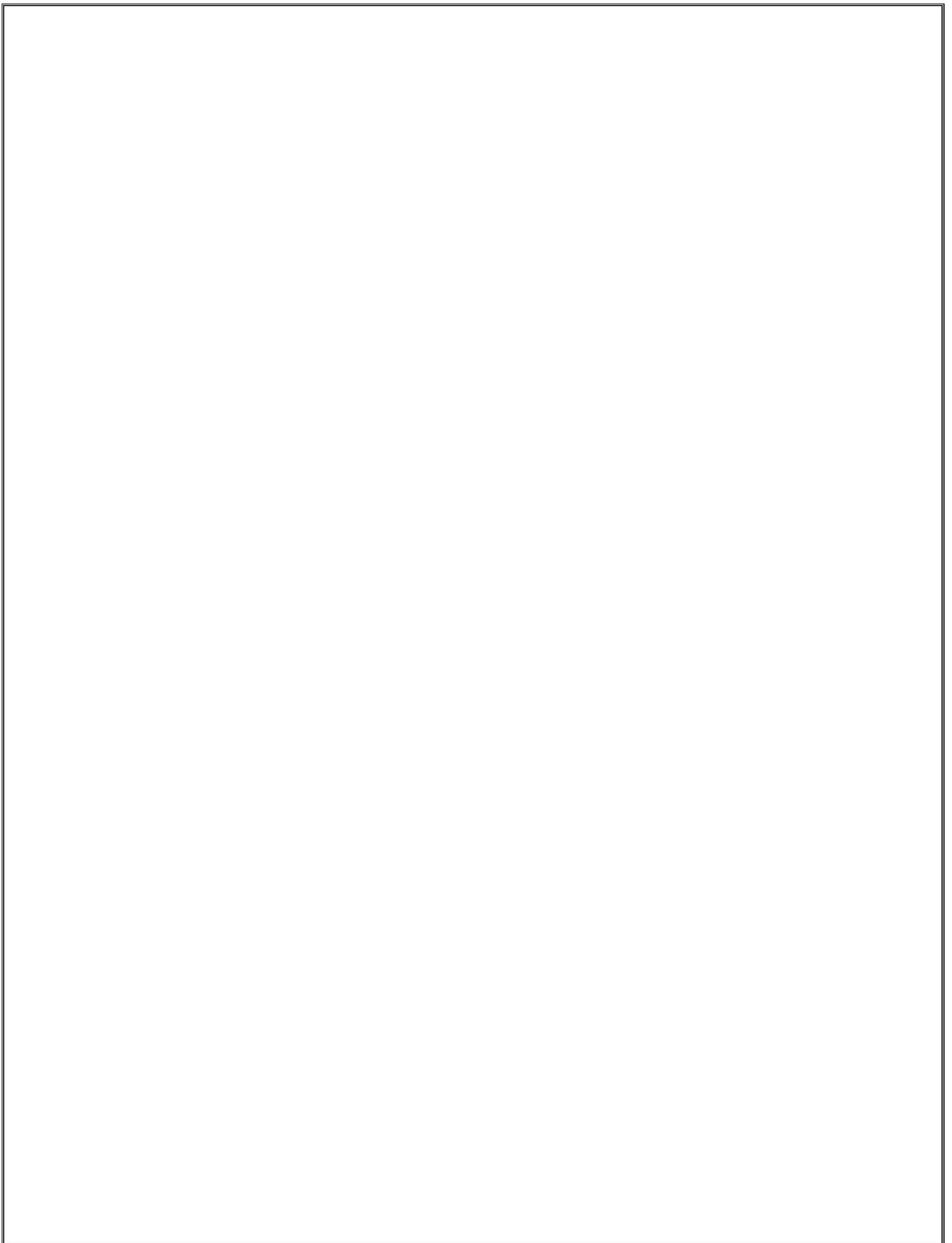




# Rehabilitation of Sidewalks on Peynier Street, Castries –Saint Lucia

*ABBREVIATED RESETTLEMENT ACTION PLAN*

**Revised October 15 2020**



## Contents

Acronyms .....	4
Background .....	5
Introduction .....	6
Map Showing location of Peynier Street .....	7
World Bank Procedures for Preparing Resettlement Action Plans .....	7
World Bank Land/Asset Acquisition Policy (OP 4.12): Guiding Principles: .....	8
The Abbreviated Resettlement Action Plan (ARAP) .....	9
Purpose .....	9
Estimated Population Displacement .....	9
Description of Compensation and Other Resettlement Assistance.....	16
Consultations Regarding Alternative Sites for Vending .....	16
Plan for Additional Consultations.....	17
Institutional Arrangements .....	19
Arrangements and Time Table for Monitoring Implementation of the ARAP .....	20
<i>Table 4: Timetable for implementation of the ARAP</i> .....	21
Annexes.....	26
Annex 2: Reports of Consultations with Peynier Street PAPs.....	30
Annex 3: Grievance Redress Mechanism.....	38
Annex 4: Signed Agreements .....	44
Appendix 5: Approval for use of Relocation Site and Approved Risk Mitigation Plan .....	58

## ACRONYMS

<b>ARAP</b>	Abbreviated Resettlement Action Plan
<b>CCC</b>	Castries Constituency Council
<b>CBD</b>	Central Business District
<b>GRM</b>	Grievance Redress Mechanism
<b>NCOPT</b>	National Council on Public Transportation
<b>ORTCP</b>	OECS Regional Tourism Competitiveness Project
<b>PAP</b>	Project Affected People
<b>PCU</b>	Project Coordination Unit
<b>PSC</b>	Project Steering Committee
<b>RAP</b>	Resettlement Action Plan
<b>RPF</b>	Resettlement Policy Framework
<b>SLASPA</b>	St. Lucia Air and Sea Ports Authority
<b>SSO</b>	Social Safeguard Officer
<b>STO</b>	Social Transformation Officer

## BACKGROUND

The Government of Saint Lucia has designated the City of Castries as a Tourism Product with tremendous potential to increase visitor spending. As such the improvement of the Castries City Product has been deemed a priority for Saint Lucia with investments targeted towards improving sites and attractions, as well as undertaking activities aimed at making downtown Castries more pleasant and attractive to Saint Lucian residents and tourists.

In keeping with this direction, the Ministry of Tourism, Information and Broadcasting, Culture & Creative Industries, as part of the implementation of the OECS Regional Tourism Competitiveness Project (ORTCP), is in the process of executing several investment initiatives to revitalize downtown Castries. One of those key initiatives is the execution of works for improvements to sidewalks at strategic locations in Castries city.

In 2019, the ORTCP conducted a condition assessment of sidewalks on the following streets in Castries: Jeremie; Peynier; Micoud; Brazil; Laborie; Bridge; and John Compton Highway (from LUCELEC to Jeremie Street intersection). Based on that assessment, the following measures were recommended to improve conditions of sidewalks. They include, *inter alia*:

1. Sidewalk resurfacing;
2. Enhanced accessibility for differently abled persons;
3. Increased green spaces;
4. More vegetation within sidewalks and medians where possible;
5. Covering of drains to enhance aesthetics;
6. Widening of sidewalks; and
7. Physical restriction of illegal parking using bollards and planters.

Accordingly, works commenced in June 2020 with Bridge Street and will be followed by works on Peynier Street.

## INTRODUCTION

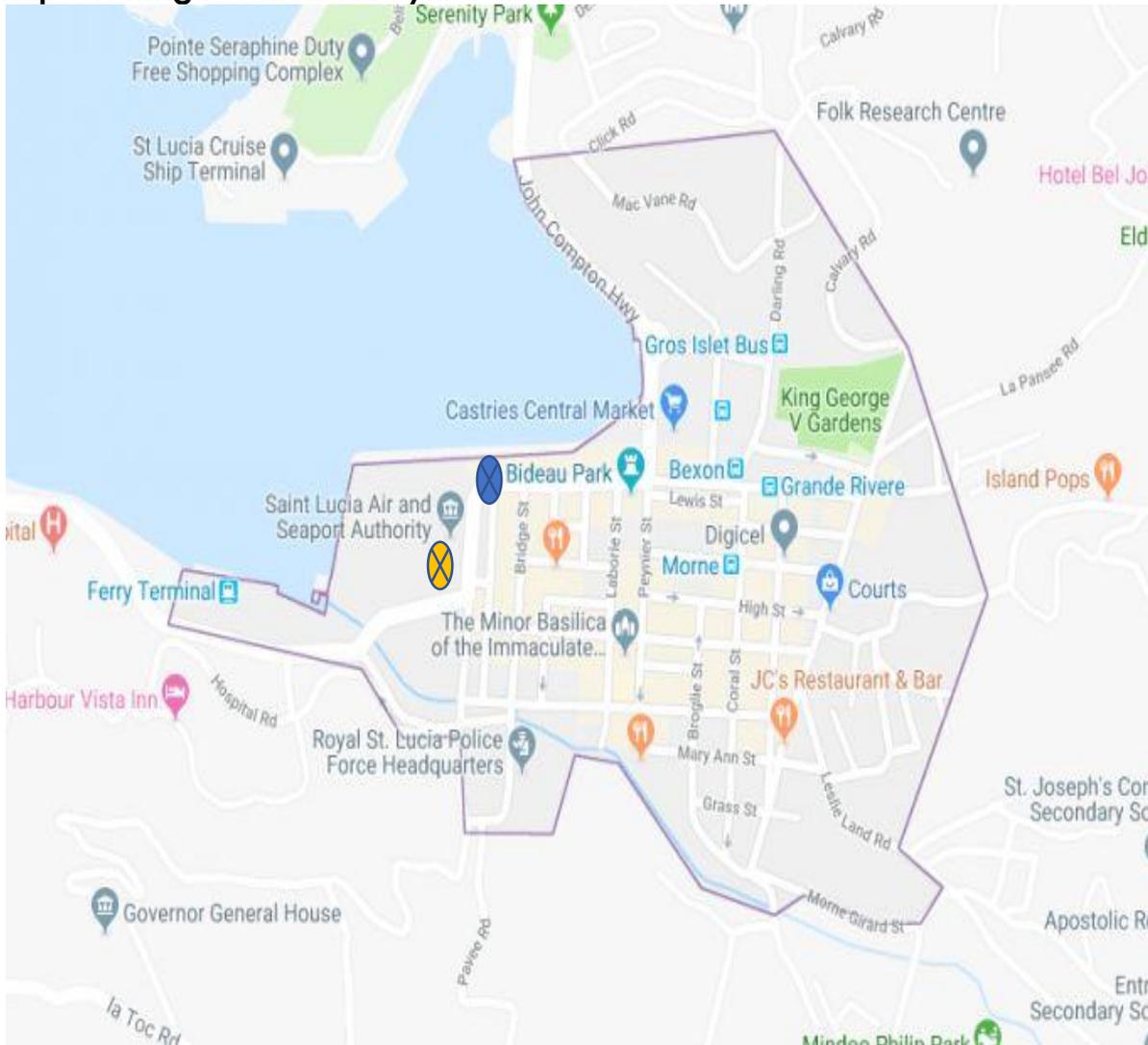
Peynier Street is a major thoroughfare in the Castries Central Business District (CBD). A one-way street, it runs from East to West, intersecting with Brazil Street, Micoud Street and Jeremie Street, and links to the John Compton Highway soon after its intersection with Jeremie Street. Peynier Street also branches off into streets such as High Street, and St. Louis Street.

