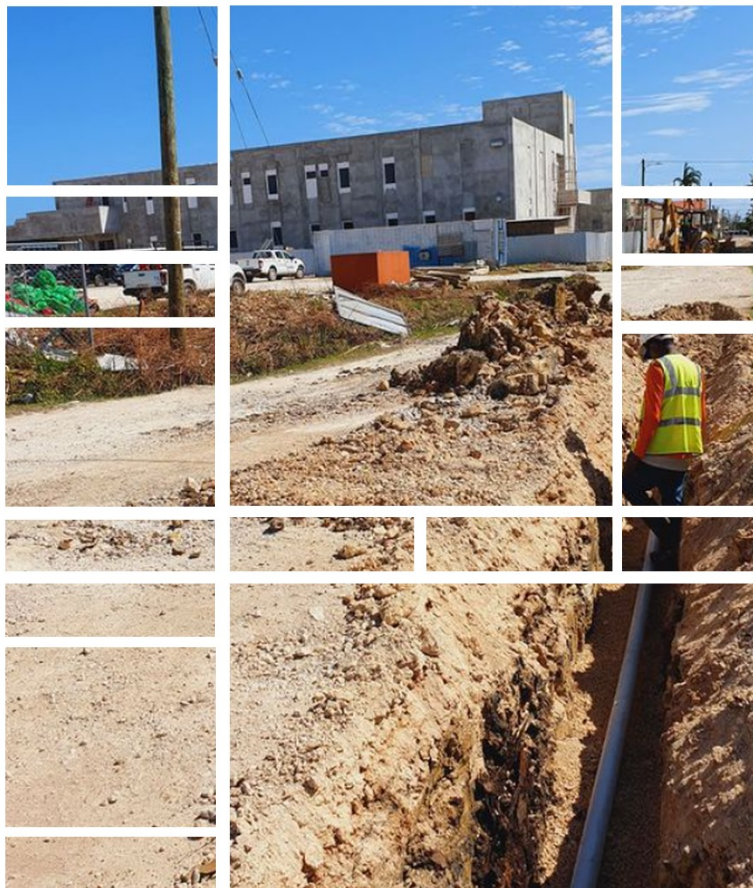
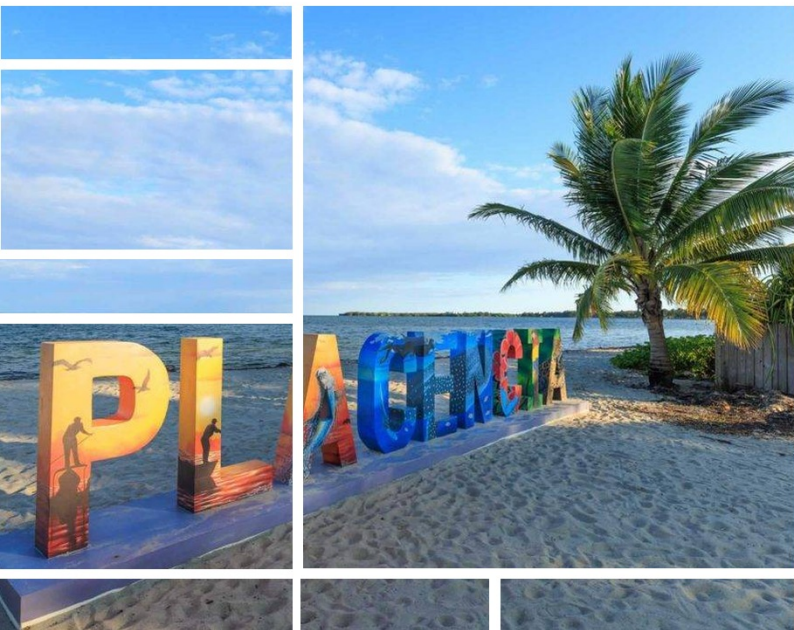




Placencia Resilient and Sustainable Sanitation Infrastructure Project (BL-L1056)

Stakeholder Engagement Plan

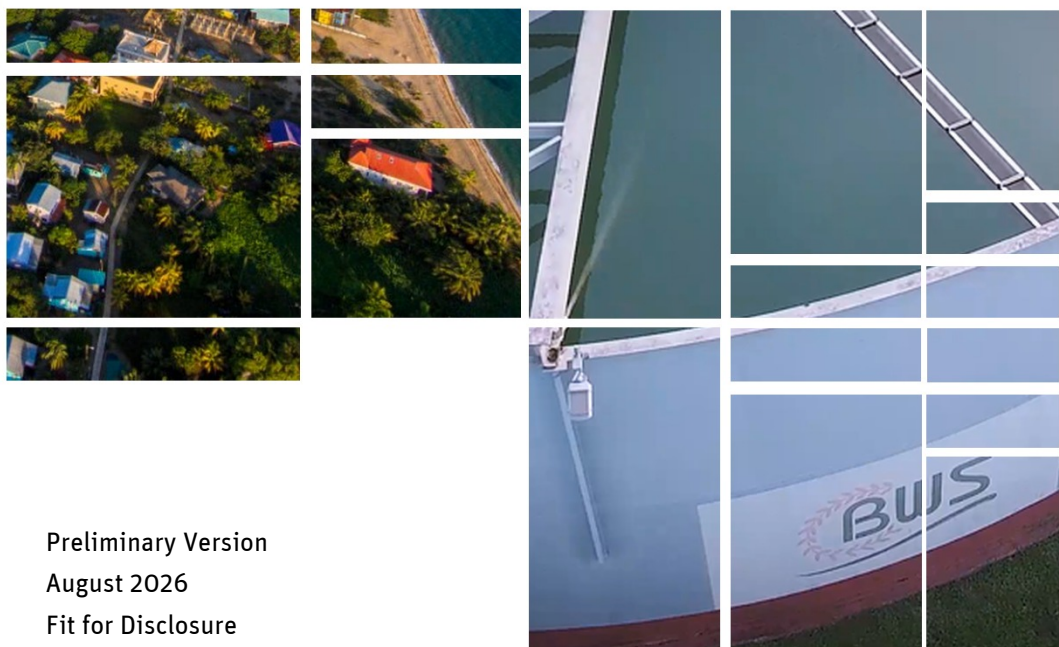


Table of Contents

Table of Contents.....	2
Abbreviations	4
1. Introduction.....	5
1.1. General Considerations.....	5
1.2. Project Objectives and Components.....	5
1.3. Implementation Arrangements	6
1.4. Beneficiaries	6
2. Stakeholder Engagement Process	7
2.1. General Guidelines.....	7
2.2. Equitable and Inclusive Stakeholder Participation	7
2.3. Arrangements for the Stakeholder Engagement Plan Implementation	8
2.4. Engagement Activities by Project Stage.....	8
2.5. Documentation of the Engagement Process	9
3. Meaningful Public Consultation	11
3.1. Objectives of the Public Consultation Process.....	11
3.2. Stages of the Public Consultation Process	11
3.3. Planning the Public Consultation Process.....	12
4. Grievance Redress Mechanism (GRM).....	29
4.1. General Considerations.....	29
4.2. Principles of the GRM Management System	29
4.3. GRM Guidelines	29
4.4. Scope of the GRM	30
4.5. GRM Management.....	31
4.6. Receipt and Registration of Claims	31
4.7. Dissemination of the Grievance Redress Mechanism (GRM).....	32
4.8. Claims Evaluation	33
4.9. Grievance Closure and Monitoring Mechanism	36
4.10. Conflict Resolution	37

4.11. Deadlines for Response to Claims.....	37
4.12. Monitoring and Documentation	37
4.13. GRM Monitoring	38
4.14. Implementation Schedule.....	38
4.15. Workers’ Grievance Management.....	38
4.16. Project Workers’ Grievance Mechanism.	38
5. IDB Grievance Mechanism	41
5.1. IDB Grievance Mechanism	41
5.2. Independent Consultation and Investigation Mechanism.....	43

Abbreviations

BSWaMA	Belize Solid Waste Management Authority
BTB	Belize Tourism Board
BTIA	Belize Tourism Industry Association
BWS	Belize Water Services Limited
CCLIP	Conditional Credit Line for Investment Projects
DOE	Department of the Environment
EA	Executing Agency
ESA	Environmental and Social Assessment
ESMP	Environmental and Social Management Plan
ESPF	Environmental and Social Policy Framework
ESPS	Environmental and Social Performance Standard
GRM	Grievance Redress Mechanism
GVB	Gender-Based Violence
ICIM	Independent Consultation and Investigation Mechanism
IDB	Interamerican Development Bank
MSDCC	Ministry of Sustainable Development, Climate Change & Solid Waste Management
NICH	National Institute of Culture and History
NEAC	National Environmental Appraisal Committee
OAS	Organization of American States
PC	Public Consultation
PPCSD	Placencia Peninsula Citizens for Sustainable Development
SAE	Sexual Abuse and Exploitation
SEP	Stakeholder Engagement Plan
WWTP	Wastewater Treatment Plant

1. Introduction

1.1. General Considerations

This Stakeholder Engagement Plan (SEP) is an integral part of the Placencia Resilient and Sustainable Sanitation Infrastructure Project (BL-L1056), hereinafter referred to as “the Project”.

The SEP establishes the general principles for stakeholder engagement and a collaborative strategy to identify stakeholders and plan an engagement process, in accordance with Environmental and Social Performance Standard (ESPS) N° 10: Stakeholder Engagement and Information Disclosure, together with ESPS N° 1: Assessment and Management of Environmental and Social Risks and Impacts, and ESPS N° 9: Gender Equality.

