stakeholders: (i) project-affected parties (PAP) such as the Kalinago community, farmers, cooperatives/groups, etc.; (ii) other interested parties such as hikers, Tour Operators, Hoteliers, and Workers etc., (iii) individuals or groups (academia) who may have different concerns and priorities about project impacts, mitigation mechanisms and benefits, and who may require different, or separate, forms of engagement. Subsections 3.1.1 to 3.1.3 below, however, analyse stakeholders within the following three categories:

- Government Ministries, Agencies and Departments
- Civil Society, NGOs and Academia
- Disadvantaged and Vulnerable Individuals and Groups

It is emphasised here that this classification of stakeholder groups, targets all population segments especially populations in project affected areas as is evident from the early meetings held and listed below in **Table 3**.

3.1.1 Government Ministries, Agencies and Departments

- Ministry of Tourism, International Transport and Maritime Initiatives, and Small Business Development. (Participated in the March 2021 consultation)

The goal of this Ministry is to provide the enabling environment to facilitate the development and expansion of economic activities in tourism in a manner consistent with development goals, so as to contribute to national economic growth, while maintaining an efficient and effective justice system, that enhances the quality of life for both residents and visitors. The Tourism Sector, primarily the Discover Dominica Authority, would be most at stake within this Ministry. Tourism has significant economic gains to be attained when tourists visit the ecotourism sites or traverse the WNT. The Small Business Development Unit, within the portfolio of this Ministry, would be in a position to share information and lessons learnt from providing financing and technical assistance to the MSME sector in Dominica over the years.

- Ministry of Environment, Rural Modernization and Kalinago Upliftment. (Participated in the March 2021 consultation).

The Kalinago Territory will be impacted primarily because it is the home of the indigenous people and a segment of the WNT passes in that area, thus these indigenous people should have an economic opportunity for income generation under the Project. The Forestry, Wildlife & Parks Division is responsible for the maintenance and upkeep of the Botanic Gardens and other public areas in the greater Roseau area, and National sites within the island's National Parks System, including the Morne Diablotin National Park, Morne Trois Pitons National Park and the Cabrits National Park. Several other nature sites which are not within the established national parks, e.g., the Soufriere Sulphur Springs area, Indian River, Trafalgar Falls, are also under the

jurisdiction of the Division. The Unit is also responsible for implementing the 'User Fee' programme at twelve (12) eco-tourism sites around the island.

- The Ministry of Blue and Green Economy, Agriculture and National Food Security. (Participated in the March 2021 consultation)

The Division of Agriculture is responsible for providing technical assistance, regulatory and support services and the policy framework to guide development of agriculture. The Division consists of several specialized units, working collaboratively with agricultural agencies to provide technical, regulatory and support services. The Division of Agriculture is expected to provide technical assistance for agri-tourism projects to be implemented.

- Ministry of Youth Development and Empowerment, Youth at Risk, Gender Affairs, Seniors Security and Dominicans with Disabilities (Was invited to participate in the March 2021 consultation but was not represented). However, a zoom meeting was held with the Director of Gender Affairs on 18th October, 2021.

The Ministry provides services geared towards the empowerment of Dominicans in their quest to contribute to individual, community and national development; also, it provides the necessary support and resources to position constituents to contribute to the social, economic, cultural, educational, technological and political development of their constituencies, thereby contributing towards the enhancement of the quality of life, and promoting, developing and preserving Dominica's cultural heritage. The units under this ministry that are targeted as stakeholder are the Division of Gender Affairs and the Youth Development Division.

- The Ministry of Sports, Culture and Community Development (Participated in the March 2021 consultation)

One of the Ministry's primary purposes is to develop, advance and protect co-operative enterprise. The department of Community Development is important to the Project since there is evidence of cooperative style small businesses in the communities along the trail and may be impacted by the renovation of the trails and eco-sites through opportunities to establish new business, possibly using the cooperative structure.

- Ministry of Education, Human Resource Planning, Vocational Training and National Excellence. (Participated in the March 2021 consultation)

The Ministry is dedicated to providing leadership and support, in collaboration with all stakeholders, in the creation and maintenance of an enabling environment for the provision of holistic personal and social development of students which will result in citizens capable of contributing to the sustainable development of society. The Ministry could have a role in designing/implementing training initiatives.

- Ministry of Finance and Investment. (Was not invited to the March 2021 consultation but is being targeted for further sensitization and feedback on proposed project risk mitigation plans. It was not possible to meet with the Ministry during this consultative phase.

The Ministry of Finance and Investment has responsibility for ensuring that the public finances are maintained in a satisfactory condition, and for monitoring fiscal and economic performances of the country. The work of the Ministry is pursued partly through its oversight responsibility for resource allocation in the budget (capital and recurrent) for implementation of the work programmes of the respective Ministries. The Ministry of Finance is therefore a key partner which must be sensitized at every stage of the project.

3.1.2 Civil Society and Non-Governmental Organizations, Academia

Civil society, non-governmental organizations and academia may have in-depth knowledge about the environmental and social characteristics of the project area and the nearby populations, and can play a role in identifying risks, potential impacts, and opportunities for the project to consider and address in the assessment process. There are individuals with strong academic background in the area of conservation or tourism development, most of whom are retired and would like to participate and contribute toward the development of ecotourism in Dominica. Environmental groups not present in the project development areas but interested in the project due to its long-term benefit to Dominica's biodiversity will also be engaged. Those in these categories identified to be engaged during the sensitization and feedback consultations on implementation activities and risk mitigation include:

- The Dominica National Council of Women (DNCW) is a non-governmental organization (NGO) concerned with empowering Dominican women and families to take action to bring women into full participation in the mainstream of Dominica's society and to exercise all privileges and responsibilities in equal partnership with men. In doing so, the DNCW aims to empower and equip women with knowledge of their rights, to enable them to realize their full potential, by holding education and sensitization programmes, counselling sessions and sourcing grant financing to support female entrepreneurs in the MSME sector. (Participated in the March 2021 consultation)

- University of the West Indies (UWI). UWI is a tertiary level regional institution which offers consulting services, a gamut of business development capacity building training programmes and manages special Development and Empowerment funds targeting vulnerable groups including the Kalinago people.

- Private Independent Consultants: Provide their expertise to help organizations solve problems or reach their goals more efficiently and effectively. In so doing, they offer services which include, conduct of gap assessments, human resource and institutional capacity building, strategy development planning etc. Independent consultants can have a role to play during design, implementation and results monitoring.

- The Society for Heritage, Architectural Preservation and Enhancement (SHAPE) seeks to protect the integrity of Dominica's culture through respect for its architectural heritage, and also aims to preserve vernacular homes throughout Dominica. Such a group would have great interest in the Project, especially in the elements of the IPP.

-Dominica Community Tourism Association Inc. (DCTAI), was established in 2010 as a support agency functioning as the umbrella organisation and national voice for all community tourism associations and groups in Dominica. DCTAI also assists the Ministry of Tourism in the formation of community tourism associations across the island. (Participated in the March 2021 consultation)

-The Kalinago Institute for Global Resilience and Regeneration (KIGRR). KIGRR has partnered with an NGO in Haiti to propose the Haitukubuli project which has the dual objective of i) promoting the use of resilient traditional species and agro-forestry ii) providing a source of additional income to communities through eco-tourism. The project was developed under the Karayib Klima, which was developed by a consulting firm based in Martinique, with the conviction that cooperation among civil society organisations in the Caribbean is essential to find relevant and adequate solutions to local and regional environmental and livelihood concerns. Karayib Klima allocated €40,000 for implementation of the Haitukubuli project. Implementation of this project is likely to coincide with implementation of the LEToBP.

3.1.3 Disadvantaged and Vulnerable Individuals or Groups

There is always the possibility that a project may disproportionately impact disadvantaged or vulnerable individuals and/or groups, who often do not have a voice to express their concerns or understand the impacts of the Project. The Project has a specific objective of 'leaving no one behind', consistent with the Agenda 2030 Sustainable Development Goals, and as such the Project intends to promote gender equality as well as reduce inequalities in the tourism sector. The LEToBP will focus on the following groups during all phases for their full involvement in the execution of this Project:

- **Kalinago indigenous community** including women and youth will be targeted to benefit from the income generating activities along the WNT that passes through the Kalinago Territory. Dominica is the only Eastern Caribbean Island that still has a population of pre-Columbian native Kalinago (previously known as Caribs), who were nearly exterminated on other neighbouring islands. The Kalinago in Dominica fought against the Spanish and later other European settlers for two centuries. Overtime their population declined and they were forced into remote regions of the island as European settlers imported African slaves. The Kalinago Territory is comprised of 3,782.03 acres stretching over 9 miles on the East, Atlantic coast of Dominica in the Parish of St. David. The Territory is divided into 8 hamlets, namely; Sineku, Gaulette River, Mahaut River, St. Cyr, Salybia, Crayfish River, Bataca and Touna Concorde.

One of the deliverables which will guide implementation of project activities is the Indigenous Peoples Planning Framework (IPPF). The purpose of the IPPF is to serve as a guide in screening of proposed investments, identify specific environmental and social risks and impacts associated with the proposed activities, establish mitigation measures and how to operationalize, including specific environmental and social risk management

instruments, principles, organizational arrangements, and design criteria to be applied to meet the needs of the Kalinago people who may be affected by the various activities. The IPPF, therefore, will serve as a guide to govern the activities that are selected for financing and sets out the elements that will be common to all activities that will entail mitigation measures. Among its other objectives, a key objective of the IPPF, which will be designed and adopted as part of the Project, is “To obtain the Free, Prior and Informed Consent (FPIC) of the Kalinago”. To meet this objective the IPPF depends on a well-designed and well executed SEP. (The Kalinago Chief represented the Kalinago people at the March 2021 consultation, in addition, a meeting was held with the Kalinago Council on July 31st, 2021 and others are scheduled going forward).

- **Women** are to be consulted and engaged, and their views and perspectives are to be considered in all aspects of the project in which stakeholder engagement will be undertaken. Specific strategies will be developed to ensure that women who are engaged in the tourism as handcraft makers, restaurant or guest houses along the trail or villages near the national parks. The Gender Action Plan which forms part of the Gender Assessment developed as part of the Project sets gender targets and a monitoring framework for gender analysis of the Project. Indicators on gender participation in the consultative process are also included.
- Amongst women that will be targeted, special attention will be paid to the Kalinago indigenous women so that their views and concerns can be addressed throughout the stakeholder engagement process and so they can benefit from Project opportunities, including jobs and capacity building interventions. The Kalinago territory is an important part of this project. As a result, Kalinago women have been identified in the project as a vulnerable group and as such, will be afforded special attention by which the project team can engage in discussions either individually or collectively with them about their views and perceptions of the Project, and will incorporate their feedback, as appropriate. This consultative process with Kalinago women has already started and will be deepened as project implementation continues. Consultations held to date reveal that the Kalinago women:
 - welcome the project,
 - are particularly interested in project activities to reopen trails to tourism sites like the centipede trail,
 - construction of trails to connect tourism sites to the WNT, and
 - provision of sustained support for strengthening/forming of a Kalinago Women in Business group. Consultations with the Kalinago women has been and continues to be via telephone, while both representatives consulted have committed to attend future town hall consultations in person or via zoom.Both women pointed to a high unemployment rate among Kalinago women made worse in the wake of COVID 19 which negatively impacted on markets for tourism services and agricultural produce.