Lining Peynier Street are buildings such as the House of Parliament, the High Court (currently not in use), the Family Court and the Office of the Mayor of Castries and City Hall. The street is also home to two (2) blocks of housing apartments (L & S), which form part of the larger housing complex in Central Castries, commonly referred to as the CDCs. Constitution Park, a popular area where mainly middle aged and elderly men congregate and which is also a popular site for anti-government protests, because of its close proximity to the Parliament, is also along that street.

Peynier Street has sidewalks on either side, which facilitate the movement of pedestrians. Consultations with vendors and min-bus drivers who spend a considerable amount of time plying their trade from the sidewalks reveal that due to a number of defects, the sidewalks pose a danger to pedestrians generally, but more specifically to the elderly, pregnant women and women carrying babies who regularly slip and fall particularly when the sidewalks are wet. Hence, they welcome the improvement to the sidewalks.

The estimated cost for this sidewalk improvements is USD186, 000 equivalent to XCD 500,005.20.

## Map Showing location of Peynier Street



 Peynier Street       Proposed relocation site

## WORLD BANK PROCEDURES FOR PREPARING RESETTLEMENT ACTION PLANS

For each component that may involve resettlement, the World Bank requires a satisfactory Resettlement Action Plan or an Abbreviated Resettlement Action Plan (ARAP) that is consistent with the provision of the policy framework be submitted to the Bank for approval before the component is accepted for Bank financing. When the number of persons affected by the component exceeds 200, a resettlement plan shall be prepared. Where impacts on the entire affected population are minor, or fewer than 200 people are affected, an abbreviated resettlement plan may be agreed with the borrower. Impacts are considered “minor” if the affected people are not physically displaced and less than 10% of their productive assets are lost<sup>1</sup>.

<sup>1</sup> ORTCP, Resettlement Policy Framework (RPF)

## **World Bank Land/Asset Acquisition Policy (OP 4.12): Guiding Principles:**

The World Bank's Policy, 4.12 Involuntary Resettlement, provides the overall guidance to social safeguards (land acquisition and involuntary resettlement) planning and compliance during implementation of sub-projects under the ORTCP. The following key guiding principles should be considered:

- Involuntary resettlement should be avoided where feasible, or minimized, exploring all viable alternative project designs;
- Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits;
- Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs; and
- Displaced persons should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

A screening exercise was conducted on Peynier Street on March 18 to observe and acquire insight on the activities undertaken, with subsequent visits conducted on May 20 and 27 and June 03 and 22 and 29. The following were noted during the visits:

- 1) There are eight (8) vendors currently operating on Peynier Street, in areas designated by the Castries Constituencies Council (CCC);
- 2) There are seven (7) female vendors, and one (1) male vendor, with two (2) female vendors being assisted by their husband; and one (1) female vendor assisted by her sister;
- 3) Four (4) vendors operate six (6) days per week from Monday to Saturday;
- 4) Three (3) work for five days, from Monday to Friday and; two (2) work for four (4) days a week, one (1) works every Tuesday, Wednesday, Friday and Saturday, and the other has no fixed schedule.
- 5) Two (2) of the vendors sell breakfast items and therefore, operate from 6:00 am to 12:00 noon on the days that they operate. Mrs. Julia Cayol, operates from Monday to Friday and Mrs. Rachel Calixte sells on Tuesdays, Wednesdays, Friday and Saturday. Mrs. Calixte uses electricity to keep her items warm and for her electric kettle. She currently sources the supply from a neighbour who lives in the apartment directly behind her stall.
- 6) With the exception of the two breakfast vendors who work to 12:00 pm, all other vendors work up to 5:00 pm and at least two (2) up to 7:00 pm
- 7) The La Croix Bus Association operates from a bus stand located on Peynier Street. The drivers operate Monday to Saturday from 5:30 am to 10:00 pm, from 10:00 pm the drivers move to Bridge Street next to the 1<sup>st</sup> National Bank and operate from there. They also operate from this location on Sundays and holidays. While the Association has 41 members

## **THE ABBREVIATED RESETTLEMENT ACTION PLAN (ARAP)**

### **Purpose**

The Abbreviated Resettlement Action (ARAP) Plan provides details on the likely impacts resulting from the intended improvement to the Peynier Street sidewalks and the mitigation measures that will be implemented to address any potential adverse impacts.

The ARAP contains the following elements:

- Estimated population displacement, and a summary of livelihood activities;
- Description of compensation and other resettlement assistance to be provided;
- Consultations with displaced people about acceptable alternatives;
- A plan for additional consultations and participation, grievance redress mechanisms, and public information before and during project activity;
- Institutional arrangements for implementation and procedures for grievance redress;
- Arrangements for monitoring and implementation; and
- Timetable and budget.

### **Estimated Population Displacement**

The potential impacts will not involve any land acquisition, but will require temporary relocation of vendors and mini-bus drivers to avoid economic displacement. The majority of the vendors have no other form of income, with the exception of one (1) female vendor who indicated that she is a dressmaker as well.

The present location lends itself to a high volume of pedestrian traffic which is economically beneficial for the vendors thus considerations should include, ensuring:

- a) Adequate safety measures for vendors, pedestrians and vehicular traffic management during construction
- b) Assistance with moving assets and goods of affected vendors to new temporary location;
- c) Providing new suitable structures for vendors to continue their trade as comfortably, as necessary
- d) An alternate location where their economic activity will not be adversely impacted by a reduction in sales. The proposed relocation site which is the grounds of the old fire station is on Jeremie Street and can accommodate the minibus drivers as well as the vendors. The site is a two to three-minute walk away from their present location which means that the vendors would not incur transportation costs since the majority presently store their items at the Castries Market and Vendors Arcade, both of which are in close proximity to the site. Jeremie Street is a street with a high level of pedestrian activity, as the street is lined with many businesses. Additionally, since the minibus drivers and their passengers are the vendors main customers, they would not be deprived of the revenue generated from those sales.
- e) Relocation of the 3A, La Croix Bus stand

Table 1 below provides a list of Project Affected People (PAP)

**Table 1: Inventory of Affected Persons – Vendors**

	<b>Name</b>	<b>Gender and Age Range</b>	<b>Years on Site</b>	<b>Type of Goods Vended</b>	<b>Frequency on Site</b>	<b>Assets and Value</b>	<b>Average Daily Income XCD</b>	<b>Notes</b>
1	Julia Cayol	Female 50-60	8	Breakfast items – bakes, cakes, sandwiches etc.	Monday – Friday 6:00 am – 12:00 noon	Stove, warmers, refrigerator, tables, shelves, chairs (\$5000.00).	\$60.00	Vends from a fixed food hut. As a sub-tenant she pays \$250.00 to the tenant, who lives off-island and has not visited for a long time. The hut is not in a good condition. Her main clients are the mini-bus drivers on the 3 A La Croix bus stand.
2	Nelson Stanley and Francillia Nelson	Married couple 65-70	4	Confectionary, juice, water, soda	Monday – Friday 6:00 am to 5:00 pm	Umbrella, chairs, coolers, table (\$600.00)	\$60.00	Pays \$3.00 daily to the CCC and \$18.00 weekly for storage at the Vendors Arcade.
3	Lucia Placide	Female 65-70	3	Confectionary, juice, water, soda	Monday-Saturday but takes two (2) days off every week. 7:30 am to 5:00 pm	Table, chairs, Cooler (\$600.00)	\$35.00	Pays \$30.00 fortnightly to a resident who leaves nearby for storage and the \$3.00 vending fee to the CCC daily.

