

May 2023

BL-L1045

Belize Water and Sanitation Program for Rural Areas

Stakeholder Engagement
Plan



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Acronyms

BENIC	Belize National Indigenous Council
BSIF	Belize Social Investment Fund
BTB	Belize Tourism Board
BTIA	Belize Tourism Industry Association
CAP	Chapter
CBOs	Community-Based Organizations
DAoI	Direct Area of Influence
DOE	Department of the Environment
E&S	Environmental and Social
ESA	Environmental and Social Assessment
ESMP	Environmental and Social Management Plan
ESPS	Environmental and Social Performance Standard
GOB	Government of Belize
GRM	Grievance Redress Mechanism
IAoI	Indirect Area of Influence
IDB	Inter-American Development Bank
LGBTQI+	Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex and other identities
MAFSE	Ministry of Agriculture, Food Security and Enterprise
MHW	Ministry of Health and Wellness
MIDH	Ministry of Infrastructure Development and Housing
MLA	Maya Leaders Association
MNRPM	Ministry of Natural Resources, Petroleum and Mining
MRTCDLLG	Ministry of Rural Transformation, Community Development, Labour, and Local Government
NGOs	Non-governmental organizations
PAPs	Project Affected Persons
PLwDs	People Living with Disabilities
RCDO	Rural Community Development Officers
SATIIM	Sarstoon Temash Institute for Indigenous People
SCA/IPP	Sociocultural Analysis and Indigenous Peoples Plan
SEP	Stakeholder Engagement Plan
TAA	Toledo Alcaldes Association
UNIBAM	United Belize Advocacy Movement
VWB	Village Water Boards