- **Youth** is another group that will be considered in much the same way as the issues

surrounding the participation of women. High unemployment rates and high rates of high-school dropout among youth are of concern, especially in the marginal communities. These individuals/groups will be targeted to benefit from the project through engagement with the National Youth Council (NYC) and the Dominica Youth Environmental Association (DYEO) throughout the consultative stages.

- **Farmers** residing along the WNT will be of vital importance in terms of their knowledge of herbal plants and history of the area, which they can bestow to the youth. The Dominica Agriculture Organic Movement (DOAM) will be targeted since some of its members are along the WNT. Others, including the Giraudel Women’s Flower Association, will be engaged at the town hall consultations planned for September 2021.
- **Disabled peoples** and their representatives, Dominica Association of People with Disabilities, will also be engaged going forward so that they too can enjoy and benefit from the adventure of certain sections of the WNT and Protected Areas. The bequest value of knowing that someone who is physically challenged cannot visit a site however, it still has a value to them knowing that it exists and provides an altruistic goal for generations to come. Their views will therefore be useful.
- **The elderly** are represented by two organizations. The Dominica Council on Ageing (DCA): Umbrella coordinating body for national groups concerned with the welfare of older persons. The DCA with its member groups is considered a reservoir of knowledge which should be tapped to give input in development planning and the Association for Senior Citizens of Dominica: advocacy for the awareness of contribution to society of elderly people.

3.2 Stakeholder Needs

A brief profile of stakeholders is presented in **Table 3** below. The table addresses information needs of the stakeholders and the information that can be drawn from the stakeholders. The column on characteristics of stakeholders gives an indication of the types of implementation support that can be provided by the stakeholder groups, while the final column indicates the possible modes of communication with the stakeholder group. Regarding the latter, notifications and invitations to meetings will be generally through direct email or letter of invitation, telephone follow up, radio and newspaper announcements, social media and flyers.

Zoom will be the preferred platform in the context of increased levels of COVID infections in Dominica since the beginning of August 2021. The project team will make use of simple power point presentations to present the material to be consulted on and recordings of the consultations will be made available by the PIU to all invited stakeholders.

Table 3: Information Needs and Characteristics of Stakeholders

Stakeholder	Information Needs	Characteristics of Stakeholder	Notification Channels/Announcements
<p>Government Ministries</p> <ul style="list-style-type: none"> • Tourism, International Transport and Maritime Initiatives • Ministry of Blue Green Economy, Agriculture and National Food Security (including EALCRP) • Ministry of Finance and Investment • Ministry of Environment, Urban Development and Kalinago Upliftment (Forestry Division) • Ministry of Youth Development and Empowerment, Youth at Risk, Gender Affairs, Seniors Security and Dominicans with Disabilities • Ministry of Education Human Resource Planning, Vocational Training and National Excellence • The Ministry of Sports, Culture and Community Development • The Ministry of Housing and Urban Development 	<ul style="list-style-type: none"> - Sensitisation on project objectives - Technical information on how the project will work; the type of support and technical competence required by government entities; roles and responsibilities, potential costs on the fiscal side etc. - risk mitigation plan - mission to provide high quality regulatory informational and managerial services and policy advice to public and private sector agencies for effective management and utilization of resources of the State in a manner that will optimize sustainable national development makes these Ministries of Gov't key partners for information exchange on the project. 	<p>Source of technical and policy information and provision of implementation support. E.g., with training interventions and logistics; information on lessons learnt from implementation of similar projects in the past, possible implementation synergies</p>	<p>Website, emails, Memos, telephone, Zoom, round table meeting, Dissemination of hard copies of the recommended ESF with all instruments, power point presentations and social media</p>
<p>CSO, NGOs, academia</p> <ul style="list-style-type: none"> • Dominica National Council of Women • Dominica Campus 	<p>Information on the project and how it would benefit or threaten the livelihood of women, including women's cooperatives involved in craftwork and agriculture.</p>	<p>-provide support as a collective group especially its bargaining power among women and women's groups</p>	<p>Group meeting, chat groups, emails, website, power point presentations and radio announcements, telephone calls</p>

Stakeholder	Information Needs	Characteristics of Stakeholder	Notification Channels/Announcements
<ul style="list-style-type: none"> University of the West Indies (UWI) • Private Independent Consultants • The Society for Heritage, Architectural Preservation and Enhancement (SHAPE) • Dominica Association of Community Tourism Inc. • The Kalinago Institute for Global Resilience and Regeneration (KIGRR), KIGRR 	<ul style="list-style-type: none"> -information on project and possibility of support with conduct of research and surveys -information on project -to be sensitized on project objectives and scope -information on project -Exchange of Information on respective projects 	<ul style="list-style-type: none"> -a reservoir of human resource and institutional capacity to support implementation -A reservoir of human resource to possibly provide capacity building interventions- training, research and surveys -advocacy group on preservation of Dominica's archaeological heritage; could share ideas on lessons learnt in implementing related projects -representative and advocacy group for the community tourism sector in Dominica. Could share lessons learnt working with tourism enterprises in the affected communities Involved in implementing the Haitukubuli project in the Kalinago Territory with the- dual objective of i) promoting the use of resilient traditional species and agro-forestry ii) providing a source of additional 	

Stakeholder	Information Needs	Characteristics of Stakeholder	Notification Channels/Announcements
		income to committees through eco-tourism	
<p>Tourism Industry and others including: -Dominica Hotel and Tourism Association (DHTA), including the Taxi Association.</p> <p>-Discover Dominica Authority (DDA)</p> <p>-Tour Guides' Association</p> <p>-Hikers' (Dwivayez)</p> <p>-Fort Young Hotel -Secret Bay Resort -Jungle Bay Resort and Spa -Kempinski Resort -Aywasi Kalinago Retreat</p>	<p>Simple non-technical information on the project in an engaging and easy to read manner on the proposed benefits; mitigation plans; what is needed from them; how could their knowledge be used in the development and how their (members' livelihood can be impacted by implementation of the project etc.</p>	<p>-DHTA a membership based not for profit tourism development organization providing centralized information, advocacy and leadership to its members</p> <p>-DDA is a statutory body responsible for the implementation of tourism promotion and marketing activities as well as product development's niches based on policy positions of the Ministry of Tourism.</p> <p>-A grouping of Tour Guiders across Dominica</p> <p>-A group of Dominicans which comes together to organize hikes to Dominica's Natural Sites</p> <p>Major Hotels in Dominica</p> <p>-Aywasi is located along segment 6 of the WNT. Provides accommodation and food and beverage services</p> <p>- The number one tour</p>	<p>Group meeting, chat groups, emails, website, radio announcements, flyers and social media</p>

Stakeholder	Information Needs	Characteristics of Stakeholder	Notification Channels/Announcements
-Whitchurch Tours		operator for cruise visitors to Dominica	
Farmers and Farmers' Groups including: - The Dominica Organic Agriculture Movement (DOAM) - Giraudel Women's Flower Association	information on the project in an engaging and easy to read manner on the proposed benefits; mitigation plans; what is needed from them; how could their knowledge be used in the development and how their (members' livelihood can be impacted by implementation of the project etc.	Among key PAPs and likely to be depending on livelihoods close to buffer zones	Town halls, group meetings, chat groups, emails, website, power point presentations, radio announcements, telephone calls
Kalinago Indigenous Communities	Historical and cultural knowledge of the Kalinago through consultations with the Carib Council, Town halls planned for September in the Kalinago Territory and ongoing consultations with Kalinago women to seek feedback on project risk mitigation plan.	The Kalinago people are the original inhabitants of Dominica. They now number 3,400 spread over 3,782 acres in the northeast of Dominica. The Territory is governed by the 1978 Carib Act, and land is owned by the people as a group by Tenancy in Common. A relatively higher rate of unemployment is exhibited in the KT region of the island where livelihoods depend largely on agriculture and the crafts industry.	Through the Kalinago Council, town halls, focus groups sessions, Church announcements, Flyers, brochures, leaflets and radio announcement. Direct contact with Kalinago Women.
Organizations representing disabled people and the elderly <ul style="list-style-type: none"> • Dominica Association of People with Disability 	To be sensitized on project objectives and any likely livelihood opportunities for its members or negative impacts with risk mitigation to ensure their inclusion in Project design.	To bring disabled people together, regardless of type of impairment, gender, age, race, indigenous, geographical background, religion, political affiliation with a view to having one voice to advocate for promotion and	Organisation meetings, verbally, flyers delivered to their Offices Informing of the time and day of radio announcements. Focus group sessions may be held with the respective associations

Stakeholder	Information Needs	Characteristics of Stakeholder	Notification Channels/Announcements
<ul style="list-style-type: none"> • Dominica Council of Aging (DCA) Inc. • Association for Senior Citizens of Dominica 		<p>equalization of opportunities for all</p> <ul style="list-style-type: none"> - DCA is a voluntary, non-governmental, non-profit umbrella organization which serves as a coordinating body for national groups concerned with the welfare of older persons -comes under the DCA and concentrates on helping society realize that elderly persons are active, caring and important people; Important achievement building of a Retirement Home for the elderly 	
<p>Youth:</p> <ul style="list-style-type: none"> -Dominica Youth Environmental Organisation -National Youth Council (NYC) 	<p>To be sensitized on project objectives, any likely livelihood opportunities for its members, how they can support project implementation advocacy</p>	<p>Environmental Stewardship and promoting youth involvement in all physical and social environmental matters.</p> <p>-NYC is the officially recognized umbrella youth organization in Dominica.</p>	<p>Group meeting, chat groups, emails, website and radio announcements, social media</p>
<p><u>Cabrits National Park Marine Section Management Authority (CAPMA)</u></p>	<p>Information on the way in which the Project might assist CAPMA in meeting its objectives</p>	<p>Local area authority charged with managing the marine section of the Cabrits National Park</p>	<p>Telephone, meetings, virtual platforms</p>

3.3 Stakeholder Engagement Program

An initial working group was established by the Government of Dominica with representatives from Government Institutions – Forestry (Parks and Wildlife) of the Ministry of Environment, Rural Modernization and Kalinago Upliftment, Discover Dominica, Ministry of Blue and Green Economy Agriculture and National Food Security-, Whitchurch Tour Operator, Kalinago Council and an Independent Consultant to discuss the preparation and implementation of the project. The Project's PIU will continue to build on these initiatives, as it implements this multi-stakeholder engagement process to disclose information and consult the public throughout project implementation. The Project's PIU Communications Officer will be responsible for the day-to-day implementation of the communication programme to ensure effectiveness of meeting with stakeholders

3.3.1 Proposed Strategy for Information Disclosure

A variety of communication methods will be used to reach the majority of stakeholders. The project will select those that are most appropriate considering stakeholder location, means of receiving information and their ability to understand the information provided. This is essential for vulnerable groups and the disadvantaged. The following communications methods will be used, but will not be limited to:

- Newspapers- The New Chronicle and The Sun
- Internet- Dominica News Online
- Radio Programs- DBS radio, Q-95, Kairi FM and Dominica Catholic Radio
- Television- Government Information Service
- Brochures, leaflets, posters will be developed and placed at Information centres: Tourism information facilities, hotels, Forestry
- Official correspondence of consultation from the Manager of the Project thru emails, invite letters to meetings
- Social media in the form of developing a WhatsApp group for the Youth who are adept at utilizing Facebook and other social media avenues.
- Individual notifications to certain Project stakeholders such as the elderly and disabled will be provided through flyers, or information or notices read to them. Alternatively, they could be informed of the time and date certain announcements will be aired, so they can listen.