The overall objective of the SEP is to promote the participation of affected parties and other stakeholders from the early stages of the project cycle and throughout its entire life cycle (preparation, implementation, and closure). Its purpose is to ensure access to understandable information for the public, address questions and concerns that may arise, and support the resolution of grievances and conflicts. As a fundamental component of this Plan, guidelines for conducting the corresponding Public Consultation (PC) process are also included.

The consultation process is intended to ensure that stakeholders are adequately informed about the objectives and scope of the proposed interventions, the environmental and social impacts identified in the Project’s Environmental and Social Assessment (ESA), and the measures proposed to prevent, minimize, and/or mitigate such impacts.

Likewise, the SEP provides information on the Grievance Redress Mechanism (GRM) as a socio-environmental management instrument that allows concerns, questions, and grievances from affected parties and other stakeholders to be channeled throughout the entire project cycle.

Participation is a right recognized by international treaties and national regulations. This right must be guaranteed through the implementation of consultation spaces from early stages and throughout the entire life cycle of the Project.

This SEP will be subject to periodic updates, at least once per year, or whenever substantial changes occur in project design. Such updates will be documented and published through official channels and disclosed to stakeholders, thereby ensuring transparency and compliance with ESPS N° 10.

1.2. Project Objectives and Components

This Project is the first under the CCLIP and aims to reduce pollution and contribute to the protection and enhancement of through the development of climate-resilient water and sanitation services in priority areas, thereby helping to close the national sanitation gap and strengthen the country’s Blue Economy.

The general development objective (GDO) of the first CCLIP operation is to contribute to improving coastal water quality in Placencia, while supporting the tourism sector through the implementation of resilient sanitation infrastructure.

The Project has two components:

Component I. Wastewater Collection and Treatment System for Placencia Peninsula.

This component will finance the construction and commissioning of a sewerage system and a wastewater treatment plant for the Placencia Peninsula. Commissioning includes BWS's personnel training in operation and maintenance of the infrastructure as well as the startup. It is important to indicate that the infrastructure is expected to be constructed on private owned land, and BWS is actively in the process of acquiring it.

Component II. BWS's planning and service management strategy.

This component will address the institutional strengthening of BWS's institutional, operational, and technical capacities to improve the efficiency, reliability, sustainability, and resilience of water supply and sanitation services. This includes enhanced planning and asset management systems, improved service quality and sanitation performance, strengthened customer and environmental management, and the adoption of data-driven and preventive operational practices.

1.3. Implementation Arrangements

Belize Water Services Limited (BWS) will act as both the Borrower and the Executing Agency (EA) and will be responsible for the implementation of the Stakeholder Engagement Plan (SEP) throughout the Project.

1.4. Beneficiaries

The Project is expected to have approximately 1,844 direct beneficiaries, who will gain access to wastewater collection and treatment services by the end of the Project. In addition, the Project is expected to benefit an average of 300 tourists per day and 245 commercial establishments in the project area. BWS will also be an institutional beneficiary through actions aimed at improving its operational and financial efficiency and incorporating climate resilience considerations into the design of the wastewater infrastructure.

2. Stakeholder Engagement Process

2.1. General Guidelines

Stakeholder engagement includes the following steps:

- Identification and analysis of stakeholders.
- Planning how engagement with stakeholders will be carried out.
- Disclosure of information.
- Consultation with stakeholders.
- Handling and responding to complaints and grievances submitted through the proposed Grievance Redress Mechanism (GRM).
- Provision of information to stakeholders.

2.2. Equitable and Inclusive Stakeholder Participation

During the design and implementation of the engagement process, an **intersectional approach** will be applied to identify and address multiple dimensions of inequality (gender, age, ethnicity, disability, migratory status, among others), in accordance with ESPS 9 and the implementation guidelines of the Environmental and Social Policy Framework (ESPF) (IDB, 2021).

The EA shall ensure that people of **all genders and groups at risk of marginalization** (ethnicity, race, age, migratory status, people with disabilities) have effective interaction and participation through the following actions (as established in ESPS 9):

- Ensure that the consultation process reflects the concerns of people of diverse sexual orientations and gender identities, different ethnic backgrounds, migratory statuses, among others.
- Ensure that no gender-based discrimination limits any group's ability to influence decision-making during the consultation process.
- Identify and address barriers that prevent women and people of diverse sexual orientations and gender identities from participating in consultations (e.g., lower educational levels, time and mobility constraints, limited access to information, language barriers, lower decision-making power and participation experience, safety concerns, etc.). Women and people of diverse sexual orientations and gender identities may be less able to speak in public settings or may face mobility constraints (such as caregiving responsibilities) that prevent them from attending consultation meetings held far from their homes.
- Facilitate measures to ensure meaningful participation of women and people of diverse sexual orientations and gender identities in consultations, including appropriate meeting times, transportation support, childcare services, and the organization of separate meetings when necessary.
- Facilitate inclusive participation by engaging all stakeholders, including individuals or groups with disabilities, marginalized or vulnerable populations (migrants, rural populations, Indigenous communities), fostering an empowerment process that promotes the involvement of all people in the engagement process.
- Ensure that consultations are conducted in clear and accessible language, allowing all participants to fully and effectively express their opinions and concerns.
- Ensure that venues where outreach and participation events take place are accessible to people with reduced mobility, including, for example, the availability of access ramps.

2.3. Arrangements for the Stakeholder Engagement Plan Implementation

The Executing Agency (EA) will be responsible for leading and implementing the Stakeholder Engagement Plan, in coordination with project proponents.

The EA will define clear roles, responsibilities, and authorities, and will allocate specific human and financial resources for the implementation and monitoring of stakeholder engagement activities, to achieve the objectives of IDB **Environmental and Social Performance Standard 10 (ESPS 10)**.

Assigned staff will be responsible for planning, managing, and monitoring engagement activities.

2.4. Engagement Activities by Project Stage

The nature, scope, and frequency of stakeholder engagement shall be planned in accordance with the nature and scale of each intervention, its preparation and implementation schedule, and its potential risks and impacts.

The EA is responsible for defining the communication strategy to be implemented throughout the entire lifecycle of the project.

Within the framework of the Project, it is proposed that the public consultation be held in Placencia. The figure below presents the stakeholder engagement and consultation strategy proposed under this SEP, according to the Project stages.

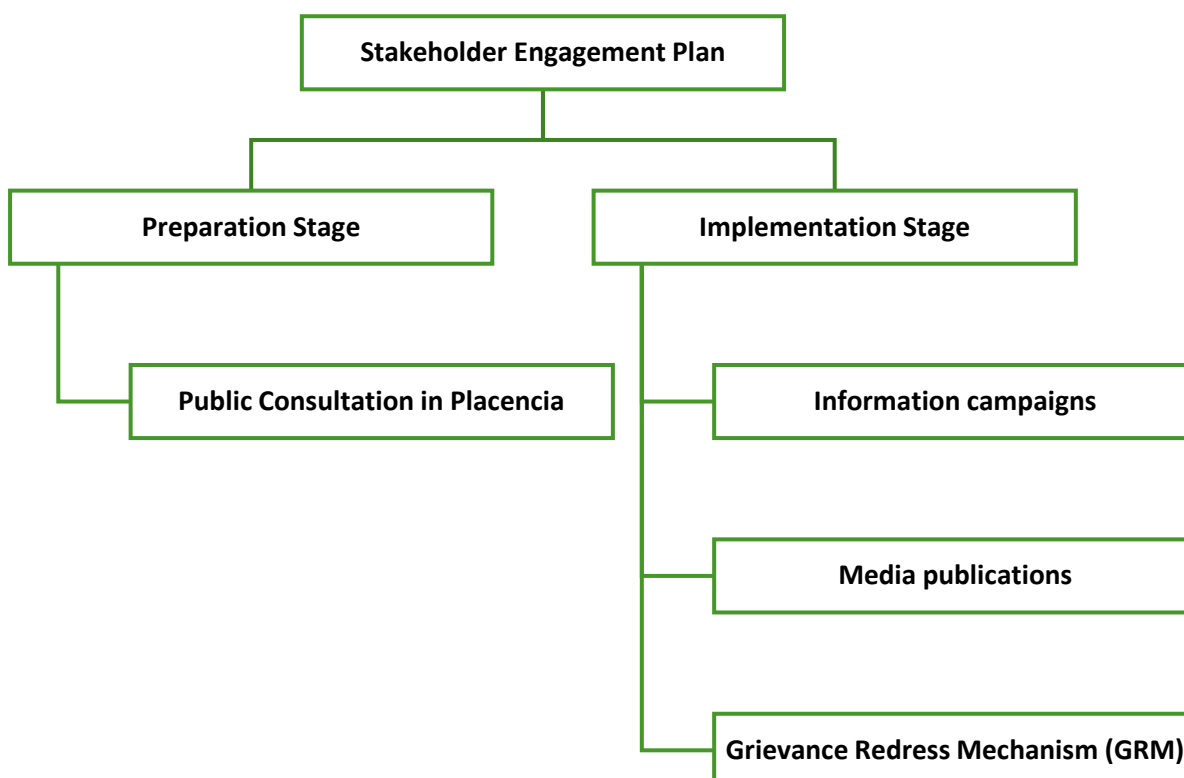


Figure 1- Stakeholder Engagement Strategy

Table 1 – Stakeholder Engagement by project stage

Project Stage	Activity	Activity Description
Preparation Stage	Public Consultation Process in beneficiary localities	The public consultation event will be carried out in Placencia. Planning and implementation followed the guidelines set forth in Chapter 4 – Meaningful Public Consultation .
Implementation Stage	Information campaigns	Campaigns will be carried out to inform the community (including schools, health facilities, businesses, shops, and residents adjacent to construction areas) about the start of works, and to regularly keep stakeholders informed about Project implementation. During implementation, the EA will continue engaging with potentially affected individuals and other stakeholders, providing information throughout the operation lifecycle, adapting communication methods to the nature of stakeholders' interests and the Project's potential environmental and social risks and impacts.
	Media publications	Disclosure of relevant information on construction activities and associated actions, environmental and social risks and impacts, proposed mitigation measures and management plans, anticipated benefits, and specific construction activities during Project implementation.
	Grievance Redress Mechanism (GRM)	A Grievance Redress Mechanism shall be implemented in accordance with the guidelines described in Chapter 4 – Grievance Redress Mechanism (GRM) . Open, fluid, and accessible communication channels shall be ensured during Project implementation to receive suggestions, complaints, or grievances. Timely and consistent responses to all grievances received through the GRM shall be guaranteed.