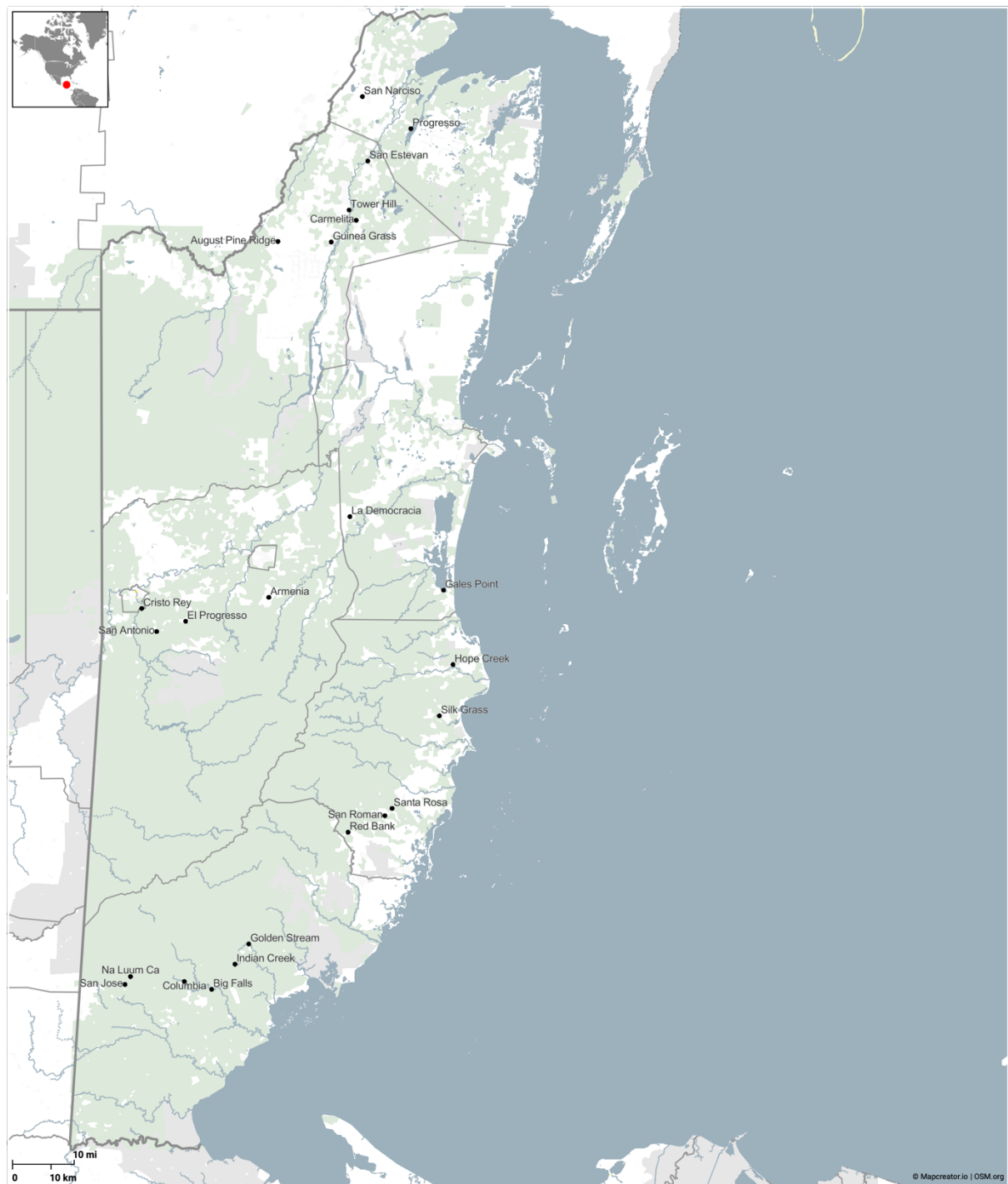
Introduction

Background

The Government of Belize (GOB), through the Ministry of Rural Transformation, Community Development, Labour, and Local Government (MRTCDLLG), in collaboration with the Inter-American Development Bank (IDB), is working on a program to improve the quality of water services in rural areas. The Belize Water and Sanitation Program for Rural Areas (BL-L1045) is a pilot program aimed at improving the quality of drinking water and increasing the capacity of the country's water sector. The program will initially cover 20 villages at a cost of \$4.64 million, with the Belize Social Investment Fund as the implementing agency.

Village Water Boards (VWB) are the main providers of water services for the rural population in Belize, but the quality of service provided by VWB is inadequate due to a lack of clear strategy and regulations, weak institutional structure, and poor governance framework. Only 38% of VWB are currently disinfecting water using a chlorination system, while the remaining 62% are not. The program is piloting the installation of onsite generated mixed oxidant or hypochlorite disinfection systems in 24 communities to improve water quality and reduce the dependency on chlorine. This project also includes a comprehensive training program for the VWB members on the proper operation and maintenance of the disinfection systems to improve the health and well-being of the rural population in Belize.

Figure 1: Map of Project Villages



The Water and Sanitation project is currently in the planning phase, with the design being refined based on recent feedback received from the first public consultation meeting, which targeted key stakeholders. The project's Direct Area of Influence (DAoI) is defined as a 100-meter radius around the water system facilities to be retrofitted, where the majority of the expected environmental and social impacts will occur. Additionally, the Indirect Area of Influence (IAoI) is defined as the entire extent of the 20 villages in the representative area. This expanded area of influence is the one that will receive the environmental and social benefits derived from the water system improvement interventions.

The project activity summary includes the construction and operational phases, with work preparation involving the transport, movement, and stockpiling of materials, equipment, and machinery, as well as land clearing and dismantling of facilities where applicable. The main work includes civil works for improvements in pumping houses, tanks, and well protection, as well as the installation of new disinfection systems. Demobilization of work sites and removal of surplus materials make up the work demobilization phase. The operational phase involves the operation and maintenance of improved water systems.

Environmental and social impacts of the project are characterized as low, including impacts on air, water, soil, and biota, as well as socio-economic impacts, such as infrastructure and services. Positive impacts are also low and medium, with labour employment and commercial and service activities experiencing low positive impacts, while access to drinking water during operation and increased health due to improved water sanitation experience medium positive impacts.

What is Stakeholder Engagement?

Stakeholder Engagement is an inclusive process in which a project's proponents consult with those individuals and groups who will be impacted by the project, including disadvantaged or vulnerable people, who have a general interest in the project and who can facilitate the development of the project. Engagement begins early and continues throughout the life cycle of the project. The specific aim is to develop meaningful relationships that will support the installation of the project while successfully managing any associated environmental and social risks.

The Stakeholder Engagement Plan (SEP) sets the framework for the engagement of a project's stakeholders. Within the framework, stakeholders are identified and classified as to their relationship with the project; appropriate methods and frequency of relating with stakeholders are elaborated; a mechanism to attend to grievances developed; and a system of monitoring and reporting ensure that the plan is both flexible and functioning as intended. Additionally, the SEP works in tandem with other environmental and social plans developed as safeguard mechanisms for the project. In this case, the SEP will augment an Environmental and Social Assessment (ESA), an Environmental and Social Management Plan (ESMP), and a Sociocultural Analysis and Indigenous Peoples Plan (SCA/IPP).