4	Mary Edmund assisted by Felixia Darcie	Female 55-65	5	Water, soda, juice, confectionary, snacks	Monday - Saturday 9:30 am to 5:00 pm	Tray, umbrella, cooler, bench (\$600.00)	\$45.00	Pays the \$3.00 vending fee to CCC.
5	Curtis Herelle (Rudy)	Male 35-45	2	Snacks, water, juice, soda, cigarettes, face masks (new product since COVID -19 pandemic)	Monday - Saturday 10:00 – 7:00 pm	Tray, cooler, tent (\$700.00)	\$180.00	Stores items with a friend who lives nearby and pays the \$3.00 vending fee to CCC
6	Rachael Calixte Assisted by her husband	Female 60-70	Less than a year	Breakfast items, bakes, sandwiches, tea and coffee	4 days a week. Tues, Wed, Fri and Sat. 6:00 am – 12:00 noon	Oven, warmer, electric kettle, coffee jugs, tent.  She has access to a table from the apartment just to the back of her vending stall. Her husband is responsible for moving the table to and from storage.	\$180.00	Has been vending for five years overall, but On Peynier Street since November 2019, after a fire at the Voyagers building led to her displacement.  Since she cooks from home and transports the food to the site, she needs access to electricity for the food warmer. She also uses an electric kettle.
7	Carmen Delaire	Female 60-70	17	Confectionary, clothing and other accessories, cigarettes and	Monday – Saturday 6:30 am to 6:00 pm (before the pandemic)	1 Tent, 1Tray, 1 cooler, 4 benches (\$1500.00)	\$120.00	Her son and nephew assist with moving and setting up her stall. She usually stores

				lighters, water, juice drinks, etc.	6:30 am to 3:30 pm during pandemic.			her items at he Castries Craft Market where her daughter-in-law has a booth, but since the closure of the market, due to the pandemic, she now stores them with a friend at the apartment directly behind her stall.
8	Leah Felix	Female 35-45	2	Confectionary, Juice water	Monday - Friday 9:00 am - 5:00 pm	2 coolers, 1 tray, 1 bench, 1 chair (\$550.00)	\$30.00 on a good day \$5.00 or no sales on somedays.	Since the lockdown has been taking a day off because of decline in sales. She pays \$18.00 per week to store her items at the food market. She uses a cart to haul them. She also pays the \$3.00 daily CCC fee.

### **Route 3A La Croix Minibus Drivers**

During the four (4) visits to the site to meet with PAPs, many of the mini-bus drivers who were engaged spoke at length about the timing of the work, questioning whether the funds could be used for other purposes which are of greater priority currently. Upon explaining to them that the funds were specifically allocated to the project and reallocating would prove extremely difficult at this point, they indicated that they now understood the process for implementation of the project. However, many of the drivers still preferred to remain anonymous even while contributing to the discussion.

According to drivers A. Mangal and Barthelmy Augustin, who is the Vice President of the 3A Minibus Association. The La Croix Minibus Association which operates from the 3A La Croix bus stand on Peynier Street, has forty-one (41) members. This bus stand serves communities in the Castries South and South East area, taking commuters into the city and back. The drivers ply the route using mainly 14 and 15-seater buses, but due to COVID-19 regulations that are currently in place are only allowed to carry 10 or 11 passengers. Before, the pandemic, during the slow period, mainly from 9:30 am to 2:30 pm, as many as 15 to 20 buses can be parked on the street side awaiting passengers. Since the start of the pandemic the Association has implemented a rotation system which means that only 20 or 21 drivers are operating on any given day, and the number of buses on the stand awaiting passengers during the slow period is lower, numbering between 8 to 10.

The buses are parked along the lower section of Peynier Street starting near the intersection with Jeremie Street and ending at the intersection with St. Louis Street, thus any construction in that section of the street will require the relocation of the bus stand, to ensure the safety of the drivers, their passengers and their buses. Discussion with the bus drivers reveal that in the past they have had to relocate to the site of the old Castries Fire Station when the street has been used for national events. They also indicated that in the recent past the CCC undertook work on a section of the sidewalk, and there was no need to relocate as the work was conducted during the weekend mainly on Sunday, when they operate from Bridge Street.

Due to the slowdown in economic activity particularly the closure of all hotels and related services, as well as the closure of schools, the number of commuters has reduced, leading to a system of rotation in the bus service. Rotating means that only half or less of the registered buses operate on any given day, additionally, each driver can only operate three (3) days per week. The drivers foresee this system remaining in place at least until September 2020. This means that the site for relocation would have to accommodate less than 20 buses at any given time if the works can be implemented before September 2020.

During discussion with bus drivers the following was also revealed:

1. The first bus on the stand usually gets there for 5:30 am though the buses do not "peg" (to remain on the stand) before 7:30 am.
2. After 10:00 pm the buses move to upper Bridge Street next to the First National Bank and operate from there, the buses also operate from that location on Sundays and holidays.
3. All drivers are male, ranging in age from their early thirties to sixties and the majority have been operating for over 15 years from that spot, which is authorized by the Transport Board.

4. While income fluctuates, depending on the day and month of the year, on a good day most drivers can earn \$200.00 but on a bad day earnings would be between \$100.00 to \$150.00, and sometimes less than a \$100.00.
5. That an area of the sidewalk was recently rehabilitated by the CCC and their work schedule was not affected as the work was mainly conducted during the weekend.
6. In the past drivers have been relocated to the site of the Old Fire Station to facilitate the closure of the street for various purposes, hence, that site could be used for their relocation during construction, as it is in close proximity to their current location.
7. The president of the Association is authorised to hold consultations and make binding decisions regarding relocation of the bus stand on their behalf, in consultation with the National Council on Public Transportation (NCOPT) and the Road Transport Board, however communication channels are open to all bus drivers, in case they disagree with decisions taken.

Below is a list of the names of drivers who contributed to the discussion:

1. Barthlemy Augustin
2. Aloysius Moses
3. A. Mangal
4. Sexus Hippolyte
5. Clifford Louis

Seven other drivers chose to remain anonymous.

**Table 2: Estimations based on population that may be displaced**

What is Required/Necessary	Actions
Permanent Land acquisition	No
Temporary land acquisition	No
Temporary Loss of livelihoods	Possibly
Permanent loss of livelihoods	No
Loss of assets	No
Resettlement <i>What/who needs to be moved?)</i>	<p>6 vendors who currently operate on the site will be relocated to an approved site to continue earning income from their customers and pedestrian traffic.</p> <p>There is one vending hut which will have to be closed during construction as the cost of relocating it may be higher than paying compensation to the vendor. The condition of the hut may also pose a challenge during relocation. A vendor who requires electricity for her operations also has to be closed during the period of construction on that section of the street as she cannot be accommodated at the relocation site.</p> <p>See list of assets in table 1. Apart from the hut the other assets are in working and fairly good condition.</p>

	<p>A new location has been identified and approved from where the mini-bus drivers will operate.</p>
<p>Asset Compensation (What is to be compensated?)</p>	<p>Compensation will be paid to two (2) vendors who cannot relocate to the new site but instead will remain closed for the anticipated three (3) week period when construction will be undertaken in the section of the street that they occupy.</p> <p>Ms. Lucita Cayol who vends from a hut which would have to be broken down and relocated, will be compensated for the three-week period that her operations will be closed during construction. (See agreement signed by Ms. Lucita Julia Cayol In Annex 4)</p> <p>One vendor who requires electricity for her business and a suitable location is yet to be identified will be compensated for the twelve days that her operations will be closed during construction. (See agreement signed by Mrs. Rachel Calixte in Annex 4)</p> <p>The St. Lucia Air and Seaports Authority (SLASPA) has approved use of the Old Fire Station Grounds which is a few yards away from the present location, as such there will be minimal if any transportation cost incurred by the 6 vendors who will be relocated to this site.</p> <p>The mini-bus drivers serve a select group of customers taking them from their area of residence to the city and back home, as such the commuters would meet the drivers where they are relocated. The approved site was selected to minimize the inconvenience caused to the commuters by selecting a site in close proximity to the current location, as well as to ensure the security of the drivers and the passengers. Information bulletins will be issued via diverse media to inform commuters of the change in location.</p>

## **Description of Compensation and Other Resettlement Assistance**

Monetary compensation is necessary, for:

1. Two vendors who have agreed to close their operations for the three-week period during construction in the area where their stalls are located.
2. Affected vendors and mini- bus drivers prefer not to relocate, and instead petition an agreeable compensatory package; or
3. Relocation site has less pedestrian traffic and customers from nearby businesses accessing the services of the vendors.

Any cost associated with temporary relocation of the vendors and mini-bus drivers will be covered by the Ministry of Tourism, Information and Broadcasting, Culture and Creative Industries. Estimations are to be determined by the Finance Department.

## **Consultations Regarding Alternative Sites for Vending**

The Social Safeguards Officer (SSO) on the ORTCP conducted a screening exercise on March 18, to scope the area and identify PAPs. Four (4) on-site visit(s) to Peynier Street were held on May 20 and 27 and June, 03 and 22, 2020, respectively, to engage vendors and mini-bus drivers one on one to discuss the planned improvement to the sidewalks.

Most vendors expressed support for the implementation of the work, highlighting the increased safety for pedestrians as a major benefit. Some drivers expressed support for the planned activity.