2.5. Documentation of the Engagement Process

Within the Project framework, it is essential that all activities related to community engagement and stakeholder interaction are properly documented.

Rigorous and systematic documentation of each engagement instance ensures process transparency and allows verification of the inclusion of perspectives from all stakeholders, including vulnerable groups.

Below is a description of the main activities to be carried out at different Project stages, along with examples of how documentation should be prepared to ensure a clear, verifiable, and complete record.

Table 2 – Documentary Records by project activity

Project Stage	Activity	Documentary Record
Preparation Stage	Public Consultation Process	Public Consultation Report, as detailed in Section 4.3.6 – Public Consultation Report .
Implementation Stage	Information campaigns	• Dissemination schedule and locations. • Copies of posters, flyers, radio spots, social media posts, or other materials. • Photographic or audiovisual records of campaigns. • Records of reactions or inquiries received.
	Media publications	• Copies of press releases, interviews, radio publications, social media posts, or others. • Record of publication date and media outlet. • Screenshots or audiovisual files. • Evidence of responses to comments on digital media (if applicable).
	Grievance Redress Mechanism	See details in Chapter 4 – Grievance Redress Mechanism (GRM). • Register of grievances received (anonymized). • Registration forms or digital systems. • Follow-up records for each case (dates, actions, closure). • General statistics (number, type, resolution status). • Periodic reports on mechanism performance.

3. Meaningful Public Consultation

3.1. Objectives of the Public Consultation Process

The Public Consultation process aims to inform stakeholders about the Project's positive and negative socio-environmental impacts, the planned mitigation measures, and the mechanism for submitting grievances and complaints.

The information process must include a space where stakeholders can express their views, concerns, and share opportunities for improvement regarding the Project's socio-environmental aspects.

Consultation activities seek to add value to the Project because they:

- Enable understanding of the **viewpoints and perceptions of individuals** (ensuring gender equality and opportunities for vulnerable groups) who may be affected by, or have an interest in, the development project, and provide a means for those views to be considered as inputs to improve the design and implementation of the enhanced Project, thereby reducing adverse impacts and increasing benefits.
- Serve as an important source of **validation and verification of data** obtained elsewhere, improving the quality of environmental and social impact assessments.
- Help people understand their rights and responsibilities in relation to the Project.
- Allow for **continuous feedback** as risks and impacts emerge.
- Promote greater **transparency and stakeholder participation**, increasing trust, acceptance of the Project, and local ownership, key aspects for the Project sustainability and development outcomes.
- Enable compliance with IDB requirements in accordance with Environmental and Social Performance Standards for projects that have the potential to cause harm to people or the environment.
- Provide credibility and **legitimacy** to the executing agencies.
- Prevent manipulation, interference, coercion, discrimination, retaliation, or external intimidation.

3.2. Stages of the Public Consultation Process

The scheduling and dissemination of the information, consultation, and participation process must ensure the participation of affected parties as well as interested stakeholders.

It is necessary to ensure the attendance of groups that may be adversely affected by project activities, as well as those groups identified as stakeholders that do not belong to the affected population.

The consultation process shall consider, at a minimum, the following elements:

- **Identification of stakeholders** (previously identified during the information disclosure process).
- **Definition of culturally appropriate criteria and procedures** that allow for participatory and informed consultation.
- **Documents to be disclosed and availability of information relevant to the consultation.**

- **Timely invitation to the consultation process**, considering the socioeconomic context in which the event will take place, accessibility of the meeting site, and the most appropriate dates and times.
- **Implementation of the consultation process** while maintaining an adequate record of participants, agenda, topics discussed, and any agreements and/or conclusions reached.
- Preparation of a **Consultation Report** to ensure that the consultation process is documented. This requires systematizing and organizing the information and clearly drafting the main conclusions and agreements reached, which must be reflected in a public consultation report.

The consultation process shall comply with the requirements of ESPS 10, “Stakeholder Engagement and Information Disclosure.” The EA will also take as reference the Guidance Note for Environmental and Social Performance Standard 10: Stakeholder Engagement and Information Disclosure (IDB, 2021).

3.3. Planning the Public Consultation Process

A brief description of the requirements to be considered at each stage of the consultation process is provided below, to ensure that the consultation is meaningful.

3.3.1. Stakeholder Mapping

Since the primary objective of meaningful consultations is to clearly inform and listen to the opinions of all stakeholders involved in and affected by the works, it is essential to conduct stakeholder mapping to identify all stakeholders, adjacent residents, affected people, beneficiaries, institutions with social roles or functions, local authorities, grassroots organizations, educational and health institutions, etc.

Stakeholders must be analyzed, distinguishing between those groups positively or negatively affected by the project, as well as groups that may influence project outcomes, either supporting or opposing them.

In addition, according to their level of positioning and interest in relation to the Project, their perspectives and the assessment of potential benefits or adverse effects will enable the executing agency to identify potential facilitators and detect challenges in stakeholder engagement.

Stakeholder or interest-group mapping must be highly inclusive, which will help reduce grievances and complaints that could otherwise arise during the implementation stage.

For the preparation of the stakeholder mapping, the entire population, with a direct or indirect interest, was considered, as well as those stakeholders who may be positively or negatively affected by the Project’s actions.

The following criteria were considered:

- Direct linkage: authorities and educational staff, adjacent residents, businesses and commercial establishments.
- Social role or function: government institutions, private sector institutions, etc.
- Social actors from the sites are affected by the interventions.

It should be noted that the proposed mapping is indicative and may be complemented with additional stakeholders that the EA and the convening authorities consider appropriate to invite, to ensure that the consultation process is meaningful.

Table 3 - General Stakeholder Map of the Project

Stakeholder	Social Role / Institutional Function	Sector	Area of Influence	Relationship to the Program	Level of Interest or Potential Impact	Recommendations	Engagement Strategy	Engagement Frequency
Belize Water Services Limited (BWS)	Executing Agency	Water Utility	National	Key Stakeholder	-	-	-	-
Ministry of Finance, Investment, Economic Transformation, Civil Aviation & E-Governance (MoF)	Government Entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Department of the Environment (DoE)	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Ministry of Sustainable Development, Climate Change and Solid Waste Management	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Ministry of the Public Service and Disaster Risk Management	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional

Stakeholder	Social Role / Institutional Function	Sector	Area of Influence	Relationship to the Program	Level of Interest or Potential Impact	Recommendations	Engagement Strategy	Engagement Frequency
Ministry of Tourism, Youth, Sports & Diaspora Relations	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Ministry of Immigration, Labor & Governance	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Belize Tourism Board (BTB)	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Belize Solid Waste Management Authority (BSWaMA)	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Coastal Zone Management Authority & Institute (CZMAI)	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional

Stakeholder	Social Role / Institutional Function	Sector	Area of Influence	Relationship to the Program	Level of Interest or Potential Impact	Recommendations	Engagement Strategy	Engagement Frequency
Fisheries Department - Ministry of Blue Economy and Marine Conservation	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Institute of Archaeology -National Institute of Culture and History	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Ministry of Human Development, Family Support and Gender Affairs	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Ministry of Constitution and Religious Affairs, Indigenous Affairs and Transportation	Government entity	Government	National	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Belize Tourism Industry Association (BTIA)	Tourism	Civil Society	National	Interested Party	Positive	Keep informed	Public Consultation, GRM, and media publications	Occasional
Belize Hotel Association (BHA)	Tourism	Civil Society	National	Interested Party	Positive	Keep informed	Public Consultation, GRM, and	Occasional

Stakeholder	Social Role / Institutional Function	Sector	Area of Influence	Relationship to the Program	Level of Interest or Potential Impact	Recommendations	Engagement Strategy	Engagement Frequency
							media publications	
Belize Recyclers and Waste Management Association (BRWMA)	NGOs / Waste Management	Civil Society	National	Interested Party	Positive	Keep informed	Public Consultation, GRM, and media publications	Occasional
United Nations Development Program (UNDP)	International organization	Civil Society	International	Interested Party	Positive	Keep informed	Public Consultation, GRM, and media publications	Occasional
World Wildlife Fund (WWF)	International organization	Civil Society	International	Interested Party	Positive	Keep informed	Public Consultation, GRM, and media publications	Occasional
National Garifuna Council	NGOs	Indigenous Communities	National	Interested Party	Positive	Keep informed	Public Consultation, GRM, and media publications	Occasional
Environmental NGOs (Protected Areas Conservation Trust, Wildtracks, etc.)	NGOs	Civil Society	National	Interested Party	Positive	Keep informed	Public Consultation, GRM, and media publications	Occasional
Belize Forest Department	Government Entity	Government	National	Interested Party	Positive	Keep informed	Public Consultation, GRM, and media publications	Occasional