Objectives of the Stakeholder Engagement Process

The specific objectives of the stakeholder engagement process are as follows:

- To ascertain the views and perceptions of potentially affected persons to inform the project design.
- To serve as a means of triangulating data for greater reliability and validity.
- To provide stakeholders with an overview of their rights and responsibilities as it relates to the project.

- To allow for inclusiveness that will foster greater trust, project acceptance and local ownership, which are necessary components for the sustainability of the project.
- To keep stakeholders apprised of the progress of the project.

Elements of a Meaningful Consultation and Stakeholder Engagement Process

In order to ensure that stakeholders are adequately engaged and their views are taken into account throughout the entire lifecycle of the project, it is essential to establish a "meaningful" consultation process. This involves conducting a respectful and good-faith dialogue with stakeholders that is carried out systematically and transparently. By doing so, stakeholders are given the opportunity to provide their feedback and concerns, as well as receive relevant information, allowing them to be more informed and involved in the decision-making process.

Meaningful stakeholder engagement serves several purposes:¹

- It is the basis for constructive relationships with local communities and other groups who may be affected by a project, or have an interest in it;
- It identifies and engages with individuals and groups who may be disproportionately affected by any adverse impacts a project may cause or contribute to;
- It identifies and engages with groups who may be more limited than others in their ability to benefit from project opportunities; and
- It is an essential source of information about local knowledge and perspectives that should be considered in project design and implementation.

A meaningful stakeholder engagement process has the following principles and elements in common:²

- It should be **ongoing and iterative**, and undertaken as a process both during project preparation and implementation, rather than one or a few isolated events.
- It should be based on a **disaggregated stakeholder analysis** and ensure that different categories of stakeholders are represented and involved.
- It should be **equitable and non-discriminatory**, and ensure that women, the poor, and vulnerable groups among stakeholders are given a voice and are not disproportionately impacted by the project.
- Stakeholders should have **prior information** about relevant aspects of the project, in a language, format, and manner that is appropriate, clear, and accessible.
- Consultation events and other means of engagement with stakeholders should be **tailored to the needs of different groups**, to ensure that all relevant perspectives are captured and considered.
- The engagement process should be **respectful and free of coercion or intimidation**. Participants, including those who voice opposition to the project, should be protected against reprisals.

¹ IDB Invest. (2020). Implementation manual: *Environmental and social sustainability policy*. (p. 59).

² IDB Invest. (2020). Implementation manual: *Environmental and social sustainability policy*. (p. 59-60).

- The process should be **transparent, with documentation and public disclosure** of how stakeholders are engaged, what their views and concerns are, and how stakeholder perspectives are considered and reflected in project design and implementation.
- Stakeholders should be able to **voice concerns and grievances**, and to seek remedy from the client if they feel the project may cause harm to them or the environment.

Relevant Regulations and Requirements

This Stakeholder Engagement Plan is informed by the following legislation and policies:

1. National Legislation
 - Constitution of Belize, CAP 4 (rev. ed. 2020)
 - Environmental Protection Act, CAP 328 (rev. ed. 2020)
 - Environmental Impact Assessment (Amendment) Regulation, 2007
2. Inter-American Development Bank Standards
 - Environmental and Social Performance Standard 10: Stakeholder Engagement and Information Disclosure

Brief Summary of Previous Stakeholder Engagement Activities

In April, community leaders such as village councils, water boards, Alcaldes, local cooperatives, community-based organizations, local non-governmental organizations (NGOs), local women's groups, schools, religious leaders, and representatives from central government were consulted through initial public meetings.³ The objective of these meetings was to introduce the preliminary design of the program, including budget, timeline, and project components, and present the findings of the Environmental and Social Impact Assessment (ESIA) and proposed Environmental and Social Management Plan (ESMP). Additionally, environmental and social impacts and mitigation were discussed, and questions and feedback were solicited to direct the program's progression.

Stakeholder Identification and Analysis

Methodology

The first step in the stakeholder engagement process is to identify the various stakeholders. Stakeholders can be broadly categorized into three groups: Project Affected Parties, Interested Parties, and Disadvantaged/Vulnerable Individuals or Groups. Project Affected Parties are those who are directly affected by the project, such as local communities, indigenous people, and farmers. Interested Parties are individuals or organizations that may not be directly impacted by the project but have an interest in it, such as NGOs and government agencies. Disadvantaged/Vulnerable Individuals or Groups are those who are marginalized or may face significant challenges in accessing project benefits. The stakeholder mapping and analysis process involves identifying stakeholders, determining their level of

³ The Public Consultation Report (BL-L1045) can be found online at <https://www.iadb.org/en/project/BL-L1045>

interest and influence, and assessing their needs and expectations. This information is then used to develop effective engagement strategies that ensure the project meets the needs of all stakeholders and contributes to sustainable development.