On the matter of alternatives for relocation during the activity vendors provided the William Peter Boulevard as a possible relocation site, while mini-bus drivers suggested the site of the Old Fire Station. A possibility would be to relocate the vendors to the Old Fire Station rounds as well, as their clientele includes the mini-bus drivers and their passengers.

Both proposed locations are a few meters from the current site. The William Peter Boulevard as a location for the vendors will compensate for the pedestrian traffic because of the centralized location. The Old Fire Station grounds is located along Jeremie Street, a main street with a high level of pedestrian activity, it is also in close proximity to Peynier Street, allowing regular customers to patronize the vendors while at this new site. Additionally, if the vendors are in the same location as the minibus drivers, they will continue to benefit from the business of the drivers and their passengers. Additional transportation costs would not be incurred by the vendors because their trays and other vending assets are moveable items which they store at night and carry to the sidewalk every morning.

On June 24 2020, the SSO held a telephone meeting with Mr. Dominic Lesmond, the President of the La Croix Mini-Bus Association. The purpose of the meeting was to apprise Mr. Lesmond on the implementation of the upcoming works, and the need to relocate the bus stand during implementation. Mr. Lesmond noted that he had heard of the project and agreed that relocation would be required during construction. The site at the Old Fire Station grounds which was proposed by the drivers, was accepted by Mr. Lesmond as a suitable relocation site.

## Plan for Additional Consultations

In order to ensure full compliance with the conditions set out by the World Bank, the Ministry of Tourism will hold a series of meetings, with PAPs, key agencies and departments and business owners operating at the project site.

1. **Meeting with the Social transformation Officer (STO) in the Ministry of Equity-** to inform the officer of the status of the works and to solicit her support in the implementation of the RAP.

Date Venue & time	Purpose of Meeting	Who Is Responsible
July 29 2020	<ol style="list-style-type: none"> <li>a. Present requirements of OP 4.12 as it relates to involuntary</li> <li>b. To apprise the officer on the content of the RAP to assist the officer in her role of providing guidance and support in the implementation of the ARAP.</li> </ol>	<p>Social Safeguard Officer</p> <p>The meeting was held but consultation will be ongoing.</p>

2. **Meeting with Affected Vendors and La Croix Mini-bus Drivers-** Meetings will be held to discuss the relocation of the La Croix Mini-bus Stand and the vendors. In the case of the drivers these meetings, with the President and other members of the Executive of the Association, as well as the NCOPT and the Transport Board, will have to be one on one, as it is not advisable under the prevailing COVID 19 social distancing protocols to convene group meetings. Meetings will be held with individual vendors.

Date Venue & time	Purpose of Meeting	Who Is Responsible
July 28 2020	<ol style="list-style-type: none"> <li>c. Present requirements of OP 4.12 as it relates to involuntary resettlement;</li> <li>d. Agree on the extent of relocation/resettlement;</li> <li>e. Discuss the most suitable alternatives for resettlement;</li> </ol>	<p>Ministry of Equity- Social Transformation Officer</p> <p>Safeguard Officer</p> <p>The Ministry of Tourism</p> <p>Castries Constituencies Council</p>

	f. Determine compensation allowance, in case of temporary loss of livelihoods;	Meetings have been held but consultation will be ongoing.
--	--	---

**3. Meeting with the St. Lucia Chamber of Commerce representing business owners operating on project Street:**

Date Venue and Time	Purpose of Meeting	Who Is Responsible
July 30	<p>a. Agree on best alternatives to mitigate disruption to business and income. Discuss potential loss of customers and /or income sources due to restrain access to business/buildings.</p> <p>b. Present requirements of O P 4.12 as it relates to involuntary resettlement</p>	<p>Ministry of Commerce Ministry of Tourism Saint Lucia Chamber of Commerce and the Castries Constituencies Council</p> <p>The relevant business operators and agencies have been informed and consultation and information sharing will be ongoing.</p>

**4. Meeting with The National Council on Public Transportation and the Road Transport Board**

Date Venue and Time	Purpose of Meeting	Who Is Responsible
July 27 2020	<p>a. Agree on best alternatives to mitigate disruption to the business and income of the bus drivers.</p> <p>b. Present requirements of O P 4.12 as it relates to involuntary resettlement</p>	<p>Social Safeguards Officer Ministry of Tourism</p> <p>Discussions have been held and will continue as physical implementation begins.</p>

**5. Meeting with Agencies and Departments:** with a view of resolving issues promptly and playing an intercessory role between the project and the PAPs. The following will also be discussed:

- a. The requirements of OP4 .12 as it relates to involuntary resettlement (temporary and Permanent);
- b. Agree on roles of each agency involved with the implementation of the ARAP;
- c. Determine the extent of resettlement of the vendors; and the relocation of the mini-bus drivers
- d. Agree on the grievance mechanisms to be used and the best method for consulting with any aggrieved parties.
- e. Copies of the Minutes of all meetings will be appended.

The following agencies have met with the Ministry of Tourism, Information and Broadcasting, Culture and Creative Industries to discuss implementation of the project. However, after the meetings with the vendors and business places to solidify and agree upon key outcomes and arrangements there will be further consultations with the following agencies and companies.

- Castries Constituencies Council
- Telecommunication Providers - Digicel and Flow
- Relevant Government Departments, e.g. the Ministry of Equity, Social Justice, Local Government and Empowerment;
- Road Transport Board

## **INSTITUTIONAL ARRANGEMENTS**

The Ministry of Tourism, Information and Broadcasting, Culture and Creative Industries is responsible for the implementation of the ARAP, with direct implementation and coordination support from respective personnel of the ORTCP Project team.

The ORTCP Project Manager will ensure that implementation of the ARAP is done in accordance with the requirements of the Resettlement Policy Framework (RFP) developed for the Project by the World Bank, and will be responsible for informing the World Bank on the progress of the implementation of the plan.

The payment of compensation to the PAPs is to be paid by the Ministry of Tourism, Information and Broadcasting, Culture and Creative Industries. To ensure the ARAP is efficiently implemented, the Social Safeguards Officer will act as liaison with all relevant institutions and agencies responsible for its execution.

The following agencies will likely play key roles in the implementation of the ARAP:

**Table 3. Relevant Institutions**

<b>Ministry/Agency</b>	<b>Department/Section</b>	<b>Responsibility</b>
Ministry of Tourism	ORTCP Management Team	Develop and implement the ARAP, oversee, coordinate, manage and monitor grievances
	ORTCP Social Safeguards Officer	Act as liaison to all relevant Departments of government and agencies
Ministry of Tourism	Finance Department	Payment of compensation for any loss of livelihoods, and any associated costs for relocation
Department of Equity, social Justice, Empowerment and Human Services	Social Transformation Officer	Provide guidance and support in the implementation of the ARAP
Castries Constituencies Council	Office of the Mayor	Oversee, manage, monitor grievances arising during implementation of the ARAP
Project Coordinating Unit (PCU)	Social Safeguards Officer	Provide support and guidance to ensure that the ARAP is undertaken according to WB Policies

**ARRANGEMENTS AND TIME TABLE FOR MONITORING IMPLEMENTATION OF THE ARAP**

The implementation and monitoring of the ARAP will be as follows:

1. The ORTCP Project Management team, led by the Social Safeguards Officer, is responsible for following up and ensuring that all activities are completed as outlined in Table 5 below;
2. The Finance Department of the Ministry of Tourism will ascertain that any person(s) likely to be affected are satisfactorily compensated, in accordance with the ARAP.
3. Minutes of all meetings and consultations will be prepared and added to the final RAP and maintained by ORTCP Project Management team
4. The ARAP is to be made available to all relevant parties in various government institutions

**Table 4: Timetable for implementation of the ARAP**

Activity	Date	Budget (US)	Responsible Institution	Status
Present details on OP4.12 process to PAPs	June -July	\$300.00	Safeguards Officer, ORTCP, Ministry of Tourism	Completed
Hold meeting to present resettlement alternatives	July 07	\$300.00	Safeguards Officer, ORTCP, Ministry of Tourism	Completed
Assist with Resettlement	September to October 2020	\$500.00	Castries Constituencies Council (CCC)	Ongoing
Grievance Management	September to November 2020	\$500.00	Safeguards Officer, ORTCP, MOT, MOE	Ongoing
Payment of compensation for relocation or loss of livelihoods, if any	October 2020	\$ 1, 293.00	Finance Department, Ministry of Tourism	Ongoing- Agreements have been signed and invoices have been submitted for payment.
Other Relocation Expenses	These expenses are necessary as based on consultations with the Traffic Department of the Royal St. Lucia Police Force, the Traffic Department, the National Council on Public Transportation and the Executive of the La Croix 3A Minibus Association, it was agreed that a comprehensive Traffic Flow Management Plan was required to ensure the safety of the bus operators, commuters, and the general public during the relocation period.			
Security	October 2020	\$ 750.00	ORTCP, CCC, Finance Department, MoT	Ongoing- Agreements have been signed and invoices have been submitted for payment.
Security Barriers	October 2020	\$ 3, 825.00	ORTCP, Finance Department, MoT	Ongoing- Agreements have been signed and invoices have been submitted for payment.
Lighting	October	\$1, 350.00	ORTCP, Finance	Ongoing-

	2020		Department, MoT	Agreements have been signed and invoices have been submitted for payment.
Signage	October 2020	\$ 1, 125.00	ORTCP, Finance Department, MoT	Ongoing-Agreements have been signed and invoices have been submitted for payment.
<b>TOTAL</b>		<b>\$10 ,318.00</b>		