Stakeholder	Social Role / Institutional Function	Sector	Area of Influence	Relationship to the Program	Level of Interest or Potential Impact	Recommendations	Engagement Strategy	Engagement Frequency
Academic Institutions	Education	Civil Society	Provincial	Interested Party	Positive	Keep informed	Public Consultation, GRM, and media publications	Occasional
National Fire Service	Civil Society	Civil Society	Provincial	Interested Party	Positive	Keep informed	Public Consultation, GRM, and media publications	Occasional
Indigenous Communities (Maya, Garifuna and Mennonites)	Civil Society	Indigenous Communities	National	Interested Party	Positive	Keep informed	Public Consultation, GRM, and media publications	Occasional
Placencia Village Council	Government entity	Government	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Seine Bight Village Council	Government entity	Government	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Placencia Chapter of Belize Water Services	Civil Society	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support	Public Consultation, GRM, and media publications	Occasional

Stakeholder	Social Role / Institutional Function	Sector	Area of Influence	Relationship to the Program	Level of Interest or Potential Impact	Recommendations	Engagement Strategy	Engagement Frequency
						the development of specific actions		
Placencia Chapter of the Belize Tourism Industry Association	Government entity	Government	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Placencia Fire Station - National Fire Service	Government entity	Government	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Placencia and Siene Bight Police Station	Security	Government	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Belize Electricity Limited Vendor, Placencia	Utilities	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional

Stakeholder	Social Role / Institutional Function	Sector	Area of Influence	Relationship to the Program	Level of Interest or Potential Impact	Recommendations	Engagement Strategy	Engagement Frequency
Southern Cable Network Ltd.	Utilities	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
BTL Service Location Placencia	Utilities	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Telecommunications, mobile and internet in Placencia	Utilities	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Gender and women organizations	Civil Society	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Placencia Peninsula Citizens for Sustainable Development (PPCSD)	NGO	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional

Stakeholder	Social Role / Institutional Function	Sector	Area of Influence	Relationship to the Program	Level of Interest or Potential Impact	Recommendations	Engagement Strategy	Engagement Frequency
Health centers and related establishments (Seine Bight Health Center, Placencia Medical Services, Tooth Fairy Dentist Office and Placencia Health Clinic)	Health	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
St. Alphonsus RC School	Education	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
St. Alphonsus Pre-school	Education	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Tourism Service Providers (Hotels, Restaurants, Businesses)	Tourism	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional
Commercial establishments located within the construction corridor	Tourism	Civil Society	Local	Affected Party	Positive and Negative	Keep informed and provide opportunities for dialogue to support	Public Consultation, GRM, and media publications	Frequent

Stakeholder	Social Role / Institutional Function	Sector	Area of Influence	Relationship to the Program	Level of Interest or Potential Impact	Recommendations	Engagement Strategy	Engagement Frequency
						the development of specific actions		
Landowners and Families within the Direct Area of Influence	Civil Society	Civil Society	Local	Affected Party	Positive and Negative	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Frequent
BWS operational Staff	Civil Society	Civil Society	Local	Affected Party	Positive and Negative	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Frequent
Existing and future residential customers of BWS in Placencia Peninsula	Civil Society	Civil Society	Local	Affected Party	Positive and Negative	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Frequent
General Community	Civil Society	Civil Society	Local	Interested Party	Positive	Keep informed and provide opportunities for dialogue to support the development of specific actions	Public Consultation, GRM, and media publications	Occasional

3.3.2. Public Consultation Process and Disclosure of Materials

Invitation to consultations

It is necessary, within the framework of the preparation of this Project, to conduct a consultation process in compliance with the requirements of IDB ESPS 10.

In this regard, the EA will carry out the consultation process for the interventions to be financed under the Project.

The invitation must be issued at least fourteen (14) days prior to the Public Consultation event, and proper receipt of the notifications must be verified.

The call for participation must be broad, ensuring that all previously identified stakeholders are informed about the consultation event and are able to participate. The date, modality, time, registration process, venue, etc., must be clearly indicated.

Below is a sample invitation letter or email for the public consultation event.

Table 4 - Sample Invitation Letter for the Public Consultation Event

INVITATION TO PUBLIC CONSULTATION	
Placencia Resilient and Sustainable Sanitation Infrastructure Project (BL-L1056)	
Date:	
Dear	Invited Institution
	Name of Invitee
We would like to inform you and invite you to participate in the Placencia Resilient and Sustainable Sanitation Infrastructure Project (BL-L1056). In this context, you are hereby invited to participate in the Public Consultation process under the Project, to be held on XXXXX, at XX:XX, at XXXXXXX. We attach the link to download the document “Environmental and Social Assessment (ESA) and Environmental and Social Management Plan (ESMP),” and kindly request your comments and observations, should you have any: [LINK] We kindly ask you to acknowledge receipt of this invitation and confirm your participation. We look forward to your favorable response, sincerely,	
Belize Water Services Limited (BWS)	

For this purpose, the EA shall identify appropriate channels for sending invitations, which may include:

- Publication on official websites.
- Publication on the EA’s website.
- Notices in local media outlets (newspapers, radio, television).
- Sending invitations by email to relevant stakeholders (e.g., institutional actors).
- Distribution of informational flyers within the projects’ direct area of influence.
- Publications on websites of local agencies or institutions, as determined by the EA.

- Notices of Meaningful Public Consultation events through internal communication channels (emails, internal systems, etc.).

If **individual invitations** are issued, **acknowledgment of receipt should be obtained** to ensure that the invitation has been received by the addressee.

Social and cultural particularities must be considered to ensure that communication channels are accessible to all interested stakeholders and that the invitation is designed with a gender perspective. Likewise, it must be culturally appropriate.

The following table presents the outreach strategy to be considered for the different stakeholders.

Table 5 - Outreach Strategy

Stakeholders	Outreach Strategy
Government institutions	- Invitations sent by email. - Publication on the EA's official website.
Civil society organizations	- Invitations sent by email. - Publication on the EA's official websites.
Private sector actors	- Invitations sent by email. - Dissemination on the EA's official website and social media.
Local community	- Dissemination on the EA's official website and social media. - Notices in local media outlets (newspapers, radio, television).
Indigenous organizations and communities	- Invitations sent by email. - Direct engagement with community representatives. - Publication on the EA's official website and social media.
Residents adjacent to the project intervention area	- Distribution of informational flyers. - Invitations sent via WhatsApp. - Dissemination on the EA's official website and social media. - Notices in local media outlets (newspapers, radio, television).
Businesses near the project intervention area	- Distribution of informational flyers. - Invitations sent via WhatsApp. - Dissemination on the EA's official website and social media. - Notices in local media outlets (newspapers, radio, television).
Hotels, resorts and tourism service providers	- Invitations sent by email. - Invitations sent via WhatsApp. - Dissemination on the EA's official website and social media.
Utility and telecommunications companies (BEL, BTL/Digi, Smart, Southern Cable Network)	- Invitations sent by email. - Direct coordination meetings, as needed
Vulnerable groups	- Direct and accessible dissemination of project information. - Distribution of informational flyers. - Invitations sent via WhatsApp and other accessible communication channels.

Stakeholders	Outreach Strategy
Businesses near the project intervention area	- Distribution of informational flyers. - Invitations sent via WhatsApp. - Dissemination on the EA's official website and social media. - Notices in local media outlets (newspapers, radio, television).

Disclosure of materials

Prior to meaningful consultations, stakeholders must have access to basic and clear information about the Project to be implemented, in order to enable their duly informed participation.

As part of the Project preparation, it will be necessary to disclose the Environmental and Social Assessments, and Environmental and Social Management Plans (ESA and ESMP) prepared for the Project, as well as complementary documents and other studies conducted.

For the dissemination of the activity, graphic and/or audiovisual materials will be prepared to present, in an accessible manner, the most relevant environmental and social aspects, together with information on the meaningful public consultation process to be carried out.

Dissemination shall be conducted through various physical and virtual channels and shall be adapted to the characteristics and diversity of the target stakeholder groups.

As established in the IDB Environmental and Social Policy Framework Guidelines, information on the Project must be disclosed in the relevant local language, in a manner and format that is culturally appropriate and accessible to illiterate and semi-literate audiences, and through channels suitable for the different stakeholder groups.

Formats such as location maps, physical models, drawings, videos, brochures, and posters may be useful to communicate relevant information to certain audiences.

Information to be disclosed.

Both in personalized invitations and in publications through the media and websites for the general public, the following information must be detailed:

- Executing agency (EA).
- Summary of the Project.
- Date, time, and venue of the public consultation event.
- Topics to be addressed, including Project details, works to be carried out, benefits associated with Project operation, involved parties and institutional responsibilities, main risks and impacts for local communities and the environment, proposed mitigation measures, and the proposed grievance and complaint handling mechanism and conflict resolution approach.
- Available documentation for virtual consultation instances (if applicable), the location and hours for in-person review, and the websites where documents can be accessed virtually.
- Indication of the duration of the proposed activities.
- **Environmental and Social Assessment (ESA)** to be published on the executing agency (EA) webpage so that stakeholders may access it **prior to the public consultation event, providing access links** the document.