The development of all communication and information materials will be guided by the following:

- Clear messages using simple language, with a lot of visual and signage for stakeholders with difficulty seeing or reading.
- Openness, honesty, credibility, and trust in all communications; information presented must be factual.
- Two-way communication, with feedback, question and comments welcomed for further

- discussion and consideration and incorporated in the Project, where possible.
- Ongoing commitment to the communications process; several meetings must be conducted in order to reinforce the information and for those who were absent on previous consultation.
 - Tailored to specific groups, content must be interesting to the target audience, for example when addressing the Kalinago speak, in a culturally appropriate manner and in line with the World Bank requirements of ESS7, with material on the ecotourism sites in their area and show how they can benefit from the project.

All stakeholders will continue to receive information on the Project and new developments even after the launch of the Project. This would be achieved using the Project communication platforms as well as the distribution channels for communication referenced in this section.

3.3.2 Proposed Strategy for Consultation

The advent of the COVID 19 pandemic and its impact on Dominica has resulted in a revision of the consultation strategy delivery method from unlimited face to face (no social distancing) meetings to virtual meetings and/or limited face-to-face meetings with social distancing and strict adherence to COVID19 mitigation measures in place in Dominica and set out in the Project's environmental and social risk management instruments. The Government of Dominica and the Ministry of Health, Wellness and New Health Investment's COVID Guidelines and Protocols have been adopted by the Project and will be implemented throughout the Project implementation, as required. The following COVID 19 measures will be used and adopted by the PIU for Project-related consultations and stakeholder engagement activities that require active participation:

- Minimize direct physical interaction among Project Team, ministries, agencies and beneficiaries.
- Stakeholder engagement events should start by explaining social distancing orders and good hygienic practices.
- All consultation and stakeholder engagement meetings will require checking participants' temperature, sanitising participants' hands, registering name, address and contact number of participants, and ensuring participants are 6 feet apart.
- Conduct smaller meetings and consultations in small-group sessions, and where possible, in outside/open air spaces. If possible, conduct meetings through online channels (e.g., Microsoft teams, WebEx, zoom, skype).
- Diversify means of communication and online tools. Where possible, create dedicated online platforms and chat-groups, based on the type and category of stakeholders. Where online interaction is challenging, information can be disseminated through digital platforms (e.g., Facebook, Twitter, WhatsApp) and traditional means of communications (TV, newspaper, radio, phone calls).
- Specify how stakeholders can provide feedback and until when, in cases where they do not have access to online channels or do not use them frequently.

Consultation meetings will be recorded and documented by the Project PIU, to capture comments from participating stakeholders. Consultations on the project are expected to involve the Government, village councils and development committees, cooperatives, ecotourism groups and Kalinago communities, and other key stakeholders, including, in particular, PAPs and vulnerable groups. They will be supported by participatory processes. However, due to the pandemic the majority of stakeholder consultation will be virtual. In areas where no internet access is available, face to face will be held with adherence to the COVID protocols.

A recent (July 2021) spike in number of active COVID positive cases in Dominica has resulted in a slight push back in scheduling of consultations to September in order to engage in the preferred means of consultation (face to face). The plan is however to continue with the consultations by virtual platform if the situation with COVID does not improve by the end of August. (This assessment will be based on reports from the Ministry of Health).

3.3.3 Consultation Timeline

The Social Engagement Plan (SEP) is a key pillar of the environmental and Social Impact Assessment (ESIA) as it provides a mapping of all communication activities considered necessary to result in full community ownership of project implementation. The consultations will be undertaken in two phases. The first phase focuses on sensitisation of stakeholders and seeking their preliminary feedback on indicated project activities and risk mitigation plans; the second phase will seek their feedback on the construction/implementation phase, the start of which will depend on the timing of start of implementation and will remain ongoing during implementation.

The intention was to target populations of all affected persons and key policy and decision-making entities during the sensitisation (first) phase. However, with the spike in COVID cases during August and September 2021 there was an overall low appetite for consultations of any kind, which affected this project. It is therefore recommended that some sensitisation activities be undertaken early during the next project phase (implementation). See **Annex 4**. At this stage, it is not clear to the PIU when implementation will start and, therefore, it is currently difficult to schedule dates for the second phase of consultations to update all stakeholders on implementation progress and seek feedback on any implementation adjustments necessary. The objective of the consultations during the implementation phase is to ensure that stakeholder ownership of the project is sustained.

Beyond the timelines in the diagram below, therefore, stakeholder engagement activities will continue as project details become better specified and stakeholder input and endorsement of implementation plans will be required. In this regard, the coverage of the SEP schedule presented in **Annex 4** is compliant with the requirements of the World Bank's **ESS10**.

Stakeholder Sensitisation and Preliminary Feedback March 16th 2021

National Targeted Stakeholders: Government, individuals and Associations

Goodwill Parish Hall

Stakeholder Sensitisation and Preliminary Feedback July-August 2021

Kalinago Council
Cottage Village Council
Trafalgar Village Council
Portsmouth Town Council

Kalinago Territory
Zoom
Zoom
Zoom

Stakeholder Consultation: Townhalls Sensitisation and Preliminary Feedback on project Risks September ...2021

Kalinago Territory
Cabrits National Park and Morne Daiblotin National Park
PAP Morne Trois Pitons
Other

Kalinago Territory or Zoom
Portsmouth or Zoom
Goodwill Parish Hall or Zoom
In person, telephone, Zoom

Stakeholder consultations commenced in the first Quarter of 2021, and are expected to continue throughout the life of the Project. Initial consultations commenced in March 2021 with the key stakeholders such as government Ministries (Environment, Forestry, Tourism etc.), affected

communities and individuals (with a focus on obtaining women’s perspectives and feedback), Kalinago indigenous peoples, disabled people and organizations representing their interests, environmental NGOs, other interested parties and civil society organizations, etc.

3.3.4 Soliciting of Stakeholder Feedback

Stakeholder feedback will be solicited, recorded (meeting minutes) and monitored throughout the life cycle of the project, especially at all public meetings and workshops, where information will be provided on the project. In addition, the PIU through its Communications Officer will receive and record stakeholders’ queries, concerns and complaints, as well as provide responses to how their feedback can be incorporated or not in the Project or for project related issues. Specifically, comments will be gathered (written and oral comments) and reviewed and reported back to stakeholders on the final decision(s) or actions to be taken to address their concerns and incorporate their feedback and how to in the Project. The PIU will ensure that if decisions on public meetings, locations, and timing of meetings have not yet been made, provide specific information on how people will be made aware of forthcoming opportunities to review information and provide their views.

Additionally, stakeholders will have an opportunity to file complaints against the project, project related activities and staff through a Grievance Redress Mechanism (GRM), which is described below in this SEP.

3.3.5 Roles and Responsibilities

The overarching implementation and monitoring of the project’s SEP will be the responsibility of the PIU. The direct day to day management of the SEP will be handled by Communications Officer with the support of the Environmental Officer and the Social Officer of the Project. The Communications Officer will brief all PIU staff, the relevant Government ministries, agencies and departments, consultants and contractors, communities and other relevant stakeholders on the procedures and formats to be used including reporting procedures and grievances. The Communications Officer, with the support of the environmental and social staff, will be devoted to managing and implementing the Stakeholder Engagement Plan, specifically documenting, tracking and managing (for example, stakeholder database, etc.), as well as providing contact information in the event stakeholders have comments or questions about the project or the consultation process; that is, phone number, address, e-mail address, title of responsible person(s). In the absence of a Communications Officer at the PIU, the Communications Officer in the Ministry of Blue Green Economy, Agriculture and National Food Security will assist with this function.

Table 4: Roles and Responsibilities for the SEP within the PIU

Role/Position Title	Responsibilities
Project Manager	<ul style="list-style-type: none"> • Manage and implement the Stakeholder Engagement Plan (SEP) • Dissemination of project information

Role/Position Title	Responsibilities
<p>Communications Officer, with the support and in close coordination with the environmental and social staff referenced below</p>	<ul style="list-style-type: none"> • Interface with stakeholders and respond to comments or questions about the project or consultation process. • Provide contact information if stakeholders have questions or comments about the project or consultation process. • Document any interactions with Project stakeholders. • Maintain database, records for SEP • Coordinating public meetings, workshops, focus groups etc. • Makes sure the SEP is being adhered to and followed correctly. • Raise awareness of the SEP among project implementation unit, employees contracted firms and relevant external stakeholders.
<p>Environmental Officer and Social Officer</p>	<ul style="list-style-type: none"> • Provide technical support and guidance to the communications officer on SEP, including without limitation, on how to engage with vulnerable stakeholders (Kalinago) and how to respond to environmental and social issues raised by stakeholders and how to incorporate stakeholder feedback in SEP revisions and other Project documentation/design.

3.3.6 SEP Monitoring and Reporting

The PIU will monitor and evaluate the stakeholder process throughout project implementation to ensure the project is able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. Monitoring of the stakeholder engagement process allows the efficacy of the process to be evaluated. Specifically, by identifying key performance indicators that reflect the objectives of the SEP and the specific actions and timings, it is possible to both monitor and evaluate the process undertaken. Two distinct but related monitoring activities in terms of timing will be implemented:

- During the engagement activities: short-term monitoring to allow for adjustments/improvements to be made during engagement; and

- Following completion of all engagement activities: review of outputs at the end of engagement to evaluate the effectiveness of the SEP as implemented.

3.4 Summary of Stakeholder Consultations and Engagements to Date

3.4.1 Consultations

Consultation No. 1:

On the 6th of March 2021, the first of a series of Stakeholder Consultations was held at the Goodwill Parish Hall to disclose information on the GEF 7 Project -Leveraging Ecotourism for Biodiversity Protection (LEToBP) (see **Annex 1**. Letter Of Invitation from PIU To First Stakeholder Consultation in March 2021). Twenty-three (23) groups and individuals were targeted based on their association to the Project (see **Annex 2**. Targeted Stakeholders March 2021 Consultation) from which 12 attended and participated, seven women and five men, including the Kalinago Chief. Also present were seven media stations that aired the presentations and presented a few clips from the PowerPoint nationally (see **Annex 3**. Attendance Record: Stakeholder Consultation March 16, 2020). Targeted stakeholders were contacted by email, followed by hard copy invitation letter and confirmed by telephone calls. This less than desirable attendance rate could be attributable to the wide geographical spread of invitees and hence the distance of the meeting venue (Roseau) for segments of invitees. Another factor could have been the creeping incidence of consultation fatigue observed, largely because of the lag between attendance at consultations and the perceived prolonged time lag in realization of tangible results by stakeholders from consultations attended.