**Table 5. Monitoring Indicators for the ARAP**

<b>Name of Person Affected</b>	<b>Type of Affection</b>	<b>Description of Compensation</b>	<b>Timeframe</b>	<b>Observation</b>
Vendor: Lucita Julia Cayol	Temporary closure	Her vending hut will be closed during construction, for which a monetary compensation will be provided in the amount of US\$ 421.00 at an average of US\$ 140.00 per week for a three week period.  The agreement also covers any additional period that the hut may remain closed and compensation will be paid at the agreed amount.	Start October 06 October 25 2020	The Ministry of Tourism, Information and Broadcasting, Culture & Creative Industries will pay the compensation. See Agreement in Appendix 4.
Vendor: Rachael Calixte	Temporary closure	Her vending stall will be closed during construction, for	Start October 06	The Ministry of Tourism, Information and

		which a monetary compensation will be provided in the amount of US\$ 674.00 at an average of US\$ 224.00 per week for a three week period. Her working week is 4 days and therefore she will be paid for a total of 12 days.	October 25 2020	Broadcasting, Culture & Creative Industries will pay the compensation. See Agreement in Appendix 4
Vendor: Carmen Delaire	Temporary relocation  To protect the safety of the vendors and their clients, vendors will be relocated for a three-week period.	Because of the proximity to the relocation site and the fact that vendors currently carry their items to and from the site daily, no compensation will be paid.	Start October 06 October 25 2020	The vendor has signed an agreement providing no-objection to the relocation; however, monitoring by the SSO during the relocation period will identify any areas that may need remedying and these will be forwarded to the PIU for addressing.
Vendor: Lucia Placide	Temporary relocation  To protect the safety of the vendors and their clients, vendors will be relocated for a three-week period.	Because of the proximity to the relocation site and the fact that vendors currently carry their items to and from the site daily, no compensation will be paid.	Start October 06 October 25 2020	The vendor has signed an agreement providing no-objection to the relocation; Monitoring by the SSO during the relocation period will identify any areas that may need remedying and these will be forwarded to the PIU for addressing
Vendors: Stanley Nelson and Francillia Nelson	Temporary relocation  To protect the safety of the vendors and their clients, vendors will be relocated for a three-week period.	Because of the proximity to the relocation site and the fact that vendors currently carry their items to and from the site daily, no compensation will be paid.	Start October 06 October 25 2020	The vendor has signed an agreement providing no-objection to the relocation; however, monitoring by the SSO during the relocation period will identify any areas that may need remedying and these will be forwarded to the PIU for addressing.

<p>Vendors: Mary Edmund and Felixia Darcie</p>	<p>Temporary relocation</p> <p>To protect the safety of the vendors and their clients, vendors will be relocated for a three-week period.</p>	<p>Because of the proximity to the relocation site and the fact that vendors currently carry their items to and from the site daily, no compensation will be paid.</p>	<p>Start October 06 October 25 2020</p>	<p>The vendor has signed an agreement providing no-objection to the relocation; however, monitoring by the SSO during the relocation period will identify any areas that may need remedying and these will be forwarded to the PIU for addressing.</p>
<p>Vendor: Curtis Herelle</p>	<p>Temporary relocation</p> <p>To protect the safety of the vendors and their clients, vendors will be relocated for a three-week period.</p>	<p>Because of the proximity to the relocation site and the fact that vendors currently carry their items to and from the site daily, no compensation will be paid.</p>	<p>Start October 06 October 25 2020</p>	<p>The vendor has signed an agreement providing no-objection to the relocation; however, monitoring by the SSO during the relocation period will identify any areas that may need remedying and these will be forwarded to the PIU for addressing.</p>
<p>Vendor: Leah Felix</p>	<p>Temporary relocation</p> <p>To protect the safety of the vendors and their clients, vendors will be relocated for a three-week period.</p>	<p>Because of the proximity to the relocation site and the fact that vendors currently carry their items to and from the site daily, no compensation will be paid.</p>	<p>Start October 06 October 25 2020</p>	<p>The vendor has signed an agreement providing no-objection to the relocation; however, monitoring by the SSO during the relocation period will identify any areas that may need remedying and these will be forwarded to the PIU for addressing.</p>
<p>La Croix Minibus Drivers Association</p>	<p>Temporary relocation</p> <p>To ensure the safety of the drivers, and their passengers as well as to avoid damage to their buses the bus stand</p>	<p>The drivers will not suffer any loss of business as a result of the relocation; therefore, no compensation will be paid.</p>	<p>Start October 06 October 25 2020</p>	<p>The President of the Minibus Association has signed an agreement providing no-objection to the relocation; however, monitoring by the SSO during the relocation period</p>

	will be relocated for a three-week period.			will identify any areas that may need remedying and these will be forwarded to the PIU for addressing. A Traffic Flow Management Plan has been formulated to ensure the safety of the drivers, commuters and the general public.
--	--	--	--	--

**ANNEXES**

**Annex 1: Photos**



*Curtis Herelle (Rudy's) Stall*



*Ms. Cayol's Food Hut*



*Ms. Jn. Baptiste's Stall*



*Mrs. Edmund's Stall*



*Mr. and Mrs. Stanley's Stall*



*Buses on the 3A La Croix Bus Stand*



*ORTCP, Contractors and Other Stakeholders on Site Visit to Peynier Street*



*ORTCP, Contractors and Other Stakeholders on Site Visit to Peynier Street*

## Annex 2: Reports of Consultations with Peynier Street PAPs

**Reporter:** ORTCP Social Safeguards Officer (SSO)

**Site Visit Dates:** May 20, 2020

**Time:** 11:00 am - 12:15 pm

**Purpose:** To hold consultations with and gather data on potential Project Affected People (PAP) on Peynier Street Castries, which is earmarked for sidewalk improvements work,

**Persons Engaged:**

**Table 1. Inventory of Affected Persons and Findings – Vendors**

Name	Gender and Age Range	Years on Site	Type of Goods Vended	Frequency on Site	Assets and Value	Average Daily Income XCD	Notes
Julia Cayol	Female 50-60	8	Breakfast items – bakes, cakes, sandwiches etc.	Monday – Friday 6:00 am – 12:00 noon	Stove, warmers, refrigerator, tables, shelves, chairs (\$5000.00).	\$50.00	Vends from a fixed food hut. As a sub-tenant she pays \$250.00 to the tenant, who lives off-island and has not visited for a long time. The hut is not in a good condition. Her main clients are the mini-bus drivers on the 3 A La Croix bus stand.
Nelson Stanley and Francillia Nelson	Married couple 65-70	4	Confectionary, juice, water, soda	Monday – Friday 6:00 am to 5:00 pm	Umbrella, chairs, coolers, table (\$600.00)	\$60.00	Pays \$3.00 daily to the CCC and \$18.00 weekly for storage at the vendors arcade.

Lucia Placide	Female 65-70	3	Confectionary, juice, water, soda	Monday-Saturday but takes two (2) days off every week. 7:30 am to 5:00 pm	Table, chairs, Cooler (\$600.00)	\$35.00	Pays \$30.00 fortnightly to a resident who leaves nearby for storage and the \$3.00 vending fee to the CCC daily.
Mary Edmund and Felixia Darcie	Female 55-65		Water, soda, juice, confectionary, snacks	Monday - Saturday 9:30 am to 5:00 pm	Tray, umbrella, cooler, bench (\$600.00)	\$45.00	Pays the \$3.00 vending fee to CCC.

### Mini-bus Drivers

Brief discussion was held with three (3) mini-bus drivers, on the 3A La Croix Bus Stand, two withheld their names. However, one driver identified himself as Aloysius Moses and informed that the drivers were not operating as normal due to COVID-19 restrictions, and as such it would prove difficult to meet with many drivers. However, he indicated that he would speak with the President of the Association to inform him of the upcoming work and to disseminate the information to other bus-drivers.

### Findings:

1. Vendors as well as taxi drivers agree that the work on the sidewalks is necessary to create safer walking surfaces for pedestrians, as they have seen many people slip and fall when the sidewalks are wet and slippery.
2. Although the vendors and drivers see the work as necessary, they anticipate that the implementation period will be short with as little inconvenience as possible especially for the vendors.

## REPORT OF CONSULTATIONS WITH PEYNIER STREET PAPs

**Reporter:** ORTCP Social Safeguards Officer (SSO)

**Site Visit Dates:** May 27, 2020

**Time:** 9:00 am – 9:30 am 11:00 am – 12:00 pm

**Purpose:** To hold consultations with and gather data on potential Project Affected People (PAP) on Peynier Street Castries, which is earmarked for sidewalk improvements work,

**Persons Engaged:**

**Table 1. Inventory of Affected Persons and Findings – Vendors**

Name	Gender and Age Range	Years on Site	Goods Vended	Days on Site	Assets and Value	Average Daily Income	Notes
Curtis Herelle (Rudy)	Male 35-45	2	Snacks, water, juice, soda, cigarettes, face masks (new product since COVID - 19 pandemic)	Monday – Saturday 10:00 am – 7:00 pm	Tray, cooler, tent (\$700.00)	\$180.00	Stores items with a friend who lives nearby and pays the \$3.00 vending fee to Castries Constituencies Council (CCC)

### Findings

1. Mr. Herelle indicated that he was aware of the intention to implement the project as he had heard the discussion among the other vendors. He believed that the work was necessary, since he has observed many pedestrians slipping and falling on the sidewalks when it is slippery after rain.