Likewise, as part of the event invitations, the date, modality, time, registration process, and venue of the event must be clearly indicated. See the **sample public consultation invitation letter**.

The following table provides a sample summary of the documents to be disclosed, communication channels (email, website, social media), the stakeholders to be invited, and the dates on which the documents must be made available.

Table 6 - Documents to be disclosed during the Public Consultation process

Documents to be Disclosed	Communication Method / Channel	Target Stakeholders	Disclosure Date	Tentative Date of the Public Consultation Event	Responsible Party
Executive Summary of the Project ESA/ESMP/SEP	Official email, EA's website and social media channels	[See Stakeholder Mapping]	[14 days prior to the defined date]	[To be defined by the EA]	EA

3.3.3. Design of a Space to Receive Stakeholder Inquiries

Channels will be established to receive stakeholder inquiries, which may be in-person, virtual, or both. This definition will seek to broaden participation opportunities.

For this purpose, consideration shall be given to the characteristics of the communities and their level of access to virtual information, and the rationale for the selected communication methods shall be explicitly documented in the consultation report. The use of an institutional website, email address, telephone number, WhatsApp, and a physical space designated to receive inquiries may be combined. The breadth of communication channels used will be valued to facilitate access for a greater number of people.

All communication channels used to interact with stakeholders must be managed by trained personnel to ensure a respectful and equitable environment for all interventions.

During the 14 days following the publication of consultation materials, stakeholders may review the documents online and/or in physical format at designated locations and submit comments, inquiries, and/or suggestions through the established channels. These will be compiled and addressed during the consultation event, as well as directly to the person who submitted the inquiry, through an appropriate channel to be defined by the EA (email, telephone number, WhatsApp, or a physical space).

The EA may assess the relevance of including, among the mechanisms for receiving comments and inputs, a Google Forms questionnaire (or another tool) available on the website, to promote greater stakeholder participation. The Google Forms questionnaire may be structured in two sections: one to record the participant's contact information and their situation/location in relation to the planned works, and a second section for comments, suggestions, and/or inquiries. The inquiries received and the responses provided must be included in the Consultation Report.

3.3.4. Public Consultation Modality

The modality of the public consultation event will be defined by the EA, in coordination with the municipal authorities benefiting from the Project. It is proposed to hold a public consultation event at Placencia, where the Project will be implemented.

The selected venue must be easily accessible to most invited participants, considering timing, duration, childcare needs, and other relevant factors, in order to ensure broad participation and that the public consultation is meaningful.

In defining the date and time, potential participation barriers must be considered, selecting a time slot that enables participation by both men and women, ensuring that the venue is easily accessible to all, and that communication and dissemination of the consultation reach all stakeholders equally, without excluding any previously identified actors.

3.3.5. Development of the Public Consultation Event

The meeting will be coordinated by the EA's social and environmental specialists, in coordination with the municipal authorities benefiting from the Project and its implementation team responsible for public consultation and participation processes.

First, the objective of the participation and consultation process will be explained, clarifying that although these spaces are not binding, the questions and proposals raised by participants will be analyzed and answered and, where relevant, the proposed modifications will be incorporated into the Project as appropriate.

Participants will be informed that the Project is implemented in compliance with the **IDB Environmental and Social Policy Framework (ESPF) and the ten Environmental and Social Performance Standards (ESPS)**, as the IDB is the Project's financing institution.

Subsequently, the **Project description** will be presented, including its **objectives, main characteristics and alternatives considered, environmental and social impacts during both the construction and operation phases, and the mitigation measures** designed for proper environmental and social management of the interventions.

The explanation must be clear, **using language that enables participants to understand the main aspects of the project and its impacts**. This explanation should be supported by graphic materials that facilitate the presentation.

Participants will then be given the **opportunity to ask questions**. To ensure proper organization, participants may be offered the option to **submit written questions** (via the videoconference chat platform, in the case of virtual consultations). However, the consultation authority may also grant the floor to participants who prefer to speak, as the process should always aim to ensure that all those wishing to participate are able to do so, providing multiple communication channels.

When the nature of the questions allows them to be answered immediately by the authorities, responses will be provided at that time and reflected in the Consultation Report. Where this is not possible, the responses must later be included in the Consultation Report.

Once the question-and-answer session has been concluded, **the date and method of publication of the Consultation Report will be announced so that participants may access it and submit any observations they may have.**

At this stage, the Project's Grievance Redress Mechanism and the available channels for submitting complaints or inquiries, independently of those raised during the consultation sessions, will also be presented.

It is important that participants clearly understand that **participation opportunities are open, ongoing, and available throughout the entire life cycle of the Project.**

3.3.6. Public Consultation Report

Once the project consultation event has concluded, consultation materials will remain published and the channels for receiving comments, inquiries, and/or suggestions will remain open for the following seven days.

Any inquiries received during this period will be answered and incorporated into the Consultation Report.

The public consultation process will be systematized and documented in the Consultation Report, which must include the main concerns raised (both during the event and through requests received before or after the consultation event), indicating how they were addressed at the time or, where applicable, the responses prepared subsequently and how they were communicated to stakeholders and the general public.

The reports corresponding to the different socialization activities to be conducted under the Project will be included as annexes to this document.

Although, as mentioned, the public consultation process is not binding, the proposals received must be evaluated and the explanation of their relevance or non-relevance must be included in the report.

Where proposals are deemed relevant, the consultation report will provide recommendations for changes to the Project and/or the ESMP, specifically recommendations related to: (i) design; (ii) mitigation measures; and (iii) the grievance and complaint mechanism.

The Consultation Report will also include copies of public notices published in newspapers, links to the web pages where the Project documentation and corresponding environmental and social documentation were published, a description of the outreach mechanism used, participant attendance sheets for consultation meetings, photographs or screenshots of the meetings, informational banners, publications in local media, and other dissemination materials used.

Below is the minimum content of the Consultation Report, to which additional elements may be added as deemed necessary:

1. **Participation strategy:** Description of how the consultation process was developed (prior coordination with authorities, key stakeholders, methodology, selection of topics to be addressed, etc.).
2. **Stakeholder mapping** (groups, institutions or people who were invited) and selection criteria of the invited stakeholders, Invitation mechanism.
3. **Dissemination:** Invitations issued and publications of the event on institutional websites and media.
4. **Website** used for disclosure of information.
5. **Analysis of the people who participated** compared to the invitees.
6. **Gender-disaggregated data** of participants.

7. **Materials disclosed** during the consultation process.
8. **Questions and answers** (suggestions, claims or questions made by the different stakeholders during the process, and how they were addressed).
9. Indication of how the suggestions and/or complaints received were incorporated/or will be incorporated into the design of the project. Any formal agreement reached with the people consulted.
10. **The main conclusions** on positive or negative perception of the project by the participants, including the agreements.
11. Feedback collected from the consultations and included in the final version of the ESA and ESMP.

The following annexes must be attached to the Report:

- Analysis and summary of previous events conducted.
- Copy of the presentation delivered (ensuring that impacts and mitigation measures were presented).
- Sample copies of invitation letters sent.
- Copies of acknowledgments of receipt of invitation letters
- List of people invited to participate.
- List of participants: interested/affected individuals, governmental and institutional participants, and the general public (attendance sheet).
- Photographs, screenshots, or video records of the activity.

4. Grievance Redress Mechanism (GRM)

4.1. General Considerations

Within the framework of the implementation of the Project, the EA will establish a Grievance Redress Mechanism (GRM), the objective of which is to provide appropriate means to facilitate the receipt of concerns (inquiries, claims, complaints, and suggestions) from stakeholders and project-affected parties, and to respond to them to resolve issues and anticipate potential conflicts.

In cases where conflicts cannot be avoided, the mechanism shall promote dialogue and negotiation and make every effort to reach a resolution in which all involved parties (including the Project) benefit from the agreed solution. This mechanism shall operate throughout the entire Project lifecycle.

The grievance management procedure shall cover the process of grievance receipt, management or handling, and its documented closure. For the operation of the Grievance Redress Mechanism (GRM), the EA shall ensure the availability of a duly trained environmental and social team to provide information and address inquiries and concerns related to any potential environmental or social issues arising from the implementation of the works throughout the entire Project lifecycle (from the design phase through to closure).

This team shall receive concerns and demands from the public, ensuring timely responses and, where possible, solutions to the issues raised. As part of due diligence toward complainants, all grievances, complaints, inquiries, or conflicts arising from the implementation of the Project shall be documented, along with the procedures followed and the responses provided.

Complainants may also access the IDB grievance mechanisms once they have exhausted the resources offered by the Project's GRM (see Section 5).

4.2. Principles of the GRM Management System

The Grievance Redress Mechanism (GRM) consists of a system that includes the receipt of grievances, their analysis, resolution, feedback to complainants, and monitoring. The principles guiding the mechanism are as follows:

- The grievance management system shall include mechanisms appropriate to the local context and the sociocultural characteristics of the groups involved in the Project, with particular consideration and respect for vulnerable groups (youth, women, people with disabilities, migrants, among others).
- The procedures for submitting grievances, the process to be followed, timelines, and resolution mechanisms shall be widely disseminated to ensure awareness among stakeholders and complainants.
- In all cases, records shall be maintained for the receipt, analysis, and resolution of grievances and conflicts.