Going forward, consultations will attempt to clearly explain the SEP objectives and processes, and as much as possible provided estimated time frames for the stages from sensitization to start of implementation and completion of implementation.

Key Discussion Points at the Consultation:

1. Increase Arrival Revenue from both Cruise Line Passengers and Eco Tourist at less Popular Sites

Stakeholders (Cyril John- Forestry and Wildlife Division) recognised the efforts of Government to promote and support the development of tourism-related services and businesses through the implementation of several programmes including the Eco-Tourism Development Programme targeting Rural Communities. Both mass tourism from Cruise Ships and niche tourism should be promoted since, mass tourism is seasonal lasting six months from November to April, while a Niche Tourism Sector Development Programme can be sustainable. Participants echoed the desperate need to have additional sites within the radius of Roseau to balance the 80% revenue

derived from the two most popular sites of the Emerald Pool and the Trafalgar Falls, and ten sites generating 20% of arrival revenue. The challenge is also to increase revenue from other sites within the Roseau Valley such as the Fresh Water Lake, Middleham Falls and Wotton Waven mineral springs.

Use of surveys or on-line questionnaires administered by Discover Dominica Authority (DDA) on attending Cruise Line Trade shows is an area worth investigating to make decisions to enhance the economic status of the ten other sites generating 20% of arrival revenue from cruise lines. The survey or questionnaire will determine areas of investment required to upgrade existing Eco-tourism Sites in rural communities within the radius of Emerald Pool and Trafalgar fall to increase the amount of passengers all promoting and supporting Biodiversity. Use of Tour Operators by DDA to execute surveys to determine consumer needs should be encouraged.

2. Improve coordination with major stakeholders in the Tourism Sector

The Community Tourism Officer, from Discover Dominica Authority expressed concerns about the non-existent coordination between the Ministry of Tourism and the Ministry of Environment including the Forestry Unit. They pointed out that a functioning Coordinating Mechanism which clearly articulates roles and responsibilities, frequency of meetings, guidelines for collaborative planning, information sharing, and resource sharing should be developed within the shortest possible time.

3. Promotion of Health and Wellness

Community groups including the Marigot Community Tourism; Dominica Association of Local Government (DALGA) and Community group located in Segment 13/14 all requested technical assistance to promote and support the production and marketing of organic foods; medicinal teas and the use of mineral spring water. Innovative systems to recycle water and reduce on the carbon footprint should be encouraged by supporting investment in recycling of water and use of solar energy for electricity and WIFI access at key WNT segments.

4. Promotion of Community Tours

Taxi Association and Tour Operators expressed concerns on the use of site passes and the cost benefit of community packages within 3 – 4 hours range of engagement. DDA also expressed concerns on the limited use of rural communities in promoting Ecotourism including Historical or Cultural Tourism. Inventory of Goods and Services available from Rural communities and the partners existing to coordinate and collaborate in execution in the provision of these community services and goods. San Sauveur was given as an example to determine availability of local cuisine; local experiences; aligned with promotion to enhance the demand including conspicuous signage and aggressive niche marketing.

5. Increased use of Social Indicators in GEF Project

Suggestion from the Dominica State College on measuring social indicators: Environmental Officer in collaboration with M&E Officer; IST Social Safeguard and the World Bank Technical Support Safeguards Team to develop and institutionalise the use of SMART Social Safeguards

Indicators in monitoring and evaluating the success of the GEF project. Once indicators are developed, pursue the use of the Dominica State College to collect and aggregate the Data recommended to be collected and aggregated, then verified, analysed and presented by the PIU.

6. Safety aspects of hiking

Stakeholders, Dwivaeyez Hiking Club directly involved in hiking expressed the following concerns:

- Urgent need to develop and execute a public sensitization campaign on the risks and risk mitigation measures recommended for safe hiking
- Need to register Hiking groups and maintain open information and communication channels
- Time of year hiking should be promoted and supported
- Carrying capacity determined and published for key WNT segments based on traffic flows
- Promote the use of appropriate mandatory PPEs at all times
- Disposal systems clearly demarcated and penalties imposed for non-compliance

Consultation No. 2: Kalinago Council

On Saturday July 31st, 2021, a meeting was held with the Kalinago Council at the Resource Centre in the Kalinago Territory. The objective of the meeting was to administer a questionnaire designed by the Social Officer to seek a better understanding of the socio-economic conditions of the Kalinago Territory, as well as to seek views from participants on how the project is likely to impact their community. The meeting was organized by the PIU whose staff contacted the Chairman of the Council to apprise him of the meeting and followed up with an email message to confirm the dates and reconfirm the importance of inviting all Council members. The meeting took place as scheduled and was attended by 2 (33%) of the six councillors plus the Council Chief (male) and Council clerk (female). On investigation, it was found out that 3 of the absentee councillors were female who had previously confirmed their attendance but due to unexpected family commitments respectively ended up unable to attend. The fourth absentee councillor had attended the meeting but had to leave prior to its commencement.

To ensure that the views of these female counsellors were taken on board, a telephone meeting was held on August 9th with Deborah Thomas Phillip (see table 5), one of the female absentee councillors, to discuss responses to the same questionnaire which was administered at the Saturday meeting. Mrs. Thomas Phillip obliged.

At both meetings, stakeholders unanimously welcomed the Project and were happy to share their views on the several community development impacts it could have through livelihood creation.

Both meetings indicated:

- The following sector priority ranking in this order:
 1. Farming
 2. Craft
 3. Tourism

4. Fishing
5. Agro-processing

- The need to develop the tourism sites along the trail and the buffer zones to attract the overload of tourists visiting the Trafalgar Falls.
- Minimal negative impacts with respect to land use; however, land use planning was flagged as critical given the traditional importance of land to the Kalinago as gatherers and hunters.
- Revival of canoe making and fishing.
- Need for a spring water plant.

The meeting with the Council explained that land is not sold, but is allocated or reallocated and compensation, when necessary, is based on value of crops or other productive activity taking place on the land, with the final decision-making authority on allocation/reallocation of land resting with the Council.

The Council members advised that there is no available land for engaging in land swaps.

Table 5 below presents the list of participants at both meetings, while **Annex 5** presents the completed questionnaire.

Table 5: List of Participants at the Consultations with the Kalinago Council July 31st 2021

Name	Position	Livelihood	Community	Email	Contact	Gender
Council Members						
Lorenzo Sanford	Chairman	Farmer	Bataca		277 2679	Male
Alexander Burton	Councillor	Retired teacher	Gullet River			Male
Anthony Luciene	Councillor	Farmer/Teacher	Cray Fish River			Male
Dian Darroux	Clerk		St Cyr			Female
Project Team						
Name	Position	Livelihood				
Mr. Ronald Charles	Forest Officer	PIU Official				Male
Dr. Sylvia Charles	Social Safeguards Consultant	Consultant		charles.sylvia@gmail.com	245 5215	Female
Ms. Lucilla Lewis	Social Safeguards Consultant's Associate	Consultant	Soufriere, Dominica	Lewis2004@gmail.com	235 3417 613 3417	Female
Other Stakeholders (Telephone Interview)						
Name		Livelihood	Community		Contact	Gender
Deborah Thomas Phillip	Councillor	Supervisor National Employment Programme	Gullet River		276 5512 615 5338	Female
Castrina	Independent				265 1837	Female

Frederick	Gender Advocate	Farmer	Pointe/St Cyr			
Regina Joseph	Independent Gender Advocate	Farmer	St Cyr		285 4682	Female

The meeting with the Councillor pointed to the existence of the Kalinago Women’s Farmers’ Group. In this regard, telephone discussions were held with the following persons to determine the status of the group and most of all to sensitise them to the rolling out and objectives of the Project, to seek their feedback and to establish a line of communication to ensure their participation in continued project consultations.

Telephone discussions were therefore also held with:

- Mr. Asher Burton: Agricultural Extension Officer, Tel. number 617 6612
- Castrina Frederick: Tel. number 265 1837: herbs, sweet potato and other root crops farmer; sells directly on local market and to hucksters. According to the farmer there is a high unemployment rate among Kalinago women. In the agricultural sector, she said that while tools have been donated in the past, women farmers are most challenged by the cost of ploughing provided by male labourers. Women are forced to multitask on the farm to keep down the cost of labour and would therefore welcome some financial support.
- Regina Joseph: Tel. number 285 4682: root crops. Was a Fair Trade and Europe Gap certified farmer: She expressed the need for financial support in the absence of the traditional “Coude Main” (free labour from community members), which has resulted in high farm labour cost and affecting the viability of the farms.

The discussions revealed that the Kalinago Women’s Farmers Group is currently inactive despite its recent participation in the creole production “Belle Tori – Women is Farmers Too” sponsored by the UNDP Strengthening Disaster Management Capacity of Women Project. Some level of frustration with past failed attempts with forming groups was expressed including empty promises of capacity building support.

It was explained that the main challenge faced is the fact that the number of female farmers has shown a declining trend that has left very few active female farmers to be members of a group. In this context, formation of a Kalinago Women in Business Group was discussed and the two women, while welcoming the project objectives expressed the hope that it would support formation of the proposed Kalinago Women in Business Group.

The two ladies expressed keen interest in allocation of resources by the project for rehabilitation of the Centipede Trail, a once popular tourism site which provided livelihood for women vendors, and which has been closed since 2017 with the passage of Hurricane Maria.

Consultation Number 3: Cottage Village Council

On Sunday August 8th, 2021, a meeting was held with the Cottage Village Council, which covers the communities of Cottage, Tantan, Savanne Paille, Morne a Louis, Clifton.

Of the seven council members, five councillors are female and two are male of which one of the males is Chairman, while the Clerk is female.

The meeting was arranged by the PIU via zoom platform which became necessary with the sudden official report of spread of COVID across communities in Dominica and the postponement of all face-to-face meetings with the remaining village councils which were scheduled over the first two weeks of August.

Due to the last-minute rescheduling of the meeting as a result of COVID, only two councillors (both female) and the clerk were available to attend the meeting.

The meeting served to sensitise the participants to the objectives of the LEToBP project and further, to seek their impressions on the socio-economic baseline of their communities, and importantly, to seek their feedback on possible positive and negative impacts of the project. The meeting was guided by the questionnaire which was designed and administered by the social consultant.

See **Table 6** below for the list of participants and **Annex 6** for the completed questionnaire.

Table 6: List of Participants at the Consultation with the Cottage Village Council

Name	Position in Council	Livelihood	Community	Contact	Gender
<u>Council Members</u>					
Caryl Baron	Deputy Chair	Chef	Savanne Paille	6147198	Female
Catherine Joseph	Councillor	Chef	Gillete	612 6804	Female
<u>Project team</u>					
Mr. Ronald Charles	Forest Officer	PIU Official			Male
Dr. Sylvia Charles	Social Safeguards Consultant	Consultant		2455215	Female
Ms. Lucilla Lewis	Social Safeguards Consultant's Associate	Consultant		2353417	Female
Forestry, Parks and Wildlife Division					
Ms. Jacqueline Andre	Forest Officer	Government Official			Female

It was reported that a large number of young women in the area had worked as domestic workers with the Ross University whose departure resulted in high unemployment rates among women.

Unlike men who found alternative livelihoods in farming and construction, women have been limited to alternative livelihood in backyard gardening.