### Minibus Drivers

The discussions were held with four (4) minibus drivers. All the drivers withheld their name. However, they provided information as follows:

1. There are 41 bus drivers operating from the stand. They explained that there is the 3A Minibus Association which looks after the welfare of its members.
2. The first bus on the stand usually gets there for 5:30 am though the buses do not “peg” (to remain on the stand) before 7:30 am.
3. After 10:00 pm the buses move to upper Bridge Street next to the First National Bank and operate from there, the buses also operate from that location on Sundays and holidays.
4. All drivers are male, ranging in age from their early thirties to sixties and the majority have been operating for over 15 years from that spot, which is authorized by the Transport Board.

5. While income fluctuates, depending on the day and month of the year, on a good day most drivers can earn \$200.00 but on a bad day earnings would be between \$100.00 to \$150.00, and sometimes less than a \$100.00.
6. Due to COVID -19 resulting in the closure of schools, hotels and other businesses resulting in a reduced number of daily commuters, the Association has implemented a rotation system where only half the number of buses 21, are operating on any day. Additionally, each driver can only operate three (3) days per week. They foresee this system remaining in place at least until September 2020.
7. An area of the sidewalk was recently rehabilitated by the CCC and their work schedule was not affected as the work was mainly conducted during the weekend.
8. In the past drivers have been relocated to the site of the Old Fire Station to facilitate the closure of the street for various purposes, hence, that site could be used for their relocation during construction, as it is in close proximity to their current location.

## REPORT OF CONSULTATIONS WITH PEYNIER STREET VENDORS

**Reporter:** ORTCP Social Safeguards Officer (SSO)

**Site Visit Dates:** June 03, 2020

**Time:** 10:15 am – 11:40 am

**Purpose:** To hold consultations with and gather data on potential Project Affected People (PAP) on Peynier Street Castries, which is earmarked for sidewalk improvements work,

**Persons Engaged:**

**Table 1. Inventory of Affected Persons – Vendors**

Name	Gender and Age Range	Years on Site	Items Vended	Frequency on Site	Assets and Value	Average Daily Income	Notes
Rachael Calixte Assisted by her husband	Female 60-70	Less than a year	Breakfast items, bakes, sandwiches, tea and coffee	4 days a week. Tues, Wed, Fri and Sat. 6:00 am – 12:00 noon	Oven, warmer, electric kettle, coffee jugs, tent.  She has access to a table in the CDC unit where she stands to vend. Her husband is responsible for moving the table to and from storage.	\$180.00	Has been vending for five years overall, but On Peynier Street since November 2019, after a fire at the Voyagers building led to her displacement from the William Peter Boulevard.  Since she cooks from home and transports the food to the site, she needs access to electricity for the food warmer. She also uses an electric kettle.

### Mini-bus Drivers

The SSO met with six (6) mini-bus drivers. Out of the six, two withheld their names, but the other four were identified as, A, Mangal, Sexus Hippolyte, Clifford Louis, and Barthelmy Augustin, who is the Vice President of the 3A Minibus Association.

The Vice President confirmed the information that was provided by Mr. Mangal, during the May 27<sup>th</sup> visit including that there were 41 members in the Association and that only half that number or less worked on any given day, and that individual drivers worked only three (3) days a week due to the slowdown in activity resulting from COVID-19, particularly the

early closure of schools and more persons working from home. He also indicated that a good day's earnings is in the region of \$200.00 and slower days are in the region of \$100 to \$150.00.

Mr. Augustin also supported the use of the Old Fire Station site as a possible relocation site. Many of the drivers questioned the necessity of the project, stating that the funds could be used in other areas, given the present economic situation. However, when the SSO explained that the funds were allocated specifically for that purpose before the advent of COVID -19, and although physical implementation would begin within weeks, the planning and preparation stage of the project has been ongoing since 2019, with funds already expended for this stage.

## REPORT OF CONSULTATIONS WITH PEYNIER STREET VENDORS

**Reporter:** ORTCP Social Safeguards Officer (SSO)

**Site Visit Dates:** June 22, 2020

**Time:** 8:49 am – 9:20 am

**Purpose:** To hold consultations with and gather data on potential Project Affected People (PAP) on Peynier Street Castries, which is earmarked for sidewalk improvements work,

**Persons Engaged:**

**Table 1. Inventory of Affected Persons – Vendors**

Name	Gender and Age Range	Years on Site	Items Vended	Frequency on Site	Assets and Value	Average Daily Income	Notes
Carmen Delaire	Female 60-70	17 years	Confectionary, clothing and other accessories, cigarettes and lighters, water, juice drinks.	Monday – Saturday 6:30 am to 6:00 pm (before the pandemic) 6:30 am to 3:30 pm during pandemic.	1 Tent, 1 Tray, 1 cooler, 4 benches (\$1500.00)	\$120.00	Her son and nephew assist with moving and setting up her stall. She usually stores her items at the Castries Craft Market where her daughter-in-law has a booth, but since the closure of the market, due to the pandemic, she now stores them with a friend at the apartment directly behind her stall.  Ms. Delaire stated that she will willingly move to the site where she is relocated.

## REPORT OF CONSULTATIONS WITH PEYNIER STREET PAPs

**Reporter:** ORTCP Social Safeguards Officer (SSO)

**Site Visit Dates:** June 29, 2020

**Time:** 10:00 am – 11:30 am

**Purpose:** To engage the Project Affected People (PAP) specifically the vendors, to obtain their no-objection to them being relocated during the improvement works on Peynier Street Castries.

### Persons Engaged:

During the visit one vendor who had not been engaged was present and therefore was informed of the pending works.

**Table 1. Inventory of Affected Persons and Findings – Vendors**

Name	Gender and Age Range	Years on Site	Goods Vended	Days on Site	Assets and Value	Average Daily Income	Notes
Leah Jn. Baptiste	Female 35-45	2	Confectionary, water, juice)	Monday – Friday 9:00 am – 5 :00 pm	1 Tray, 2 coolers, 1 bench, 1 chair (\$550.00)	\$20.00	Since the lockdown has been taking a day off because of decline in sales. She pays \$18.00 per week to store her items at the food market. She uses a cart to haul them. She also pays the \$3.00 daily CCC fee.

### Signing of Agreements

Six (6) of the eight (8) vendors who operate on the street were present and signed the agreement giving no-objection to the work and their relocation if and when required. Mrs. Lucia Placide and Mrs. Rachael Calixte were not on site, but in previous discussions had indicated their willingness to cooperate as long as suitable relocation sites are provided. See Appendix 4 for copies of the signed agreements. An agreement signed by Mr. Dominic Lesmond, President of the 3A La Croix Minibus Drivers Association, on behalf of the drivers is also included in Appendix 4.

### **Annex 3: Grievance Redress Mechanism**

Individuals and groups who may consider themselves deprived of appropriate treatment under the project will utilize the established grievance redress mechanism. The process includes: (i) a recording and reporting system, including grievances filed both verbally and in writing, (A *template of a Grievance log is in Appendix 2*) (ii) designating staff with responsibility for addressing grievances at various levels of Government, and (iii) a time frame to address the filed grievances. The functioning of the grievance redress mechanism will be monitored and evaluated by the Social Safeguards Officer of the PCU during its implementation.

The Grievance Redress Mechanism (GRM) will be promoted through a public sensitization campaign which will include stakeholder engagement meetings and communication with stakeholders via email, whatsapp and bulletins or flyers. The general public will be informed through public announcements through various media including the Government Information Service and website, television and radio announcements. All communication will provide contact information for the Social Safeguards Officer, who is responsible for receiving complaints. The project signs will also provide relevant information about the implementing agency for persons who wish register grievances. The contractor will also accept grievances which will be subsequently forwarded to PIU for processing.

The following questions will help to assess whether the GRM is functioning up to its full potential. If the answer to any of these questions is No, the team will consider improving it.

- Does the project have clear, formal, and transparent internal mechanism (e.g.) a grievance redress unit, grievance redress committees, designated grievance redress officers) and rules for addressing grievances?
- Do project officials responsible for grievance redress have the authority to take or demand remedial action?
- Are officials responsible for grievance redress obliged to take action on all grievances?
- Do project-affected people feel that they can lodge grievances without fear of retaliation?
- Are project beneficiaries aware of their right to file a grievance and of the grievance redress process in general?
- Are there internal processes in place to record, track, and monitor the grievances and the action taken on them?
- Does the GRM provide timely feedback (written or otherwise) to the petitioner on actions taken?
- Is there an appeal process in place that GRM users can access if they are not satisfied with how their grievance has been resolved?

During the life cycle of the project, all grievances pertaining to the project would be managed by the Social Safeguards Officer of the PCU. The SE identifies the problem area, then in collaboration with other support form staff or/ and consultant, as follows:

- All grievances received under the project, either by mail, fax, e-mail, will be

invariably routed to the Social Specialist for processing. A copy of the complaint should be given to the aggrieved indicating receipt of the Grievance.

- Grievance received by word of mouth should be recorded, re-read to the aggrieved person and signed by the aggrieved person in the presence of a witness and forwarded to the SE.
- The SE shall assess and discuss the gravity of the matter and decide whether it shall be dealt with immediately or should be forwarded directly to the Attorney General for independent attention.