Based on the Environmental and Social Impact Assessment, fieldwork conducted, and the first round of Public Consultations with community leaders, the following is a breakdown of stakeholders identified:

1. Affected Parties
 - a. Residents
 - b. Schools
 - c. Farmers
 - d. Businesses (including Tourism ventures)
 - e. Local level administration
2. Interested Parties
 - a. Executing agency
 - b. Government
 - c. Associations
 - d. Religious Leaders
 - e. NGOs
3. Disadvantaged/Vulnerable Individuals or Groups
 - a. Indigenous Peoples
 - b. Afro-descendant Peoples
 - c. Women
 - d. Youth
 - e. Migrants
 - f. Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex and other identities (LGBTQI+)
 - g. People Living with Disabilities (PLWDs)

Project Stakeholders

The following table provides a preliminary list of stakeholders within the society who have been identified as an affected party, an interested party or a disadvantaged/vulnerable individual or group.

Table 1: Project Stakeholders

Stakeholder	Summary of Specific Interest/Role in Project	Point of Contact
Affected Parties		
Village Water Boards	<ul style="list-style-type: none"> Local level administration of each target village 	Contact individuals directly or through the RCDOs.
Village Councils		
Alcaldes	<ul style="list-style-type: none"> Local level administration of select Indigenous communities 	Contact individuals directly
Residents		Contact through the VWBs and VCs

Schools	<ul style="list-style-type: none">• Inform about the project• Solicit views about the project and identify aspirations and concerns• Inform about potential impacts and measures to mitigate	
Farmers, both individual and cooperatives who rely on the community water system		
Businesses, including tourism ventures, that rely on the community water system		
Interested Parties		
Belize Social Investment Fund (BSIF)	<ul style="list-style-type: none">• Project executing agency• Point of contact for GRM	Carlos Tun – Executive Director Carlos.tun@sifbelize.org
Potential Project Contractors/Workers	<ul style="list-style-type: none">• Solicit views about the project and identify aspirations and concerns• Inform about potential impacts and measures to mitigate• Apprise of E&S standards (incl. Code of Conduct) and mitigation measures• Apprise of GRM	
Ministry of Rural Transformation, Community Development, Labour and Local Government (MRTCDLLG)	<ul style="list-style-type: none">• Ministry in charge of all rural water systems. Additionally, have a system of Rural Community Development Officers (RCDOs) that liaise with communities and oversee and direct the ministry’s development initiatives.	Elsa Cardinez – Coordinator of Rural Transformation Coord.Rural.Dev@labour.gov.bz
Department of the Environment (DOE)	<ul style="list-style-type: none">• Provide GOB environmental and social permitting requirements, enforces these requirements and provides guidance on environmental and social issues	Anthony Mai – Chief Environmental Officer Doe.ceo@environment.gov.bz
Office of the Commissioner for Indigenous Peoples’ Affairs	<ul style="list-style-type: none">• Government liaison working with Indigenous Mayas of Southern Belize• Keep abreast of project developments• Provide input on consultation process with Indigenous Peoples	Greg Ch’oc – Commissioner Commissioner.ipa@humandev.gov.bz
Ministry of Health and Wellness (MHW)	<ul style="list-style-type: none">• Public Health Dept. within the ministry conducts water testing of all village water sources.• Apprise of project	
Ministry of Infrastructure Development and Housing (MIDH)	<ul style="list-style-type: none">• Apprise of any works that will affect street or roads	
Ministry of Natural Resources, Petroleum and Mining (MNRPM)	<ul style="list-style-type: none">• Permitting agency for water extraction and the	