Among the priority projects suggested by the women and youth were:

- Establishment of a fish drying plant for the women in the area;
- Investment in a glass-bottomed diving boat for the young men in the area.

Consultation Number 4: The meeting was held via zoom on Wednesday 4th August 2021, with representatives from two of the villages within the vicinity of the Morne Trois Pitons National Park, namely Trafalgar and Wotten Waven. The discussion centred around livelihoods and their links with the park, potential project impacts and risks and land use, rights and restrictions to access. The representatives, whose designations are given in Table 7, ranked tourism as the principal economic activity in the community. This was followed by farming and horticulture. The male/female participation in the tourism sector however differed in the two villages, with Trafalgar having substantially more women than men engaged in the sector (65 % vs 35%); and Wotten Waven indicating that 60% of the operators in the tourist sector are male. It was observed that most businesses have livelihoods linked to the park and that the geothermal operations are poised to become a significant factor in livelihoods.

The meeting noted that COVID-19 had severely disrupted livelihood activities, indicated in the closure of businesses, the decline in employment and a drop in revenues to the Council. The project is expected that the Project will enable better management of the resource and that the community will benefit from what the resource offers. It was also felt that the Project could result in the loss of a few trees to allow for paths to be created and that this could be exacerbated by having too many persons on the trail at any point in time.

It was suggested that there should be training for locals to manage the area, for example as park rangers from the community.

Table 7 presents the list of participants, while **Annex 7** presents the completed questionnaire.

Table 7: List of Participants at the Consultation with the Trafalgar Village Council and Wotten Waven Development Committee 4th August, 2021

Name	Position in Council	Livelihood	Community	Contact	Gender
<u>Council Members</u>					
Alan Toussaint	Chair Person		Trafalgar		Male
Abra Lee-Jones	Councillor		Trafalgar		Female
Mr George	Deputy Chairman, Wotten Waven Development Committee		Wotten Waven		Male
<u>Project team</u>					
Mr. Ronald Charles	Forest Officer, PIU				Male
Mr. Michael Mc Intyre	Environmental Officer, PIU				Male
Dr. Sylvia	Social Safeguards Consultant				Female

Charles					
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Consultation No.5: Meeting with the Lands and Survey Division and the Physical Planning Unit, on Thursday August 19th, 2021. The meeting discussed and agreed on approaches to settling claims from affected persons with untitled land rights, and the land acquisition process. The meeting agreed that going forward a team comprising the Physical Planning Unit, the Lands and Survey Division, the Forestry Division and the PIU would meet with affected farmers to educate them on the preferred approach of switching to sustainable farming including tree crops.

Table 8 below presents the list of participants at the meeting.

Table 8: List of Participants at Meeting with Physical Planning Unit and Land and Survey Division

Name	Organisation	Position	Contact	Gender
Dr. Gemora Joseph	Physical Planning Unit	Director		Female
Mr. Marcus Lestrade	Land and Survey Division	Director		Male
Ms Jacqueline Andre	Forestry Division	Forest Officer, National Parks		Female
Project Team				
Mr. Ronald Charles	PIU	Forest Officer		Male
Mr. Michael Mc Intyre	PIU	Environmental Officer		Male
Dr. Sylvia Charles		Social Safeguards Consultant		Female
Ms. Lucilla Lewis		Social Safeguards Consultant's Associate		Female

Consultations towards stakeholder sensitisation and seeking preliminary feedback, due to COVID, could not be completed by the end of August 2021 as was envisaged, due to COVID, and were scheduled to be completed in September 2021. Some of these could not be held. A case in point was the meeting scheduled to be held with the Portsmouth Town Council. However, the Chairman and a Councillor participated in the Town Hall Meeting held on September 22nd, 2021. Moreover, the impact of COVID on the two town- hall meetings held was evident in the meeting logistics – a mix of face-to-face and zoom participation, and attendance rates below desired levels:

- Community Consultation North Northwest Region held on Wednesday 22nd September 2021 at the Portsmouth Credit Union Building

The consultation was targeted at tourism operators and farmers in the regions covered by the Morne Diablotin National Park and the Cabrits National Park. It commenced with introductory remarks by Ronald Charles, Forest Officer PIU. This was followed by a presentation on the Project by the Social Safeguards Consultant and one by the Consultant's Associate. Generally, stakeholders welcomed the project and expressed the hope that it would address some of the socio-economic challenges evident in the project affected communities. See meeting report in **Annex 8**.

- Consultation with communities in the Kalinago Territory on Thursday 23rd September 2021 at the Salybia Government School.

The consultation was targeted at all stakeholders in the Kalinago Territory to sensitise them to project objectives, benefits and potential risks with considered risk mitigation action and to seek clarification on issues raised in the Draft Indigenous Peoples Plan Framework (IPPF).

Introductory remarks were presented by Ronald Charles, Forest Officer PIU), followed by a presentation by the Social Safeguards Consultant and one by the Consultant's Associate.

See meeting report in **Annex 9**.

The town halls sought feedback on the following specifics, in addition to other issues which arose

- The proposed livelihood activities
- The recommended grievance reporting mechanism for confidential reports relating to SEA and SH
- Gender concerns and priorities
- Preferences regarding settlement/compensation for loss of land/loss of land use
- Suggestions of alternative livelihood projects by affected communities
- Feedback on proposed risk mitigation measures for general project implementation activities/measures

The intention to target key stakeholders who were invited to participate, but could not attend the first consultation in March, was not realised due to COVID.

Power point presentations for the above two town-hall style consultations held in September, 2021, are attached as **Annex 10**.

Finally, a meeting was held via zoom with the Director of Gender Affairs, Ministry of Youth Development and Empowerment, Youth at Risk, Gender Affairs, Seniors Security and Dominicans with Disabilities, Ms. Melissa Morgan. The meeting served to sensitize the Director to the objectives, benefits and risks and risk mitigation plans of the project and most importantly to seek her feedback on the gender approach of the Project and to strategies to secure stakeholder ownership of the gender activities and gender targets set by the Project. See meeting report in **Annex 11**.

Overriding results from consultations held to date include:

- Key stakeholder segments sensitised, and feedback, including indications of priority concerns, obtained on likely benefits and negative impacts, and including indications of priority concerns obtained, using participatory and all-inclusive approaches.
- Expectations managed: Village councils and Kalinago Council and other stakeholders consulted to date, sensitized to the nature and scope of project.
- Validation of the perception by the planners that the project would be welcomed by the

affected communities

- Findings on land ownership and land use issues, and possible responses that will have to be addressed by the Project.
- Perceptions and issues to be addressed in finalising the IPPF.

Implementation Phase to end of Y5

During the early months of this phase, it is anticipated that specific project implementation activities would be finalised and it would be necessary to update the mitigation plan, where further negative impacts are foreseen, and to be presented to stakeholders for further feedback.

Based on this finalised selection of project activities, the implementation plan, including the risk mitigation plan, and monitoring plan may have to be updated by the PIU. These activities will require ongoing consultations with stakeholders, especially to complete the monitoring reports.

Feedback/information gathering approaches, during this phase, also could include additional face-to-face meetings (depending on situation with COVID), or digitally, and administration of small surveys. The latter could result in capacity building of Kalinago Council/Village Council clerks to enable them to assist while undertaking the surveys.

Furthermore, due to the COVID outbreak that Dominica faced at the time, there was low appetite for attending meetings, even online, so that it was not possible to hold some of the planned meetings; these may have to be rescheduled as pre-implementation activities.

3.4.2 Citizen Engagement Monitoring

Monitoring of Citizen Engagement of a project depends on the final project documents with agreed monitoring timeframes. It maps project implementation processes and outcomes during the agreed monitoring intervals.

The selected Citizen Engagement indicator below is intended to broaden the assessment of project results beyond monitoring activity implementation of the SEP. It seeks to measure also outcomes of project activities including SEP implementation. The selected Citizen Engagement indicator will shed light for answering the following question:

- a) To what extent did stakeholders' feedback during consultations inform activities included in the Project implementation plan

The key Indicator to be tracked is as follows:

- Number of actions proposed by beneficiaries during consultation and/or stakeholder engagement events that have been incorporated into project implementation.

-

Table 9 below presents the format for tracking this indicator.

Table 9: Indicator Analysis

Indicator Name	Target	Definition/Description	Frequency	Data Source	Methodology for Data Collection	Responsibility for Data Collection
Number of actions proposed by beneficiaries during consultation and/or stakeholder engagement events that have been incorporated into project implementation	9	Feedback from beneficiaries will be received through processes described in the Project's Stakeholder Engagement Plan. Actions may be proposed and documented through these processes. Incorporation of actions must be formally documented.	Annual	Consultation reports; Meeting minutes; Project progress reports	Consultation reports or meeting minutes must be made public and must note how the proposed action has been incorporated in the Project and how it has or will be implemented. This can also be documented in regular progress reports on the Project submitted to the World Bank	Ministry of Environment, Rural Modernisation and Kalinago Upliftment / PIU

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4. GRIEVANCE REDRESS MECHANISM (GRM)