4.3. GRM Guidelines

In general, the Mechanism will follow the following guidelines:

- **Proportional:** The Mechanism will proportionally consider the level of risk and possible negative impacts on the affected areas.

- **Culturally appropriate:** The Mechanism will be designed to consider the local customs of the area.
- **Accessible:** The Mechanism will be designed in a clear and simple way so that it is understandable to all people. There will be no cost related to it.
- **Anonymous:** The complainant may remain anonymous, as long as it does not interfere with the possible resolution of the complaint or problem. The GRM need to ensure that complaints can be raised anonymously. Anonymity is distinguished from confidentiality in that it is an anonymous complaint, the personal data (name, address) of the complainant are not recorded.
- **Confidential:** The Project will respect the confidentiality of the complaint. Information and details about a confidential report will only be shared internally, and only when it is necessary to report or coordinate with the authorities.
- **Transparent:** The process and operation of the Mechanism will be transparent, predictable, and readily available for use by the population.

4.4. Scope of the GRM

The GRM applies to and may be used by any person (the general population) who submits any type of complaint, claim, or inquiry related to the activities planned under the Project.

The resolution of inquiries shall cover all project operational areas, including, but not limited to, environmental aspects, construction activities, service disruptions, expropriations, among others. Operational reports shall be prepared indicating details of the cases addressed, their status, and the most relevant information for each case.

The following shall be considered inquiries or grievances:

- (i) dissatisfaction or disagreement regarding information provided or omitted;
- (ii) failure to comply with established agreements;
- (iii) impacts on people, assets, or the physical environmental/social environment that violate the human, social, patrimonial, and/or cultural rights of third parties directly or indirectly related to the project;
- (iv) complaints regarding project actions related to the implementation of prevention, mitigation, and compensation measures; and
- (v) any other type of dissatisfaction related to the project, among others.

By way of example, but not limited to, inquiries or complaints may relate to:

- i. Conditions before, during, and after the execution of works, including impacts or damages to third parties, quality and warranty of works, implementation of prevention measures, signage and safety measures for civil works, respectful treatment, and the provision of information and guidance to the community.
- ii. Construction timelines, start and completion dates, and working hours.

The program for addressing and resolving inquiries shall be implemented during the following project stages:

- i. During the design stage of the works.
- ii. During the construction stage of the works planned at each site.
- iii. During the operation and maintenance stage of the works.

4.5. GRM Management

The procedure begins with the submission of an inquiry, complaint, grievance, and/or suggestion (either orally or in writing) by any person associated with the Project's activities. The process concludes with documented closure and mutual agreement regarding the resolution.

The entire process shall be documented through records maintained in both physical and digital files. All grievances received by the EA through the authorized intake channels during Project implementation shall be addressed and classified.

In addition, alternatives shall be considered for communities that lack or have limited access to telephone or internet services for grievance management.

4.6. Receipt and Registration of Claims

Within the framework of the Project, the Executing Agency (EA) will establish and maintain accessible channels for the receipt and registration of inquiries, complaints, and grievances, including written correspondence, telephone, email, an online form available on its website, a dedicated hotline, and communication mechanisms at contractors' work sites (telephone line and/or email).

These contact and intake resources shall be incorporated into the Project's Grievance Redress Mechanism when specific Project-related inquiries are received. The EA shall assess whether additional grievance intake mechanisms should be established specifically for the Project.

The following table presents a sample grievance reporting form for the systematization of inquiries, complaints, and grievances received during the implementation of the Project.

Table 7 - Sample Grievance Response Reporting Form

Grievance Response Reporting Form						
Date:		Time:				
Place of occurrence:		Municipality:				
Handled by:						
Grievance:						
Project/Work:						
Tracking N°:		Referred	YES	NO		
Non-admissible grievance / Reason						
Description of Grievance						
Severity level	Low significance		Scope of the event	National		Clarification
	Medium significance			District		
	High significance			Municipal		

Project-related grievance		Non-project-related grievance		
Grievance Details				
TOPIC				
Social		Environmental	Occupational and/or Community Health and Safety	Other
Resolution status	In progress		Immediate response required	
	Resolves		Non-immediate response	
Complainant contact details				
Name:				
Telephone:				
Email:				
Address:				
Additional contact¹				

4.7. Dissemination of the Grievance Redress Mechanism (GRM)

Information on these means of receiving complaints must be disseminated through the different dissemination channels used by the Project, among which are:

1. **Signs at Worksites:** Each operation will include the contact details of the executing agency for receiving complaints (telephone, email, and website).
2. **Formal and informal meetings** in places close to the works of the project, for the dissemination and communication of activities related to environmental preservation and conservation defined in the project, as well as to disseminate the means to address concerns and claims. In these meetings, EA's contact details for receiving complaints (telephone, email and/or website) will be disseminated.
3. **Social networks of the EA** (WhatsApp, Instagram, Facebook, Twitter, etc.).
4. **Others** (to be agreed with the community).

The specific dissemination mechanisms should be detailed based on the information collected on the specific communities to be impacted by the benefits of the Project.

¹ Follow-up contact with the complainant after the grievance has been filed and while the resolution process is ongoing, in order to explain delays, procedures, request additional information, etc.

4.8. Claims Evaluation

In the event that a grievance is related to the execution of the Project, it shall be reviewed and addressed by the Contractor, or by the Executing Agency.

If a grievance or complaint is rejected, the complainant shall be informed of the decision and the reasons for it. For this purpose, relevant, pertinent, and understandable information shall be provided, taking into account the sociocultural characteristics of the complainant.

All grievances received shall be categorized as follows:

- **NOT ADMISSIBLE:** Complaints or claims that do not meet one or more of these requirements:
 - It is not directly related to the work, its contractors, or the actions of the project.
 - Its nature exceeds the scope of GRM.
 - There is no real cause of the action.
 - There are other formal mechanisms and institutions for filing complaints according to the nature of the complaint.
 - Related to labor issues must be addressed to the corresponding instances of the construction company.
- **LOW IMPORTANCE:** This category corresponds to complaints that do not require resolution but only require information or a certain clarification that must be provided to the complainant. This category includes complaints that have been previously evaluated and received a definitive response from the Project.
- **MEDIUM IMPORTANCE:** Complaints and claims related to health, the environment, transportation, and contractors and subcontractors.
- **HIGH IMPORTANCE:** Includes complaints related to the safety of personnel, as well as those related to the health and safety of construction workers.

Based on the level of importance of the complaint, it shall be channeled for appropriate handling. When possible, if additional information is required for the proper assessment of the complaint, the EA shall contact the complainant to obtain the necessary information. Once the complaint has been completed and reviewed, project staff shall proceed to formally register it.

The grievance file shall include, together with the complaint, a summary and the name of the person who received and processed it. Registration information shall be periodically updated to reflect the current status of the case until the complaint has been definitively resolved.

This mechanism shall allow for the receipt and response to cases involving gender-based violence (GBV), harassment, human trafficking, security personnel, retaliation, child labor², and forced labor.

² Child Labor refers to work that deprives children (**any person under 18**) of their childhood, their potential and their dignity and that is harmful to their physical and/or mental development. It refers to work that is mentally or morally dangerous and harmful to children or interferes with their schooling by depriving them of the opportunity to attend school, obliging them to leave school prematurely or requiring them to attempt to combine school attendance with excessively long and heavy work.

The EA shall immediately notify the IDB of any grievance related to gender-based violence, harassment, human trafficking, security personnel, retaliation, child labor, or forced labor that arises in connection with the project.

Below is a description of each of the available options for initiating a procedure:

- i. **Complaint:** An expression of dissatisfaction, anger, or discontent regarding the conduct or actions of public officials or private individuals performing a public function. It involves expressing disagreement or nonconformity with a service provided or a process carried out by a government authority.
- ii. **Claim:** A demand or request for compensation or financial redress submitted by a client or citizen, based on alleged breaches of a previously established contract, injustice, or violations of applicable laws or rights.
- iii. **Suggestion:** A proposal or recommendation intended to be considered in the implementation of an activity, or any proposal aimed at improving services provided by the Government of Belize through its institutions and/or public officials.
- iv. **Report (Denunciation):** The act of informing the competent authority, such as a judge, public prosecutor, police officer, or other authorized public official, either in writing or verbally, of conduct that may constitute a criminal offense or administrative violation. It includes reporting corrupt, unlawful, or inappropriate conduct by a government institution or public official.

Receipt and Response in Cases of Gender-Based Violence (GBV) and Human Trafficking

In cases of incidents related to Gender-Based Violence (GBV), including Sexual Abuse and Exploitation (SAE), the handling and response to such cases shall be managed separately from other grievances, in accordance with applicable national legislation and with the commitments undertaken by Belize regarding human rights and gender equality.

GBV complaints and reports must be handled appropriately, with full respect for the affected person's decisions and confidentiality.

In the event of a report of gender-based violence, and always with the authorization of the affected person, the EA shall immediately contact the relevant specialized authorities to ensure appropriate handling and support for the individual.

The strategy is structured around existing mechanisms and seeks to strengthen their coordination with the public participation channels under the Project.

Reports and inquiries shall be received through multiple access channels, including:

- 0-800-A-WAY-OUT (0-800-292-9688): Gender-based Violence hotline for Attention, Support, and Guidance in Situations of Gender-Based Violence.
- 672-9628: WhatsApp number for Attention, Support, and Guidance in Situations of Gender-Based Violence.
- 911: Police.
- 227-7397: Woman's Department.
- 911 / 503-3142: Placencia's Police Station.