	<div>digging of well, particularly as it can affect ground water levels</div> <ul style="list-style-type: none">• Ascertain the requirements for any digging of wells &/or extraction of water	
Ministry of Agriculture, Food Security and Enterprise (MAFSE)	<ul style="list-style-type: none">• Cooperative Department – list of cooperative farmers who are using community water sources• Plant health (BAHA) – effects of disinfectant on plants• Also involved in a system of irrigation development for farmers (through) CRESAP project that might affect water sources and levels in villages	
Belize Tourism Board (BTB)	<ul style="list-style-type: none">• Solicit information on tourism businesses in the area• Provide feedback on how the project may impact tourism activities and businesses in the area.	
Area Representatives	<ul style="list-style-type: none">• Apprise of projects in their constituencies – they representative their communities at the highest level of governance	
Belize Tourism Industry Association (BTIA)	<ul style="list-style-type: none">• Solicit information on tourism businesses in the area• Provide feedback on how the project may impact tourism activities and businesses in the area.	
Maya Leaders Association (MLA)/Toledo Alcaldes Association (TAA)	<ul style="list-style-type: none">• Foster partnerships with community-based organizations (CBOs) and other groups that represent marginalized communities to ensure their voices are heard and their needs are addressed.	Pablo Mis mayaleadersbelize@gmail.com
Religious Leaders		
CBOs/NGOs		Lions Club HUMANA Ya’axché Conservation Trust Sarstoon Temash Institute for Indigenous People (SATIIM)
Disadvantaged/Vulnerable Individuals or Groups		
Indigenous Peoples – Villages and Representatives of these communities	<ul style="list-style-type: none">• Provide clear and accessible information about the project, including potential impacts and benefits, to promote	Belize National Indigenous Council (BENIC) Toledo Cacao Growers Association Green Creek Farmers’ Co-operative Santa Rosa Development Cooperative San Roman Mayan Cooperative Maya Green Growers Cooperative

	transparency and accountability.	Sayab Agroprocessing Group
Afro-descendant Peoples – Villages and Representatives of these communities	<ul style="list-style-type: none"> Solicit views about the project and identify aspirations and concerns 	United Black Association for Development and Educational Foundation, ubadeducationaldevelopmentfoundation@gmail.com
Women	<ul style="list-style-type: none"> Engage with women and youth to ensure their meaningful participation in project planning and implementation, and provide opportunities for capacity building and training. 	National Women's Commission Marigold Women's Co-operative Indian Creek Mayan Arts Women's Group Ancient Maya Women's Group Ixchel Women's Group
Youth		Osh Mul Ka Youth Cooperative Young Leaders Alliance of Belize
Migrant		
LGBTQI+	<ul style="list-style-type: none"> Work with LGBTQI+ organizations to ensure that the project is sensitive to their needs and promotes inclusivity and diversity. 	United Belize Advocacy Movement (UNIBAM)
PLWDs	<ul style="list-style-type: none"> Foster partnerships with community-based organizations (CBOs) and other groups that represent marginalized communities to ensure their voices are heard and their needs are addressed. 	

Stakeholder Analysis

Stakeholder Analysis Process

Stakeholder analysis is the process of determining the level of interest and influence a stakeholder will have in regard to the project. Stakeholder analyses are done primarily to inform the SEP of the level and methods of engagement required for each stakeholder. It allows for the efficient use of time and resources to engage each stakeholder or stakeholder group. In any project, stakeholders range from those who are most interested or impacted and have a high degree of influence over the project to those who have very little interest and influence over the project.

Affected Parties

Local communities - The affected parties in the water and sanitation program include the 24 local communities in the rural areas where each project is being implemented. These communities are the primary beneficiaries of the project, and their level of interest and influence as stakeholders is considered high. The project directly affects their daily lives by providing access to safe and clean water, which is a basic human need. As such, the local communities have a high level of interest in the project's implementation, outcomes, and sustainability. Additionally, these communities have a certain level of influence on the project through their ability to provide feedback, participate in decision-making processes, and advocate for their needs and preferences.

Farmers - Farmers are another important group of affected parties in the water and sanitation program. The program may impact their livelihoods as access to water is essential for their crops and livestock. Therefore, they have a high level of interest in the program. Additionally, they may have a certain level of influence as they are a significant source of food production for the local communities. Involving farmers in the stakeholder engagement process can provide insights into their needs and concerns and can inform project planning and implementation to ensure their needs are adequately addressed.

Businesses - Businesses in the project area are another important group of affected stakeholders. The lack of access to clean water and sanitation facilities can directly impact their operations, especially those involved in food and beverage production. Poor water quality can lead to contamination of products and harm the reputation of businesses. The level of interest and influence of businesses as stakeholders in the water and sanitation program is significant as they may be able to provide financial support or expertise in implementing and maintaining the project. It is important to engage with businesses and understand their concerns and needs to ensure their support and cooperation throughout the project.

Interested Parties

Government authorities – Interested parties in the stakeholder engagement plan for the water and sanitation program also include government authorities. These authorities have a significant level of interest in the program since it is directly linked to the government's objective of providing clean and safe water to all citizens. They also have a high level of influence on the program, as they have the power to provide resources and support for the successful implementation of the program. Government authorities include the MRTCDLLG, the MHW, and the DOE, among others. These authorities have regulatory and supervisory roles in ensuring that the program adheres to environmental, health, and safety standards. Their cooperation is essential for the project's success, and they need to be adequately informed and engaged throughout the project's lifecycle.