**Processing Grievances**

After the final demarcation of the project sites, notification to the public about the pre project development will be provided. Notification should be given on radio via (or other pertinent media) about the project development, including at project site, with information as to where to direct all grievances. All grievances relating to the development of this project are to be directed to the PCU. The grievance notes should be signed and dated by the aggrieved person.

The Project Coordinator or the Social Safeguards Officer, of the PCU should acknowledge within five (5) business days, the receipt of the documentation. The nature of the grievance would be directly addressed by the SE along with the other relevant concerned government officials. The relevant personnel would ascertain the period (not exceeding thirty (30) business days) necessary to address the grievance and notification must be given to the aggrieved person.

- No grievance is to be rejected without having been independently examined, and the complainant issued a reason and a reply.
- Complainants must be informed of the name, designation, office, and telephone number of the official who is processing the case. The time frame in which a final reply will be sent should also be indicated.
- All grievances concerning non-fulfilment of contracts, levels of compensation, or seizure of assets without compensation shall be made in writing, and addressed to the Permanent Secretary, Department of Economic Development. Copies of the complaint shall be sent to the PS and the PSC for tabling within five business days following communication to the PCU.
- If an agreement cannot be reached the aggrieved party or parties shall raise their concerns to the PCU, who shall refer the matter to the Attorney General within ten (10) business days. Should grievances remain unresolved at this level, they can be referred to the Court of Law.

The steps undertaken should a grievance arise are as follows:

**Grievance Redress Procedures**

Grievances from affected parties	<ul style="list-style-type: none"> <li>• Grievances made verbally to the Social Safeguards Officer</li> </ul>
Access Point	<ul style="list-style-type: none"> <li>• The PCU serves as the access point for grievances</li> </ul>

Grievance Log	<ul style="list-style-type: none"> <li>• Grievances received verbally are documented, verified and signed by both parties.</li> <li>• Grievances will be copied to the relevant authority</li> </ul>
Assessment	<ul style="list-style-type: none"> <li>• Grievances categorized by type. Determination of eligibility of grievance.</li> <li>• The first assessment of the grievance is conducted by the PCU and technical officers from the pertinent GOV authorities.</li> <li>• Letters acknowledging the grievance is issued by the PCU</li> <li>• The Social Transformation Officer (STO) for the region provides assistance with dealing with conflict resolution and grievance. The STO will communicate all disputes and grievances to the PCU immediately when received. Should a dispute arise, the applicable Laws of Saint Lucia will prevail.</li> </ul>
Resolution and Follow-up	<ul style="list-style-type: none"> <li>• Development of an Implementation Plan for resolution of grievances.</li> </ul>

## Communicating a Grievance

### (i) Who can submit a Grievance?

A Grievance can be registered by any individual or group of individuals who believes it has been or will be harmed by the Project. If a Grievance is to be lodged by a different individual or organization on behalf of those said to be affected, the Claimant must identify the individual and/or people on behalf of who the Grievance is submitted and provide written confirmation by the individual and/or people represented that they are giving the Claimant the authority to present the Grievance on their behalf.

The GRM will specify an individual who will be responsible for dealing with any gender-based violence (GBV) issues, should they arise. A list of GBV service providers will be kept available by the project. The GRM should assist GBV survivors by referring them to GBV Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

If a GBV related incident occurs, it will be reported through the GRM, as appropriate and keeping the survivor information confidential. Specifically, the GRM will only record the following information related to the GBV complaint:

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

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

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

The GRM will also immediately notify both the Implementing Agency and the World Bank of any GBV complaints WITH THE CONSENT OF THE SURVIVOR.

**(ii) How is the Grievance Communicated?**

The GRM maintains a flexible approach with respect to receiving Grievances, thus a Grievance can be transmitted to the GRM by any of the following means:

By email to the following address- [ortcpslu@govt.lc](mailto:ortcpslu@govt.lc)

By letter, addressed to the: Project Manager

ORTCP

Ministry of Tourism, Information & Broadcasting, Culture & Creative Industries

Sir Stanislaus Building

The Waterfront

CASTRIES

By phone at number 468 5816 / 468 4610 or call, text or WhatsApp to 721 9678, in person at stakeholder engagement meetings or to the Contractor's personnel.

The Grievance Redress Mechanism (GRM) will be promoted through a public sensitization campaign which will include stakeholder engagement meetings and communication with stakeholders via email, whatsapp and bulletins or flyers. The general public will be informed through public announcements through various media including the Government Information Service and website, television and radio announcements. All communication will provide contact information for the Social Safeguards Officer, who is responsible for receiving complaints. The project signs will also provide relevant information about the implementing agency for persons who wish register grievances.

**(iii) What information should be included in a Grievance?**

The Grievance should include the following information:

(a) The name of the individual or individuals making the Complaint (the "Claimant");

(b) A means for contacting the Claimant (email, phone, address, other);

(c) If the submission is on behalf of those alleging a potential or actual harm, the identity of those on whose behalf the Grievance is made, and written confirmation by those represented of the Claimant's authority to lodge the Grievance on their behalf;

(d) The description of the potential or actual harm;

(e) Claimant's statement of the risk of harm or actual harm (description of the risk/harm and those affected, names of the individual(s) or institutions responsible for the risk/harm, the location(s) and date(s) of harmful activity);

(f) Whether the Claimant wishes that their identity is kept confidential.



## OECS Regional Tourism Competitiveness Project

---

### REGISTRATION OF GRIEVANCE

Please use CAPITAL LETTERS

Name of Project Site: \_\_\_\_\_

The complainant prefers to not have his / her name registered

From:

Name: \_\_\_\_\_

Gender: Female  Male

Contact No: \_\_\_\_\_

Address: \_\_\_\_\_

Preferred method of contact: Telephone call  WhatsApp / Messenger  Letter

Email  (Please provide address) \_\_\_\_\_

As per the Resettlement Policy Framework of the OECS Tourism Competitiveness Project, Grievance Redressal, I register my grievance as detailed:

**“Details of Grievance” (a) Outline reasons why and how you are affected by the project. (overleaf if necessary)**

---

---

---

---

---

**(b) If land or other properties are being affected e.g. (agriculture), include copies of relevant documentation to support your claim. List documents and attach copies**

(a) \_\_\_\_\_

(b) \_\_\_\_\_

(c) \_\_\_\_\_

(d) \_\_\_\_\_

**Undertaking:** I hereby certify that statements made in my Grievance and documentation enclosed are true and complete to the best of my knowledge. If at any time any part of the Grievance or the documentation is found to be false, I will be liable for any legal action that the Government may deem necessary.

Date: \_\_\_\_\_ Time of Reporting: \_\_\_\_\_

dd/mm/yy

Medium used for reporting grievance: **In Person**  **Telephone**  **Email**  **Letter**

**WhatsApp / Messenger**

(Signature of aggrieved person) \_\_\_\_\_

Name of recording Officer: \_\_\_\_\_ (Signature) \_\_\_\_\_

(Please print)

List all documentation enclosed: (continue overleaf).

## Annex 4: Signed Agreements



### AGREEMENT TO PROCEED WITH SIDEWALKS WORKS ON PEYNIER STREET

I, Leah An Baptiste, who uses the sidewalk on Peynier Street to sell, have no-objection to the commencement of works to improve the sidewalks on Peynier Street. I am aware that the works will be conducted for a period of about six (6) weeks but may be delayed due to unforeseen circumstances. I also agree to move to the proposed relocation site, if and when required.

Leah An Baptiste  
Signature

29<sup>th</sup> June 2020  
Date



**AGREEMENT TO PROCEED WITH SIDEWALKS WORKS ON PEYNIER STREET**

I, Caltis Herel - Rudy, who uses the sidewalk on Peynier Street to Vong, have no-objection to the commencement of works to improve the sidewalks on Peynier Street. I am aware that the works will be conducted for a period of about six (6) weeks but may be delayed due to unforeseen circumstances. I also agree to move to the proposed relocation site, if and when required.

C.H - Rudy  
.....  
Signature

29/6/20  
.....  
Date



**AGREEMENT TO PROCEED WITH SIDEWALKS WORKS ON PEYNIER STREET**

I, Mary Edmund, who uses the sidewalk on Peynier Street to vend, have no-objection to the commencement of works to improve the sidewalks on Peynier Street. I am aware that the works will be conducted for a period of about six (6) weeks but may be delayed due to unforeseen circumstances. I also agree to move to the proposed relocation site, if and when required.

Mary Edmund  
Signature

29/06/2020  
Date



**AGREEMENT TO PROCEED WITH SIDEWALKS WORKS ON PEYNIER STREET**

I, Nelson Stanley, who uses the sidewalk on Peynier Street to Vends, have no-objection to the commencement of works to improve the sidewalks on Peynier Street. I am aware that the works will be conducted for a period of about six (6) weeks but may be delayed due to unforeseen circumstances. I also agree to move to the proposed relocation site, if and when required.

Nelson Stanley  
Signature

29/06/2020  
Date



**AGREEMENT TO PROCEED WITH SIDEWALKS WORKS ON PEYNIER STREET**

I, Julia Cayol, who uses the sidewalk on Peynier Street to vend, have no-objection to the commencement of works to improve the sidewalks on Peynier Street. I am aware that the works will be conducted for a period of about six (6) weeks but may be delayed due to unforeseen circumstances. I also agree to move to the proposed relocation site, if and when required.