All channels should ensure free access, confidentiality and accessibility for people with disabilities, and cultural appropriateness.

Under Belize's Domestic Violence Act, if a Court determines that domestic violence has occurred, it may issue a Protection Order. Such an order may prohibit the respondent from engaging in or threatening further violence, contacting or approaching the applicant, entering specified premises or locations, or damaging the applicant's property. The Court may also require the respondent to vacate the shared residence, provide financial support or compensation, return personal property, and surrender any firearms. Protection Orders may be extended to children or other household members and may include mandatory counseling or therapy.

The Project recognizes the importance of ensuring comprehensive support and periodic follow-up of reported cases. To this end, coordination is planned with the relevant district ministries, municipal gender departments, local health centers, and civil society organizations with experience in addressing violence. The system also includes monitoring and feedback mechanisms to assess the effectiveness of the measures adopted and to ensure continuous improvement in service delivery.

The EA shall immediately notify the IDB of any grievance related to gender-based violence, human trafficking, and child labor or abuse, with the full consent of the victim. Notifications shall also include whether consultations and/or referrals to the established channels have been made.

The following table presents a sample reporting form for the handling of gender-based violence cases, in compliance with principles of confidentiality and safe and expedited referral to specialized care centers. These records shall be archived separately from the general registry, ensuring restricted access limited to authorized personnel only.

Table 8 – Sample Gender-Based Violence (GBV) Case Management Reporting Form

Gender-Based Violence (GBV) Case Management Reporting Form				
Date:		Time:		
Place of occurrence (if the person wishes to indicate):		Municipal – Community:		
Handled by:				
Project/Works:				
Internal Tracking N°:		Referred	YES	NO
Consent and Confidentiality				
Please indicate whether you agree that the information provided may be shared with the project/executing team solely for case management and follow-up purposes, ensuring strict confidentiality		Yes, I authorize the confidential use of the information for internal follow-up.		
		No, I prefer that my identity not be shared and that the record remain anonymous.		
Case Description				
Severity Level	Low significance		Clarification: (Consider the risks to the health and physical and psychological integrity of the affected person in determining the level of severity)	
	Medium significance			
	High significance			

Complaint related to the Project		Complaint not related to the Project	
Complaint Details			
[Providing details is not mandatory if doing so causes discomfort]			
Does the person consider that their safety is at immediate risk?	Yes		Would the person like to receive support or be referred to specialized services (legal care, medical care, psychological support)?
	No		
	Prefer not to answer		
	Yes		
	No		
	Prefer to decide later		
Resolution Status			
Immediate attention required			
Under evaluation			
Referral requested (indicate institution and date of referral)			
Other (please specify)			
Contact Information of the Complainant (optional)			
Name (may use a pseudonym):			
Safe Contact Phone Number:			
Email:			
Safe Contact Address:			
Additional Contact / Trusted Person³			

4.9. Grievance Closure and Monitoring Mechanism

The resolution of claims will be conducted through two instances:

1. **Internal.** The management of reception of claims and resolution of conflicts is the responsibility of the EA and will be referred to the competent agency in the subject according to the complaint / claim.

³ Follow-up contact with the complainant after the grievance has been filed and while the resolution process is ongoing, in order to explain delays, procedures, request additional information, etc.

2. **Mediation.** Cases of claims and conflicts not resolved in the first instance will be dealt with under the mediation mechanism. The person in charge of this instance must have sufficient authority to mediate for the resolution of claims and conflicts, and sufficient independence to project credibility in the parties.

4.10. Conflict Resolution

If there is no agreement between the EA and a complainant, either because of a rejected concern or because there is no agreement on the solution to be implemented, the means to reach a joint agreement between the parties must be arbitrated. This may include, among others: promoting the participation of technical third parties, inviting dialogue tables, mediations, conciliations, etc.

The EA shall ensure that claims handling and dispute resolution are conducted in an appropriate and comprehensive manner.

In the event that the complaint cannot be managed within the scope of the work, the interested party may present his claim through the regular Justice procedures.

The IDB's Independent Consultation and Investigation Mechanism (ICIM), available on its website <https://mici.iadb.org/en>, is also available.

4.11. Deadlines for Response to Claims

All complaints must be registered, and the proposed solution must be communicated to the interested party within the following deadlines.

Low importance complaints will be dealt with within a maximum period of **10** calendar days, **medium-importance** complaints will be dealt with within **5** calendar days, and **high importance** complaints will be dealt with within a maximum period of **2** calendar days. The deadlines set can be adjusted by the EA.

4.12. Monitoring and Documentation

The EA will be responsible for maintaining an up-to-date database with all documentation and information related to complaints submitted. It will also be responsible for following up on the complaint processing process, in coordination with the areas involved, and for facilitating the complainant's participation in the process.

A follow-up form will be completed for each case. Once an agreement is reached, follow-up will be followed to confirm that the relevant resolution measures are being implemented.

The complaint registry must demonstrate that all these actions and processes were conducted in accordance with this document.

It will include:

- Date on which the complaint was registered.
- Person responsible for the complaint.
- Information on the remedies proposed/communicated by the complainant (if applicable).
- Date on which the complaint was closed; and
- The date of the response was sent to the complainant.

In the Semiannual Compliance Reports, the EA will report to the IDB on the status and follow-up of the management of complaints and grievances received in the framework of the execution of the Project.

4.13. GRM Monitoring

Any grievance that has been closed with the complainant's satisfaction shall be monitored for a reasonable period of time to verify that the underlying causes of the complaint or claim have been effectively resolved.

The estimated monitoring period for this purpose is six (6) months from the date of the response and/or resolution of the grievance.

4.14. Implementation Schedule

The GRM shall be available throughout the entire implementation period of the Project.

4.15. Workers' Grievance Management

In compliance with ESPS 2 of the IDB's ESPS, workers shall have access to a grievance management mechanism through which they may raise concerns related to employment and working conditions, including occupational health and safety aspects. The mechanism must provide effective and timely solutions to Project workers.

4.16. Project Workers' Grievance Mechanism.

The management of labor-related grievances and complaints, as indicated in ESPS 2, shall be the responsibility of the borrower.

The EA shall also ensure that workers employed by third parties have access to a grievance mechanism. In cases where the third party is unable to provide such a mechanism, the borrower shall extend its own mechanism to workers employed by that third party. The EA is responsible for providing the grievance mechanism to direct workers, while the third party (contractor) responsible for employing contracted workers may provide the grievance mechanism for those workers. If the contractor/third party is unable to provide such a mechanism, the borrower shall work with the third party to support its establishment and, where feasible and necessary, shall extend the direct workers' grievance mechanism to contracted workers.

The guidelines for the Workers' GRM to be implemented by the Executing Agency are presented in the following section. The contractor must provide training to staff and management to raise awareness on how to address these grievances.

The mechanism may use or complement existing grievance mechanisms, provided they are adequately designed and implemented, address concerns promptly, and are easily and safely accessible to all workers.

Workers' GRM Guidelines

The following guidelines shall guide the implementation of the Project's Workers' GRM:

- Ensure confidentiality and prevent retaliation, particularly in cases of harassment, sexual harassment, gender-based violence, human trafficking, security personnel misconduct, retaliation, child labor, and forced labor related to the project.
- The mechanism shall not interfere with other local or existing investigation mechanisms within the contractor company, such as processes defined by workers' organizations (unions).
- The grievance mechanism shall be presented and explained as part of the onboarding process for new workers.
- Disclosure materials shall, at a minimum, include what constitutes a grievance/report, how to submit it, and where to obtain more information about the mechanism.
- Ensure transparency in the process, which includes not disclosing names or practical details of grievances that may pose a risk of exposure to the complainant. Confidentiality of personal data and other sensitive information must be strictly maintained to protect complainants and other stakeholders.
- The grievance mechanism shall have a clear and explicit commitment to protecting complainants from retaliation, including disciplinary and/or punitive measures against individuals who engage in retaliatory acts.
- The mechanism shall establish clearly defined timelines for handling grievances, taking into account grievance typologies and severity criteria.
- Workers shall have the right to be accompanied by a union representative or a coworker during meetings related to a grievance or report. Access to support shall be guaranteed.
- In order to minimize identified labor risks and guarantee workers' right to raise grievances, the mechanism shall be implemented throughout the entire Project lifecycle (design, construction, and operation).

Responsibilities of the EA

The Project's Executing Agency shall have the following responsibilities:

- Ensure that workers are aware of the reporting channels and the grievance mechanism. The EA shall include this requirement in labor contracts and in the bidding documents for contractor companies.
- Prepare semiannual reports to document grievances and/or reports received under the Project, including: i) date of the grievance; ii) a general description of the grievance; iii) typologies and severity criteria, including, among others, grievances related to workplace infrastructure, interpersonal relations, contractual rights, labor rights, human rights, and other possible issues; iv) measures taken during investigation and conciliation; v) final resolution; and vi) date of resolution.
- Reports shall allow verification of trends in grievances (increase or decrease) as well as the status of registered grievances (registration, processing, and resolution).
- Include monitoring mechanisms such as grievance management satisfaction surveys, including type of grievance received, response time, and statistics on resolved and pending grievances.

Budget

During the preparation stage, the Project considers an estimated budget for the implementation and maintenance of the Grievance Mechanism throughout the project lifecycle; however, this budget shall be reviewed prior to project commencement.