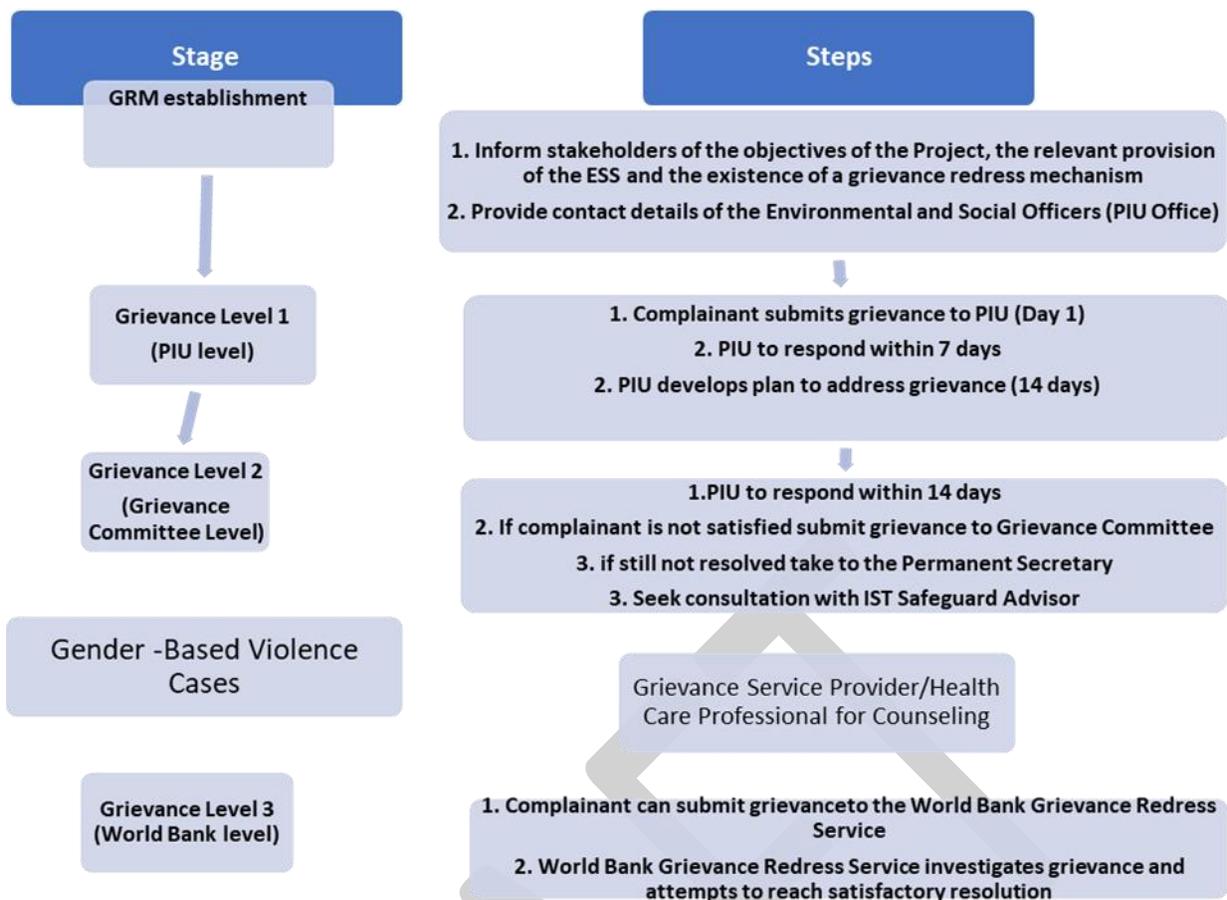
4.1 Grievance Mechanism with Flow Chart

Stakeholder consultations are designed to provide full disclosure on the Project and to engage the participation of the affected communities in the various phases – from design to operation. It is hoped that these consultations would serve, inter alia, to minimize disagreements and grievances among members of the communities. Nevertheless, provisions must be made for dispute settlement and grievance redress, in the event that they are needed.

The objectives of the GRM are to establish simple, clear and easily understood procedures to enable the recording, investigating and settlement of complaints and grievances brought by the stakeholders; to ensure the documentation and compilation of complaints/grievances to facilitate monitoring and continuous improvement in the performance of the PIU through analysis of trends and lessons learnt.

The diagram below presents the flow chart for the GRM for the Stakeholder Engagement Plan which will be used in collaboration with the specific GRM in the Labour Management Plan, and the specific GRM in the Gender Assessment with the latter calling for special procedures (outlined in the next subsection), because of the high level of confidentiality required. All of the GRM processes are subject to the relevant national laws. Also note that physical addresses specified in the procedures are tentative.

GRM Flow Chart



The GRM will enable the PIU to address any grievances against the Project and project activities relating to participation of stakeholders in the sensitization and decision-making regarding project activities, risk mitigation plans and implementation. The Administrative Officer, the Environmental Officer and the Social Officer will be all three responsible for registering, tracking, addressing and resolving any complaints raised by individuals or groups in connection to the Project in a single GRM database. The PIU will maintain a Data Base, managed by the Administrative Officer, to log all complaints and to track each one from date received to date resolved and highlight how each case was investigated and resolved. The GRM allows for complaints to be submitted to the PIU anonymously, online, phone, email, letter and in person, as referenced below. Regardless of the means of communication of complaints in connection to the Project, they shall be logged in the GRM database for this Project.

- In person: EALCRP PIU, 19 King George V St., Roseau
- Letter: Attention Project Manager, EALCRP PIU, 19 King George V St., Roseau
- Phone: 266 3998
- Email: grmgef@dominica.gov.dm
- Anonymous: phone, email, letter, etc.

Grievance reports will be prepared on a monthly basis by the PIU and will include a name, date and contact information with a detailed description of the case and complainant and steps taken with a timeframe for resolving complaints, and the accountable staff of the PIU responsible for handling the grievance.

It is expected that there will be a normal response time of 7 days for each case; those that cannot be resolved by the PIU and must be referred to the Grievance Committee to be addressed will require a longer time for a resolution up to 14 or more days to respond. The PIU will include all details of all grievances received in the Project GRM in its Project reports to be submitted on a

quarterly basis to the World Bank, and shall notify the World Bank promptly (no later than 48 hours from taking notice of occurrence) of any serious Project grievance or accident or incident. Complaints not resolved by the PIU within 14 days will be referred to the Grievance Committee (GC) for deliberation and recommendations to resolve complaints. Complaints not resolved by the GC will be referred to the Permanent Secretary of the Ministry of Blue and Green Economy, Agriculture and National Food Security, who will engage with the PIU Project Manager. These complaints will also be recorded and tracked by the Administrative Officer and the Environmental and Social Officers. All GRM records will also be available to WB staff during supervision missions, in addition to details on grievances being provided in Project reports, as outlined above.

4.2 Gender-Based Violence (GBV) Grievance Redress Mechanism (GRM)

This Project is not a high-risk project for sexual exploitation and abuse (SEA) and sexual harassment (SH) cases. However, occasional cases of SEA and SH can occur, can be very sensitive, may not be reported due to the risks of stigmatization, rejection and reprisals against victims/survivors. This risk creates and reinforces a culture of silence of survivors who may be unwilling to approach the PIU directly. To enable such victims to safely access grievance mechanisms, the PIU will put in place additional channels for mitigating and registering complaints in a safe and confidential manner, including seeking a GBV service provider or Counselling Services, or family Health Care Professional to manage investigation and resolution of grievances and where necessary to support SEA/SH survivors immediately after receiving a complaint and beyond closure of the complaint.

The following procedures are specific to gender issues with the objective of enabling the PIU to address any grievance in connection with project-related sexual harassment (SH) and sexual exploitation and abuse (SEA) in a very confidential manner and in compliance with the provisions of the relevant national laws, specifically the Protection Against Domestic Violence Act 2001 and the Sexual Offences Act of 1998.

A special channel will be devoted to SH/SEA issues in this GRM. In this regard, the PIU through the Permanent Secretary (PS) in the Ministry of BGEANFS, will secure support services from a GBV practitioner in managing and resolution of SH/SEA grievances/complaints.

This GRM also allows for complaints to be submitted to the PIU anonymously, online, by phone, email, letter and in person through any one of the following 5 options:

- In-person: Social Officer: PIU, 19 King George V St., Roseau or designated GBV service provider
- Letter: Attention Project Manager, PIU, 19 King George V St., Roseau
- Phone: 266 3998
- Email: grmgbvgef@dominica.gov.dm **A dedicated email account established for gender complaints (linked to a GBV service provider)**. This could be linked to the Social Worker, Bureau of Gender Affairs, a GBV provider. The Director of Gender Affairs has given a commitment to assist, noting that the Social Worker also has the back-up of a Counsellor based in the same Ministry (Ministry of Youth Development and Empowerment, Youth at Risk, Gender Affairs, Seniors Security and Dominicans with Disabilities).
- Anonymous: phone, email, letter, etc.

Significantly, unlike the other GRMs under this project, a dedicated email account directed to the in-box of the identified GBV practitioner is added among the options for submitting complaints.

All complaints will be reviewed and investigated by the Social Officer and GBV practitioner/service provider, who will then prepare a report with recommendations and clear justification for the recommendations. The meeting will be chaired by the GBV practitioner and the Report will be prepared and submitted to the PIU Manager by the Social Officer, under confidential cover.

It is expected that there will be a normal response time of 7 days for each case, however depending on the nature of the complaint, on the determination of the GBV practitioner the survivor complainant may be contacted immediately; more complex cases may require up to 14 days to respond, and the complainant will be informed accordingly of the extension of the timeframe for response as well as who is responsible for the resolution of the complaint submitted.

Complaints not resolved by the PIU (at the level of the Social Officer and GBV practitioner will be referred for further consideration at a further meeting of the Social Officer and GBV practitioner but chaired by the PS MBGEANFS.

Regarding data management, the PIU will maintain a data base, managed by the Social Officer, who will also submit a monthly grievance report to the PIU Manager.

Grievance reports will include a name, date of receipt and resolution, contact information with a detailed description of each case and how it was investigated and resolved.

The Social Officer will be responsible for registering, and tracking all complaints received.

The procedures for this GRM are summarised below:

1. **Receipt of Complaints:** through any of the channels listed above and entered in a separate GBV complaints register at the PIU will be channelled to the GBV service provider by the Social Officer.

2. **Recording of complaints:** The Social Officer and the GBV service provider will collaborate to maintain respectively, updated GBV complaints which record:

- gender of complainant
- name of complainant where available
- channel and date of receipt of complaint
- age of complainant where available
- address of complainant where available
- investigation procedure
- action recommended
- action taken

3. **Review of complaint:**

- The Social Officer and GBV service provider convene a meeting within **3 days** of receiving the complaint (could be via digital platform), so the two of them can discuss the complaint and determine necessary action/next steps. If deemed necessary, contact will be made by the GBV service provider with the complainant/survivor immediately.

- The Social Officer and GBV service provider will ensure that their recommended action should be compliant with gender policy of the project and the national legislative and regulatory framework regarding GBV.

- In the event of deciding on a resolution of the complaint at this level, the PS Gender Affairs will be invited to meet with the Social Officer and the GBV service provider as chair of a review meeting, with a view to arriving at a final decision on action to be taken.

- Decision on action to be taken communicated with PIU Manager by the Social Officer under confidential cover.

4. **Communication with complainant/survivor:**

- The GBV service provider, on behalf of the PIU Manager, will communicate with the complainant/survivor within **7 days (or before if deemed necessary)** on action to be taken/ next steps. If decision has not been taken by then, the communication will acknowledge receipt, apologise for delay in taking action and propose a date by which communication of decision on action to be taken will be sent.

5. **Taking of action and closure:**

- The GBV service provider will implement/coordinate implementation of action with the support of the Social Officer.

- The GBV service provider will prepare a report on implementation of the actions in collaboration with the Social Officer and submit to the PIU Manager under confidential cover.
- Based on this Confidential Report the PIU Manager will issue a letter of closure to the complainant/survivor.

6. Monitoring of outcomes:

This monitoring function is especially critical, because of the risk of re-victimisation and re-traumatizing of survivors.

- The Social Officer will therefore continue to monitor and will update the PIU Project Manager on a quarterly basis.
- On agreement by the survivor, the PIU will make available to the survivor counselling services on a quarterly basis during the first year after closure of the action.

The consultations with stakeholders will seek feedback for finalizing the above grievance report and resolution process. Feedback will be sought, for example, from Village Councils, Kalinago Council, health providers, etc.

Non Retaliation Statement

The World Bank and the Ministry of Blue, Green Economy, Agriculture and National Food Security will ensure that there is no coercion, retaliation, intimidation, or harassment directed against any Stakeholder or Beneficiary who makes a report or comment during stakeholder consultation or in a public meeting organized by the Project. If any Stakeholder or Beneficiary feels that he or she has been retaliated against for making a report or participating in the stakeholder consultation, the alleged violation should be reported using the Grievance Redress Mechanism.

COMMONWEALTH OF DOMINICA

Ministry of Blue and Green Economy, Agriculture and National Food Security

Tel: (767) 266-3779 / 3779
 Fax: (767) 448 7999
 E-mail: stephensonke@dominica.gov.dm
 Website: www.dominica.gov.dm

Government Headquarters
 Kennedy Avenue, Roseau
 Commonwealth of Dominica

March 8th 2021

Dear Sir/Madam

The Ministry of Blue and Green Economy, Agriculture and National Food Security of the Dominica invites you to a consultation on the GEF 7 Project “**Leveraging Ecotourism for Biodiversity Protection**”, scheduled for March 16th ,2021 from 9:30 a.m. to 12:00 noon at the Goodwill Parish Hall.