Associations - Associations, such as the BTIA and the MLA/TAA, are considered interested parties in the water and sanitation program. These groups have a vested interest in the success of the project, as it can impact their economic and social activities. For example, the BTIA may be interested in ensuring that the water supply is safe and reliable, as it is an essential aspect of the tourism industry. Similarly, the MLA/TAA may be interested in the project's impact on traditional lands and cultural sites. As interested parties, these associations have a moderate level of influence over the program, as they can provide valuable input and feedback to ensure that the program aligns with their interests and needs.

Religious groups - Religious groups such as churches and faith-based organizations are also considered as interested parties in the water and sanitation program. While they may not be directly affected by the project, their involvement in the community and influence on the opinions of their members make them important stakeholders. These groups may have specific concerns related to water access for religious practices or events, or may be interested in supporting the project as part of their community outreach and social responsibility efforts. Therefore, it is important to engage with them and seek their input and support to ensure the success of the project.

Community-Based Organizations - CBOs are another group of interested parties in the water and sanitation program. These organizations play a significant role in the delivery of services in the rural areas, especially in areas where the government has limited reach. CBOs work closely with the community to identify their needs and help mobilize resources to address these needs. They often act as intermediaries between the community and other stakeholders, such as government agencies and NGOs. CBOs can provide valuable insights into the needs and aspirations of the community, making them important stakeholders in the water and sanitation program.

Disadvantages/Vulnerable Individuals or Groups

Disadvantaged/vulnerable individuals or groups include various marginalized communities such as Indigenous Peoples, Afro-descendants, women, youth, migrants, LGBTQI+, and PLWDs. These groups are often disproportionately affected by water sanitation issues due to their marginalized status. Indigenous Peoples and Afro-descendants, for instance, have historically faced barriers to accessing safe and clean water due to systemic discrimination, including the unequal distribution of resources. Women are also disproportionately affected by water sanitation issues as they often bear the responsibility for water collection and management, leaving them vulnerable to health risks and reducing their opportunities for education and economic participation. Youth, migrants, LGBTQI+, and PLWDs may also face unique challenges in accessing water and sanitation services, due to various factors such as discrimination, social exclusion, and economic barriers. It is important to recognize and engage with these groups and their representatives to ensure that their perspectives and needs are taken into account in the water sanitation project.

Information Disclosure

In accordance with the Environmental Protection Act of Belize, its various amendments and the IDB's ESPS 10 all relevant information regarding the project will be provided to the public.

This includes the following reports:

- Environmental and Social Assessment (ESA)
- Environmental and Social Management Plan (ESMP)
- Sociocultural Analysis and Indigenous Peoples Plan (SCA/IPP)
- This Stakeholder Engagement Plan (SEP)

Reports are made available through the IDB and BSIF websites.⁴ These documents will remain in the public domain for the duration of the project.

Information Dissemination Methods

⁴ Project documents can be found on the IDB's website at <https://www.iadb.org/en/project/BL-L1045>; and the BSIF's website at <https://sifbelize.org/notices/>

The following table provides an overview of the anticipated information dissemination methods and their respective application within the project.

Table 2: Information Dissemination Methods

Information Dissemination Method	Application
Correspondence by phone, email and text	<ul style="list-style-type: none"> ▪ Distribute project information to government authorities and essential service providers.
Print media	<ul style="list-style-type: none"> ▪ Disseminate project information to public stakeholders, using images for the benefit of illiterate stakeholders. ▪ Inform stakeholders about consultation meetings. ▪ Post to community billboards and other areas of social gathering.
Radio and television	<ul style="list-style-type: none"> ▪ Create advertisements/announcements to facilitate the dissemination of information on the project. This could include Q&A material.
Social media	<ul style="list-style-type: none"> ▪ Create a Facebook page with information on the project.
One-to-one meetings	<ul style="list-style-type: none"> ▪ Solicit views and opinions ▪ Build relationships with stakeholders ▪ Record interviews
Roundtable discussions	<ul style="list-style-type: none"> ▪ Use for the facilitation of group discussion on a particular issue ▪ Each person at the table participates ▪ Record discussion
Formal meetings	<ul style="list-style-type: none"> ▪ Present project information using PowerPoint presentations ▪ Build networking relationship with high level stakeholders ▪ Distribute technical documents ▪ Record discussion, comments and responses
Invitations to people to participate in the consultation events	<ul style="list-style-type: none"> ▪ Basic information about the project (brochure, etc.) ▪ Explanation of the key environmental and social impacts identified ▪ The management plans proposed ▪ The mitigation measures planned ▪ The existence of a grievance mechanism
Public meetings	<ul style="list-style-type: none"> ▪ Present project information to a large audience of stakeholders by various methods including PowerPoint presentations, posters, video or project information documents ▪ Build relationships with local communities ▪ Distribute non-technical project information ▪ Record discussion, comments and responses
Site visit	<ul style="list-style-type: none"> ▪ Gather opinions and views from individual stakeholders through visiting project site

Stakeholder Engagement Activities

The table below provides a synopsis of how and when each stakeholder will be engaged throughout the project's life cycle.