The EA shall consider and estimate the resources required to comply with the Workers' GRM measures, in accordance with the defined measures, the IDB ESPS, and applicable national regulations.

Key resources to be considered include:

- Hiring of personnel responsible for the Grievance Mechanism
- Operational costs of the Grievance Mechanism
- Technological equipment / computers
- Preparation of materials related to the Grievance Mechanism
- Training of workers on the Grievance Mechanism
- Grievance management activities
- Involvement of legal and human resources departments in grievance management.

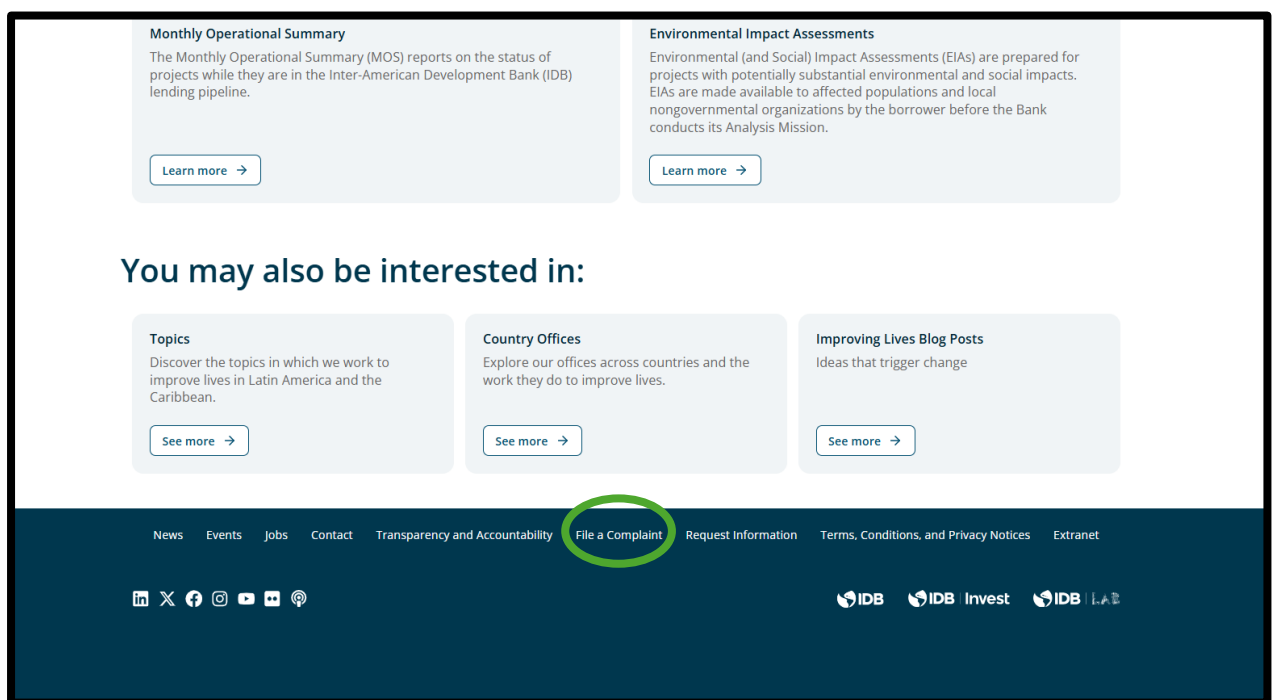
5. IDB Grievance Mechanism

5.1. IDB Grievance Mechanism

In addition to the Project’s Grievance Redress Mechanism (GRM), the IDB provides public access, through the “IDB Projects” webpage (<https://www.iadb.org/en/project-search>), to a mechanism through which complaints and grievances that could not be resolved through the project’s local mechanism may be submitted.

The platform and its operational framework are presented below:

First, users must access the “IDB Projects” webpage: <https://www.iadb.org/en/project-search>. At the bottom of the page, they must select the option “File a Complaint”, as shown in the image:



Next, a new page opens where users must select “Environmental and Social Issues” and then choose the option “Direct with the IDB”.

Prohibited Practices and Sanctions System

Environmental and Social Issues

IDB Conflict Resolution System For Employees

Environmental and Social Issues



At project level
At project level, local authorities, the executing agency or the client (company) have their own complaints mechanisms



Direct with IDB
For public sector-related complaints, please access the IDB Complaints Form here.



Direct with IDB Invest
If your complaint is related to an IDB Invest project, you may click on here.



Accountability Mechanism
The accountability mechanism, addresses the environmental and social grievances of communities potentially affected...

Once the “Environmental and Social Grievance Protocol” window opens, users must select the option “File a Complaint” and proceed to complete the IDB Environmental and Social Complaints Protocol Form.



Who We Are ▾ Projects and Results ▾ How We Can Work Together ▾ Knowledge Resources ▾

Home → Who we are → File a complaint → Grievances Portal

Environmental and Social Grievance Protocol

Have an Environmental or Social Issue Related to IDB Projects?

File a Complaint

IDB Who We Are ▾ Projects and Results ▾ How We Can Work Together ▾ Knowledge Resources ▾

Home ▾ Who we are ▾ File a complaint ▾ Grievances Portal ▾ Environmental and Social Grievance Protocol Form

IDB Environmental and Social Grievance Protocol Form

COUNTRY OF OPERATION *

- Select - ▾

OPERATION NUMBER

OPERATION NAME

OPERATION SECTOR *

- Select - ▾

EXECUTING AGENCY

PLEASE TELL US WHAT HAPPENED

WHAT WOULD BE A FAIR RESOLUTION?

PERSONAL INFORMATION

FIRST NAME *

LAST NAME *

COUNTRY OF RESIDENCE *

- Select - ▾

PHONE *

Enter your phone number

EMAIL *

CONFIRM EMAIL *

AFFILIATIONS *

- Select - ▾

IF REQUIRED TO RESOLVE THE COMPLAINT, AS DETERMINED BY THE IDB, DO YOU CONSENT TO DISCLOSE RELEVANT IDENTIFYING OR PERSONAL INFORMATION WITH RELEVANT THIRD PARTIES, INCLUDING THE EXECUTING AGENCY AND OTHER RELEVANT GOVERNMENT ENTITIES? *

☐ Yes ☐ No

CAPTCHA

☐ I'm not a robot

THIS QUESTION IS FOR TESTING WHETHER OR NOT YOU ARE A HUMAN VISITOR AND TO PREVENT AUTOMATED SPAM SUBMISSIONS.

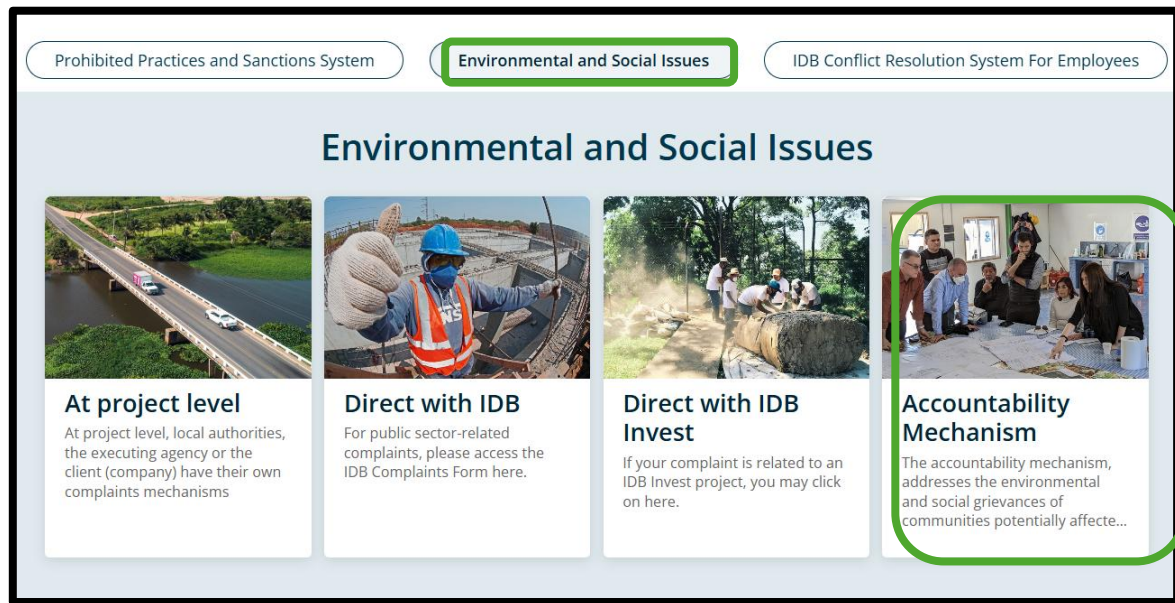
5.2. Independent Consultation and Investigation Mechanism

The IDB also has an Independent Consultation and Investigation Mechanism (ICIM) (<https://mici.iadb.org/en>), which may be accessed to submit grievances that could not be resolved

through the previous two grievance mechanisms (directly with the Project or through the IDB Grievance Mechanism).

The ICIM is an independent grievance-handling office, separate from project teams, that facilitates dispute resolution processes to address raised concerns. In addition, it conducts independent investigations to determine whether the IDB Group has complied with its standards and to improve IDB Group practices.

To access the ICIM users must select the fourth grievance level option (“Accountability Mechanism”).



All grievance mechanisms shall be available throughout the entire lifecycle of the interventions financed under the Project.