This will be the first of a series of consultations organized by the Project Implementation Unit of the Emergency Agriculture Livelihood and Climate Resilient Project to meet the requirements of the World Bank and Global Environmental Facility (GEF) Stakeholder Engagement and Information Disclosure.

The consultation aims at disclosing project components and soliciting stakeholder participation in the decision-making process in terms of assessing the environmental and social risk and impacts of Leveraging Ecotourism for Biodiversity Protection.

This consultation will form the basis for the necessary safeguard instrument that will be included in the Environmental and Social Management Framework to avoid or mitigate negative impacts during implementation of the Project.

All Covid-19 protocols are in place at the venue and a Zoom invite will be sent to Stakeholders who wish to participate virtual. Please indicate your preference to be catered for accordingly.

Your Sincerely,

.....
MR. KERVIN STEPHENSON
PIU MANAGER
EMERGENCY AGRICULTURE LIVLIEHOOD AND CLIMATE RESELIENT PROJECT
MINISTRY OF BLUE AND GREEN ECONOMY, AGRICULTURE AND NATIONAL FOOD SECURITY

“Building a Resilient Public Service: A Collective Response”

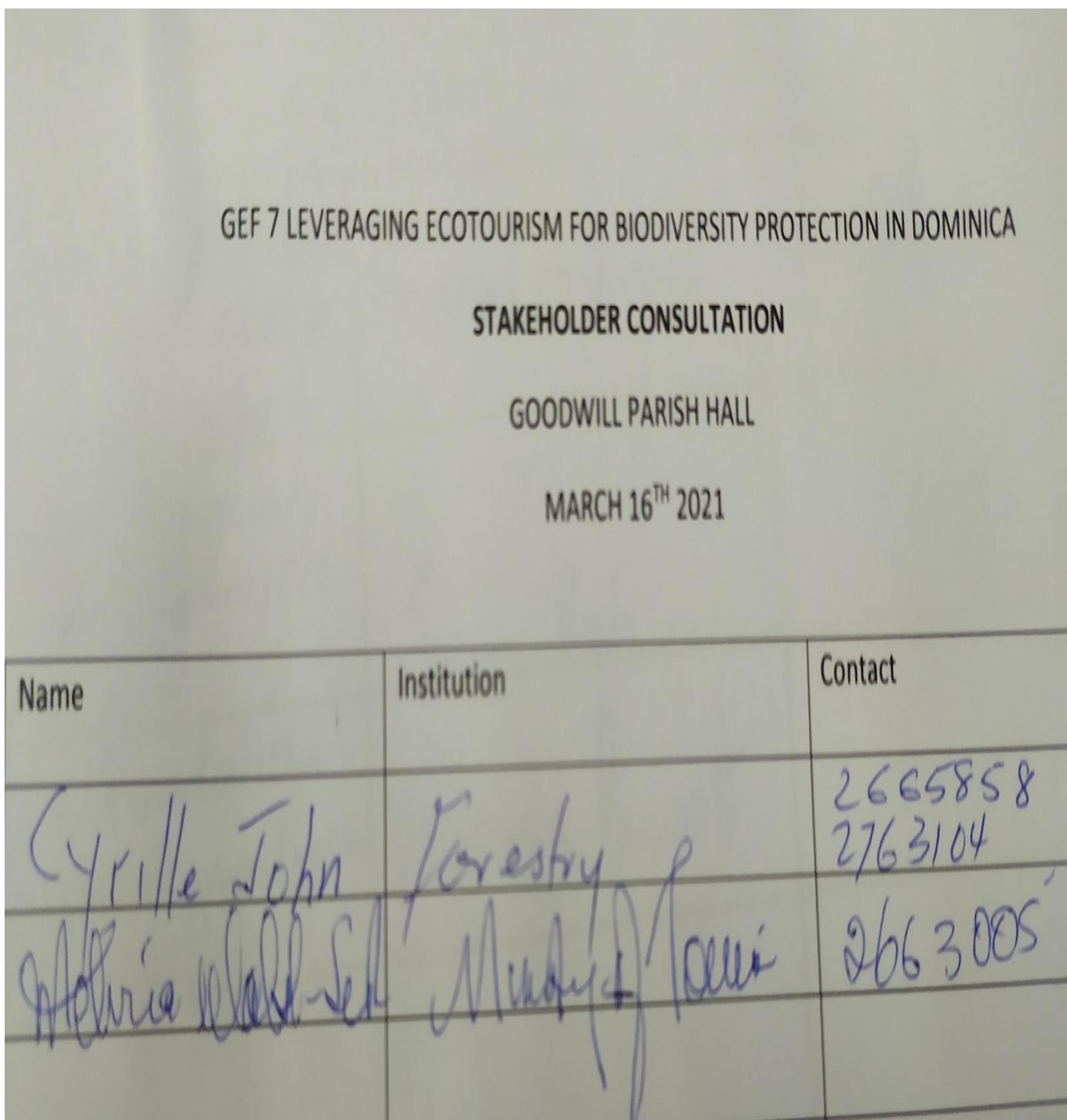
ANNEX 2: TARGETED STAKEHOLDERS MARCH 2021 CONSULTATION

	Names of Stakeholders	Key Individuals	Contact
1.	Dominica Hotel Association (DTA)	Kevin Francis	440-3430
2.	Dominica Community Tourism Association Inc.	Josephine Dublin Prince	2853044
3.	Dominica Organic Agriculture Movement (DOAM)	Dr. Al Mario Casimir	2856142 suburban_da@yahoo.com
4.	Kalinago Council,	Lorenzo Sanford	2772679

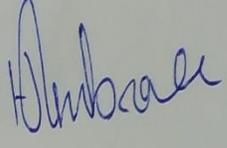
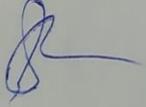
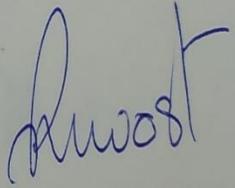
	under the Ministry of Sports, Culture and Community Development		
5.	Village Councils, under the Ministry of Sports, Culture and Community Development	Mr. Yolande Jno. Jules	6131609/2778798
6.	Independent Consultant	Vanessa Prevost	
7.	Forestry Division, in the Ministry of Environment, Rural Modernization and Kalinago Upliftment	Jacqueline Andre	2665856
8.	Hikers Association (Dwivayez)	Ibrahim Brohim	6145492
9.	Fort Young Hotel	Manager	2756901 dinesh@secretbay.dm
10.	Secret Bay Hotel	Manager	info@secretbay.dm
11.	Jungle Bay Resort and Spa (Hotel)	Sam Raphael	info@junglebaydominica.com 2351739
12.	Tour Guides Association		
13.	Whitchurch Tours	Manager	2551167 Stacy.eli@witchchurch.com
14.	Discover Dominica Authority	Director	4482045 5-7 Great Marlborough Street
15.	Dominica Association of Local Government Authorities (DALA), under the Ministry of Sports, Culture and Community Development	Yoland Jno-Jules	6131609/2778798 P.O Box 1956, Roseau
16.	Land and Survey Division and Property Valuation Unit of the Ministry of Housing and Urban Development	Marcus Lestrade	2663431
17.	Parliamentary Opposition	Opposition Leader	
18.	Dominica Bureau of Gender Affairs: Ministry of Youth Development and Empowerment, Youth at Risk, Gender Affairs, Seniors Security and Dominicans with Disabilities	Director-Melissa Morgan	266-3344 genderaffairs@dominica.gov.dm
19.	Dominica National Council of Women	Josephine Dublin-Prince	448-7546
20.	Dominica Taxi Association	Jennor Guiste	
21.	Dominica State College	President	2663000
22.	Giraudel Flower	Sybil Alfred	

	Association		
23.	Physical Planning Division of the Ministry of Economic Affairs, Planning, Resilience and Sustainable Development, Telecommunications and Broadcasting	Head/Director	2663751/2663752

ANNEX 3: ATTENDANCE RECORD: STAKEHOLDER CONSULTATION MARCH 16, 2020

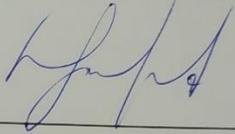
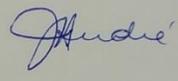
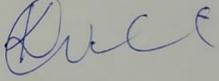
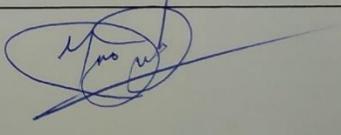
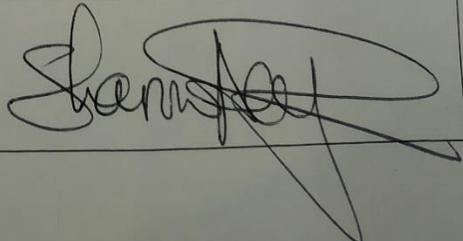


Stakeholder Consultation

No.	Organization/Ministry	Name	Signature
35	Ministry of Tourism Maritime Initiatives & International Transport	Howard Ambrose	
36	Marigot Community Tourism Committee	Jason Robin	
37	SUN Foundation vanpre@gmail.com 2752824	Vanessa Puost	
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Stakeholder Consultation

No.	Organization/Ministry	Name	Signature
28	Dwivewez Hiking Club	Ibrahim Ibrahim	
29	Kalnuqo Council	Lorenzo Micah Sanford	
30	Jacqueline An. forestry + wildlife DWS	Jacqueline Audie'	
31	DDA	Kelly Ann Williams	
32	Discover-Dominica Authority	Daphne Vidal	
33	DALCA	Yoland Pro Jules	
34	Sharon Allcock Deeph DSC	Sharon Allcock - Deeph	

ANNEX 4: STAKEHOLDER ENGAGEMENT SCHEDULE

Activity	Mode of Invitation/Communication	Venue	Date	Convened by	No. of Participants	Results	Comments
Consultation with all key stakeholders	Telephone, email, radio announcements	Goodwill Parish Hall	..16/3/21	PIU	37	Stakeholders sensitized on the Project	Well attended by media houses in Dominica
Consultation with Kalinago Council	Telephone, email and telephone follow up by the PIU through the Council Chairman	Resource Center Kalinago Territory	31/7/21	PIU and Social Safeguards Consultant	2 Councillors, the Clerk of the Council, the Council Chairman, and project team	Council members sensitized to project objectives and embraced the opportunity to share their thoughts on possible community tourism livelihood opportunities from the project Social consultant sensitized to the Council's consideration of priority community development projects in the KT	Discussions were guided by an administered questionnaire. (Completed questionnaire is annexed)
Consultation with Laudat/Trafalgar Wotten Waven/ Cochrane Village Council	Email and telephone by PIU through Council Chairperson	Zoom	4/8/21	PIU and Social Safeguards Consultant	3 Councillors plus Social Safeguards Consultant, Environmental Officer and Forest Officer;	Council Members representing the key villages in the MTP area sensitized to project objectives	
Consultation with representatives of Kalinago Women's groups	Telephone calls by Social Safeguards Consultant		12-20 August 2021	Social Safeguards Consultant	1 at each of 3 telephone meetings. These were 3 one-on-one telephone	They committed to participate in the continued consultative process	They complained that past efforts have been

					meetings	on the project and hoped that the project would result in formation of a functioning Kalinago women in Business group	uncoordinated and not adequately guided by the women on the ground in the frontline of planning
Consultation with Cottage Village Council	Email and telephone by PIU through Council Chairperson	Zoom	8/8/21	PIU and Social Safeguards Consultant and Social Safeguards Consultant's Associate	2 Councillors, Social Safeguards Consultant and Social Safeguards Consultant's Associate, and PIU Forest Officer	They were sensitized to the project objectives and proposed activities and particularly welcomed the gender approach and requested support for strengthening a fledgling meat drying and marketing women's group	It turned out that both Councillors were females and they were able to also give insights on the priority needs of women in the captive communities
Consultation with the Lands and Surveys Department of Ministry of Housing and Urban Development; and Physical Planning Unit of the Ministry of Ministry of Economic Affairs, Planning, Resilience and Sustainable Development, Telecommunications and Broadcasting	Telephone, email and telephone follow up by the PIU	Zoom	18/8/21	PIU and Social Safeguards Consultant and Social Safeguards Consultant's Associate	2 from the Ministries plus project team	-approach to addressing untitled land rights -the land acquisition process in the event that this is a preferred option by farmers located in the proposed buffer zone or by those who could be affected in the process of updating the land management plans	Successful meeting Both Government Officials expressed support for the project and committed to participating as required in implementation of the project.