Table 3: Stakeholder Engagement Activities

Stakeholder	Engagement Methods	Timing
Affected Parties		
Village Water Boards	<ul style="list-style-type: none">▪ Correspondence by phone, email or text▪ One-to-one meetings▪ Print media▪ Radio and television▪ Social media▪ Public meetings▪ Site visits▪ Grievance redress▪ Personalized invitations to consultation events	<ul style="list-style-type: none">▪ Design Phase▪ Pre-construction Phase▪ Construction Phase▪ Monitoring & Evaluation Phase
Village Councils		
Alcaldes		
Residents		
Schools		
Farmers, both individual and cooperatives who rely on the community water system		
Businesses, including tourism ventures, that rely on the community water system		
Interested Parties		
Belize Social Investment Fund (BSIF)	n/a	<ul style="list-style-type: none">▪ Design Phase▪ Pre-construction Phase▪ Construction Phase▪ Monitoring & Evaluation Phase
Potential Project Contractors/Workers	<ul style="list-style-type: none">▪ Correspondence by phone, email or text▪ One-to-one meetings	<ul style="list-style-type: none">▪ Pre-construction Phase▪ Construction Phase▪ Monitoring & Evaluation Phase
Ministry of Rural Transformation, Community Development, Labour and Local Government (MRTCDLLG)		<ul style="list-style-type: none">▪ Design Phase▪ Pre-construction Phase▪ Construction Phase▪ Monitoring & Evaluation Phase
Department of the Environment (DOE)		
Office of the Commissioner for Indigenous Peoples’ Affairs		
Ministry of Health and Wellness (MHW)		
Ministry of Infrastructure Development and Housing (MIDH)		<ul style="list-style-type: none">▪ Design Phase▪ Pre-construction Phase
Ministry of Natural Resources, Petroleum and Mining (MNRPM)		<ul style="list-style-type: none">▪ Design Phase▪ Pre-construction Phase
Ministry of Agriculture, Food Security and Enterprise (MAFSE)		<ul style="list-style-type: none">▪ Design Phase
Belize Tourism Board (BTB)		<ul style="list-style-type: none">▪ Design Phase
Area Representatives		<ul style="list-style-type: none">▪ Design Phase▪ Pre-construction Phase▪ Construction Phase▪ Monitoring & Evaluation Phase
Belize Tourism Industry Association (BTIA)		
Maya Leaders Association (MLA)/Toledo Alcaldes Association (TAA)		<ul style="list-style-type: none">▪ Design Phase▪ Pre-construction Phase▪ Construction Phase

Religious Leaders		▪ Monitoring & Evaluation Phase
CBOs/NGOs		
Disadvantaged/Vulnerable Individuals or Groups		
Indigenous Peoples – Villages and Representatives of these communities	▪ Correspondence by phone, email or text ▪ One-to-one interviews ▪ Print media ▪ Radio and television ▪ Social media ▪ Public meetings ▪ Site visits ▪ Grievance redress ▪ Personalized invitations to consultation events	▪ Design Phase ▪ Pre-construction Phase ▪ Construction Phase ▪ Monitoring & Evaluation Phase
Afro-descendant Peoples – Villages and Representatives of these communities		
Women		
Youth		
Migrant		
LGBTQI+		
PLwDs		

Grievance Redress Mechanism

Purpose

A GRM is important in preventing and managing environmental and social risk. It is therefore necessary and good practice to address the questions, concerns and grievances of project affected individuals as well as stakeholders (including project workers) in a transparent, fair and equitable manner. The GRM shall therefore include:

- Provision for the establishment of a grievance redress body that is socially inclusive
- A reporting and recording system
- Procedure for the assessment of the grievance
- A timeframe for responding to the grievances received
- The mechanisms for adjudicating grievances and appealing judgments

Guiding Principles of a GRM

The following are the IDB's guiding principles for the development of a GRM:

- The grievance mechanism is expected to address concern promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all project-affected parties, at no cost and without retribution.
- The mechanism, process, or procedure will not prevent access to judicial or administrative remedies or to the IDB's Independent Consultation and Investigation Mechanism.
- The Borrower will inform the project-affected parties about the grievance process, including access to the IDB's Independent Consultation and Investigation Mechanism, during its community engagement activities and will make publicly available a record documenting the responses to all grievances received.