Public Town Hall Consultation: West Coast Villages from Salisbury to Cottage (All stakeholders and groups listed in table 3)	Telephone, email and telephone follow up by the PIU; radio announcements		22/9/21	PIU and Social Safeguards Consultant	15 participants	<p>Agreement on project activities and livelihood options and compensation options for affected persons</p> <ul style="list-style-type: none"> -Agreement on grievance mechanisms for compliance with WB ESS -Agreement on gender sensitive approach -Agreement on mitigation plan for foreseen risks during implementation 	
Public Town Hall Consultation: Kalinago Territory (ALL)	Telephone, email and telephone follow up by the PIU; flyers, radio announcements, Digicel TV announcements, Facebook, WhatsApp		23/9/21	PIU and Social Safeguards Consultant		<p>Agreement on project activities and livelihood options and compensation options for affected persons</p> <ul style="list-style-type: none"> -Agreement on grievance mechanisms for compliance with WB ESS -Agreement on gender sensitive approach -Agreement on mitigation plan for foreseen risks 	Provided information for clarifying issues raised in the IPPF

						during implementation -Opportunity for Kalinago people to raise key concerns	
Cabrits National Park Marine Section Management Authority (CAPMA)	Telephone		24/11/21	Social Safeguards Consultant	2	CAPMA Secretary sensitised on the Project. Willing to collaborate on areas of mutual benefit.	Info on CAPMA's initiatives & critical needs provided
Meetings which were scheduled but did not take place largely due to COVID 19 effects and must be rescheduled for early implementation phase							
Activity	Mode of Invitation/Communication	Venue	Date	Convened by	No of Participants	Results	Comments
Public Town Hall Consultation: Roseau Valley area (all stakeholder listed in table 3)	Telephone, email and telephone follow up by the PIU; flyers, radio announcements, Digicel TV announcements, Facebook, WhatsApp		TBD	PIU			Did not take place. It was not possible to schedule this meeting during the month of September. Will have to be rescheduled in early stage of implementation phase
Focus Group: DAPD	Direct email and telephone follow up		TBD	PIU and			Did not take place. It was not

							possible to schedule this meeting during the month of September. Will have to be rescheduled in early stage of implementation phase
Focus Group: DNCW	Direct email and telephone follow up		TBD	PIU and			Did not take place. It was not possible to schedule this meeting during the month of September. Will have to be rescheduled in early stage of implementation phase
Ministry of Finance and Investment/Budget Division			TBD	PIU-Forest Officer To be convened by the Environmental Officer and the Social Officer			Did not take place. It was not possible to schedule this meeting during the month of September. Will have to be rescheduled in early stage of implementation phase
<u>Implementation and Monitoring Phase [To be determined (TBD) after further elaboration and approval of project details]</u>							
Activity	Mode of Communication	Venue	Date	Convened by	No. of Participants	Results	

Consultation among project team Leaders	Direct email and telephone follow up	TBD	On start of implementation	PS MBGEANFS	MBGEANFS, Min. of Finance, Min. of Environment, Rural Modernization and Kalinago Upliftment		
Town hall consultation with Kalinago Territory	Telephone, email and telephone follow up by the PIU; flyers, radio announcements, Digicel TV announcements, Facebook, WhatsApp; communications through Kalinago Council	Face-to-face in Kalinago Territory or Zoom or a mix of the two	1 st Qu of implementation	PIU-Environmental Officer and Social Officer			
Town hall consultation with all stakeholders in: -Roseau Valley Area	Telephone, email and telephone follow up by the PIU; flyers, radio announcements, Digicel TV announcements, Facebook, WhatsApp; communications through village councils	Face-to-face in affected communities or Zoom or a mix of the two	1 st Qu of implementation	PIU-Environmental Officer and Social Officer			
Town hall consultation with all stakeholders in: -West coast villages from Salisbury to Cottage	Telephone, email and telephone follow up by the PIU; flyers, radio announcements, Digicel TV announcements, Facebook, WhatsApp; communications through village councils	Face-to-face in affected communities or Zoom or a mix of the two	1 st Qu of implementation	PIU-Environmental Officer and Social Officer			
Consultation with the following Ministries of Government <ul style="list-style-type: none"> • Tourism, International Transport and Maritime Initiatives • Ministry of Blue Green Economy, Agriculture and National Food Security (including 	Telephone, email and telephone follow up by the PIU	Mix of face to face and virtual platform	2 nd Qu. of Implementation	PIU-Environmental Officer and Social Officer			

<p>EALCRP)</p> <ul style="list-style-type: none"> • Ministry of Finance and Investment • Ministry of Environment, Urban Development and Kalinago Upliftment (Forestry Division) • Ministry of Youth Development and Empowerment, Youth at Risk, Gender Affairs, Seniors Security and Dominicans with Disabilities • Ministry of Education Human Resource Planning, Vocational Training and National Excellence • The Ministry of Sports, Culture and Community Development • The Ministry of Housing and Urban Renewal 							
Dominica National Council of Women	Telephone, email and telephone follow up by the PIU		3 rd Qu	PIU-Environmental Officer and Social Officer			
Dominica Campus of UWI	Telephone, email and telephone follow up by the PIU		3 rd Qu	PIU-Environmental Officer and Social Officer			
Private independent consultants	Telephone, email and telephone follow up by the PIU		3 rd Qu	PIU-Environmental Officer and Social Officer			

The Society for Heritage, Architectural Preservation and Enhancement	Telephone, email and telephone follow up by the PIU		3 rd Qu	PIU-Environmental Officer and Social Officer			
Dominica Association of Community Tourism Inc.	Telephone, email and telephone follow up by the PIU		3 rd Qu	PIU-Environmental Officer and Social Officer			
The Kalinago Institute for Global Resilience and Regeneration	Telephone, email and telephone follow up by the PIU		3 rd Qu	PIU-Environmental Officer and Social Officer			
Dominica Hotel and Tourism Association	Telephone, email and telephone follow up by the PIU		3 rd Qu	PIU-Environmental Officer and Social Officer			
Discover Dominica Authority	Telephone, email and telephone follow up by the PIU		3 rd Qu	PIU-Environmental Officer and Social Officer			
Tour Guides' Association	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Hikers (Dwivayez)	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Whitchurch Tours	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Fort Young Hotel	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Secret Bay Resort	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Jungle Bay Resort and Spa	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Kempinski Resort	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Aywasi Kalinago Retreat	Telephone, email and		By end of Y1	PIU-Environmental Officer and			

	telephone follow up by the PIU			Social Officer			
Dominica Organic Agriculture Movement	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Giraudel Women Flower Association	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Dominica Association of People with Disability	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Dominica Council of Ageing	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Association for Senior Citizens of Dominica	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
Dominica Youth Entrepreneurship Organisation	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
National Youth Council	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
CAMPA	Telephone, email and telephone follow up by the PIU		By end of Y1	PIU-Environmental Officer and Social Officer			
All stakeholders	Telephone, email and telephone follow up by the PIU; flyers, radio announcements, Digicel TV announcements, Facebook, WhatsApp; communications through village councils		Y2	PIU-Environmental Officer and Social Officer			
All stakeholders	Telephone, email and telephone follow up by the PIU; flyers, radio announcements, Digicel TV		Y3	PIU-Environmental Officer and Social Officer			

	announcements, Facebook, WhatsApp; communications through village councils						
All stakeholders	Telephone, email and telephone follow up by the PIU; flyers, radio announcements, Digicel TV announcements, Facebook, WhatsApp; communications through village councils		Y4	PIU-Environmental Officer and Social Officer			
All stakeholders	Telephone, email and telephone follow up by the PIU; flyers, radio announcements, Digicel TV announcements, Facebook, WhatsApp; communications through village councils		Y5	PIU-Environmental Officer and Social Officer			
Post Implementation Stage- Monitoring and Evaluation							
All stakeholders	Telephone, email and telephone follow up by the PIU; flyers, radio announcements, Digicel TV announcements, Facebook, WhatsApp; communications through village councils		Y6	PIU-Environmental Officer and Social Officer			

Note: Y = year; Qu = quarter

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Annexes 5 to 11 are attached as separate documents.

ANNEX 5: COMPLETED QUESTIONNAIRE CONSULTATION WITH KALINAGO COUNCIL ON JULY 31st, 2021

ANNEX 6: COMPLETED QUESTIONNAIRE CONSULTATION WITH COTTAGE VILLAGE COUNCIL ON AUGUST 8th, 2021

ANNEX 7: COMPLETED QUESTIONNAIRE CONSULTATION WITH TRAFALGAR VILLAGE COUNCIL ON 4th AUGUST 2021

ANNEX 8: REPORT OF TOWN HALL MEETING IN PORTSMOUTH

ANNEX 9: REPORT OF TOWNHALL MEETING IN KALINAGO TERRITORY

ANNEX 10: POWER POINT PRESENTATIONS: TOWN HALLS AT PORTSMOUTH AND AT KALINAGO TERRITORY

10.1: [Community Consultation Leveraging Eco-Tourism for Biodiversity Protection Project September 2021](#)

10.2: [Community Consultation West Coast Villages and Portsmouth September 22 2021](#)

10.3: [Guide to Discussions Public Consultation for Communities of the West Coast Road, Portsmouth and Villages from TanTan to Cottage September 22 2021](#)

10.4: [Presentation on Gender Assessment September 22 2021](#)

10.5: [Questions Regarding IPPF Leveraging Eco-Tourism for Biodiversity Protection Project September 23 2021](#)

ANNEX 11: REPORT OF MEETING WITH DIRECTOR OF GENDER AFFAIRS

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