- Grievances will be handled in a culturally appropriate manner and be discreet, objective, sensitive, and responsive to the needs and concerns of the project-affected parties. The mechanism will also allow for confidential or anonymous complaints to be raised and addressed.
- The Borrower will address allegations of retaliation, abuse, or discrimination and take appropriate remedial measures.

Roles and Responsibilities

The implementation of the GRM is the direct responsibility of the BSIF. It is being recommended that a Project Steering Committee be established at kick-off, with responsibility for overseeing the GRM.

The Project Steering Committee will be responsible for receiving and resolving all concerns and complaints, raised by Project Affected Persons (PAPs), in a fair, objective and constructive manner. More specifically, the committee will:

- Fine tune and publicize the grievance redress procedures
- Receive, review, investigate and keep track of grievances
- Adjudicate grievances
- Monitor and evaluate the decisions for action taken by the committee

A Project Coordinator/BSIF designate will act as the point of contact for PAPs, inhabitants of the project area and project employees to register their concerns/complaints. The Project Coordinator/BSIF designate is responsible for taking grievances to the Steering Committee and for ensuring that the recommendations of the committee are implemented.

Grievance Redress Procedures

A complaint or grievance can be submitted via a grievance form (provided to each community) or verbally.

A grievance form may be submitted in any of the following ways:

- To the Project Coordinator/BSIF designate
- To any of the BSIF's offices
- Directly to the Project Steering Committee

Verbal complaints may be made to the Project Coordinator or directly to the Steering Committee, via telephone or face-to-face. All contact information will be provided to stakeholders.

Grievances and complaints will be dealt with in the following manner:

- All grievances received will be recorded in a register by the Project Coordinator (who also sits on the Steering Committee).

- If grievance can be corrected with an immediate action or there is no action required, complainant will be immediately informed, action will be taken, date and action will be recorded in the register, and the case will be closed.
- If grievance requires long term action, complainant will be informed of proposed action (within 7 days), the action will be implemented, follow-up will be carried through, complainant will once again be informed, the date will be recorded, and the case will be closed.

Monitoring and Evaluation of Grievances

Monitoring and evaluation of the GRM is the direct responsibility of each Project Coordinator who will provide monthly reports to the Steering Committee. Semi-annual reports will be made available to the public. The reports will provide the following information:

- Number of grievances
- Issues raised
- Common trends
- Causes of grievances
- Remedial Actions
- Redress provided
- Recommendations to prevent future recurrences

Monitoring and Reporting Framework

Monitoring and reporting are crucial components of effective stakeholder engagement in the water and sanitation program. Regular monitoring helps to identify any changes in stakeholder interests, concerns, and expectations, and allows for timely adjustments to engagement strategies. The purpose of this section is to outline the monitoring and reporting framework that will be used throughout the program to ensure that stakeholder engagement is effective, transparent, and accountable.

The monitoring and reporting framework will include a range of indicators to assess the quality and effectiveness of stakeholder engagement activities, such as stakeholder satisfaction with the engagement process, the level of participation and representation of diverse stakeholder groups, and the level of trust and confidence in the project. Monitoring will be conducted at various stages of the project, including pre-construction, construction, and operation phases, to track changes in stakeholder interests and concerns over time.

Reporting will be an essential aspect of the monitoring framework, and the reporting format will be determined by stakeholder feedback and preferences. The BSIF will provide regular updates on project progress, stakeholder engagement activities, and feedback received from stakeholders. The report will be made available on the BSIF's website and other relevant channels such as social media and via local leaders.

The monitoring and reporting framework also includes the above grievance mechanism that will enable stakeholders and project workers to raise concerns or complaints about the

program or the engagement process. The mechanism is accessible, transparent, and responsive, and will provide timely and effective resolution of grievances. The BSIF will work closely with relevant stakeholders to develop and communicate the grievance mechanism, including the procedure for submitting grievances, the timeline for resolution, and the channels for communication.

In conclusion, the monitoring and reporting framework is critical to the success of the stakeholder engagement process in the water and sanitation program. It will provide a robust system for tracking and responding to stakeholder concerns, ensuring that the project is aligned with stakeholder expectations and interests. The framework will be reviewed regularly to ensure that it remains relevant and responsive to stakeholder needs and concerns.