[Signature]  
Signature

29-06-2020  
Date



**AGREEMENT TO PROCEED WITH SIDEWALKS WORKS ON PEYNIER STREET**

I, Barney Deloria, who uses the sidewalk on Peynier Street to land, have no-objection to the commencement of works to improve the sidewalks on Peynier Street. I am aware that the works will be conducted for a period of about six (6) weeks but may be delayed due to unforeseen circumstances. I also agree to move to the proposed relocation site, if and when required.

Barney Deloria  
Signature

29/6/2020  
Date



AGREEMENT TO PROCEED WITH SIDEWALKS WORKS ON PEYNIER STREET

I Lucia Placide, a vendor who operates from the sidewalk on Peynier Street, by signing this agreement, provide no-objection to the commencement of works to improve the sidewalks on Peynier Street. I am aware that the works will be conducted for a period of about three (3) weeks but may be delayed due to unforeseen circumstances. I also agree to move to the proposed relocation site, if and when required.

Lucia Placide

Signature

30 - 2020

Date



AGREEMENT TO PROCEED WITH SIDEWALKS WORKS ON PEYNIER STREET

I, Dominic Lesmond, President of the La Croix Mini-bus Drivers Association, which operates from the sidewalk on Peynier Street, by signing this agreement, provide no-objection on behalf of the La Croix bus operators, to the commencement of works to improve the sidewalks on Peynier Street. I am aware that the works will be conducted for a period of about six (6) weeks but may be delayed due to unforeseen circumstances. We also agree to move to the proposed relocation site, if and when required.

  
Signature

28. 06. 2020  
Date



## AGREEMENT BETWEEN VENDOR MRS. RACHEL CALIXTE AND ORTCP TO FACILITATE IMPLEMENTATION OF PEYNIER STREET SIDEWALKS IMPROVEMENT PROJECT

### **Background**

In 2019, the ORTCP conducted a condition assessment of sidewalks on the following streets in Castries: Jeremie; Peynier; Micoud; Brazil; Laborie; Bridge; and John Compton Highway (from LUCELEC to Jeremie Street intersection). Based on that assessment, the following measures were recommended to improve conditions of sidewalks. They include:

8. Sidewalk resurfacing;
9. Enhanced accessibility for differently abled persons;
10. Increased green spaces;
11. More vegetation within sidewalks and medians where possible;
12. Covering of drains to enhance aesthetics;
13. Widening of sidewalks; and
14. Physical restriction of illegal parking using bollards and planters.

Accordingly, works commenced in June 2020 with Bridge Street and will be followed by works on Peynier Street. At least four site visits were undertaken on Peynier Street during the months of May-June 2020. The site visits revealed that there are eight (8) vendors currently operating on Peynier Street, in areas designated by the Castries Constituencies Council (CCC). During the sidewalks improvement works most vendors will have to be relocated for a period of at least three (3) weeks to ensure their safety and the safety of their clients. The site of the Old Fire Station has been identified as a possible relocation site for the vendors. However, two vendors are likely to require compensation.

### **Proposal**

There are eight (8) vendors currently operating on Peynier Street, in areas designated by the Castries Constituencies Council (CCC). During the sidewalks improvement works the vendors will have to be relocated for a period of at least three (3) weeks to ensure their safety and the safety of their clients. The site of the Old Fire Station has been identified as a

possible relocation site for the vendor. Mrs. Rachel Calixte is one of two vendors who sell breakfast items and therefore, operates from 6:00 am to 12:00 noon on the days that she operates which are Tuesday, Wednesday, Friday and Saturday.

Since she cooks from home and transports the food to the site, she needs access to electricity for the food warmer. She also uses an electric kettle.

During discussions regarding continuation of her vending operations during the implementation of the Peynier Street Sidewalk Improvement Project the following options were discussed:

1. Relocation to the Old Fire Station grounds which is the preferred option of the Castries Constituency Council (CCC).
2. Returning to the William Peter Boulevard which was the site that she first operated from.
3. Relocation to the corner of High Street and Peynier Street, a location proposed by Mrs. Calixte. This location is suggested on the premise that it will be possible for Mrs. Calixte to source electricity from the CCC at a cost agreed on by the two parties. Mrs. Calixte currently pays for use of electricity.
4. That Mrs. Calixte shuts down operations for the three-week period during which construction work will be undertaken in the area where she operates.

An assessment of the Old Fire Station grounds reveals that it may not be possible for Mrs. Calixte to source electricity for her operations. Further, the CCC has indicated that Mrs. Calixte cannot return to her original site at the William Peter Boulevard as the area has been declared a no-vending zone, following the fire at the Adjodha Building. In the event that the CCC does not approve the use of the corner of High and Peynier Street, Mrs. Calixte agrees that there is no other choice but to shut down operations for the period of three (3) weeks during construction.

Based on information gathered during consultation with Mrs. Calixte her income varies from \$150.00 on bad days to \$300.00 on good days, but cited an average daily income of \$180.00. However, given the current slowdown in the economy as a result of the Corona Pandemic, Mrs. Calixte agrees that \$150.00 per day would be sufficient compensation.

In consideration of the above-mentioned factors, it is proposed that the sum of One Hundred and Fifty Dollars (\$150.00) per day be offered to Mrs. Rachel Calixte as compensation. For the three-week period this is a total of One Thousand Eight Hundred Dollars (\$1 800. 00).

Agreement

I, RACHEL CALIXTE, a vendor who operates from the sidewalk on Peynier Street, agree to accept the sum of \$1800.00 as compensation for the closure of my vending operations for a period of three weeks during the implementation of the Peynier Street Sidewalks improvement works. I also agree to accept the amount agreed per day if the project is delayed due to unforeseen circumstances, beyond three weeks.

Rachel Calixte

Signature

21.7.2020

Date



## AGREEMENT BETWEEN VENDOR MS. LUCITA JULIA CAYOL AND ORTCP TO FACILITATE IMPLEMENTATION OF PEYNIER STREET SIDEWALKS IMPROVEMENT PROJECT

### Background

In 2019, the Ministry of Tourism, under the OECS Regional Tourism Competitiveness Project (ORTCP) conducted a condition assessment of sidewalks on the following streets in Castries: Jeremie; Peynier; Micoud; Brazil; Laborie; Bridge; and John Compton Highway (from LUCELEC to Jeremie Street intersection). Based on that assessment, the following measures were recommended to improve conditions of sidewalks. They include:

15. Sidewalk resurfacing;
16. Enhanced accessibility for differently abled persons;
17. Increased green spaces;
18. More vegetation within sidewalks and medians where possible;
19. Covering of drains to enhance aesthetics;
20. Widening of sidewalks; and
21. Physical restriction of illegal parking using bollards and planters.

Accordingly, works to improve sidewalks commenced in June 2020 with Bridge Street and will be followed by works on Peynier Street.

At least four site visits were undertaken on Peynier Street during the months of May-June 2020. The site visits revealed that there are eight (8) vendors currently operating on Peynier Street, in areas designated by the Castries Constituencies Council (CCC). During the sidewalks improvement works most vendors will have to be relocated for a period of at least three (3) weeks to ensure their safety and the safety of their clients. The site of the Old Fire Station has been identified as a possible relocation site for the vendors. However, two vendors are likely to require compensation.

## **Proposal**

Ms. Lucita Julia Cayol is a vendor on Peynier Street. She vends five (5) days a week from Monday to Friday from 6:00 am – 12:00 noon to the drivers of the La Croix bus stand and their passengers who are her main clients. She vends from a fixed food hut. As a sub-tenant she pays a rental fee of \$250.00 to the tenant, who lives off-island and has not visited for a long time. The hut is not in a good condition.

During discussions regarding continuation of her vending operations during the implementation of the Peynier Street Sidewalk Improvement Project the following options were discussed:

5. Relocation to the Old Fire Station grounds which is the preferred option of the Castries Constituency Council (CCC); and
6. That Ms. Cayol shuts down operations for the three-week period during which construction work will be undertaken in the area where she operates.

The following issues are of relevance:

1. Ms. Cayol does not own the hut and therefore is not in a position to consent to the relocation of the hut, additionally, efforts by her to contact the owner, who lives in Martinique, to discuss the matter, have not been successful. Even with consent from the owner to relocate, the hut is not in a good condition and can be damaged during the process of moving it to the relocation site and back to Peynier Street.
2. Breaking down, transporting and setting up at the relocation site and then back to Peynier Street may prove costly.

Based on information gathered during consultation and the above-mentioned factors Ms. Cayol has indicated that she would accept \$60.00 per day which is her average daily income and an additional \$15.00 for rent, since she would have to pay rent even during the closure, for a total of \$75.00 per day. For the three-week period this is a total of One Thousand One Hundred and Twenty Five Dollars (\$1 125. 00).

In consideration of the above-mentioned factors it is proposed that the sum of Seventy-Five Dollars (\$75.00) per day be offered to Ms. Lucita Julia Cayol as compensation.

Agreement

Lucita Cayle, a vendor who operates from the sidewalk on Peynier Street, agree to accept the sum of \$1125.00 as compensation for the closure of my vending operations for a period of three weeks during the implementation of the Peynier Street Sidewalks improvement works. I also agree to accept the amount agreed per day if the project is delayed due to unforeseen circumstances, beyond three weeks.



Signature

21.07.2020

Date

**APPENDIX 5: APPROVAL FOR USE OF RELOCATION SITE AND APPROVED RISK MITIGATION PLAN**



Manoel Street, PO Box 651, Castries, Tel: (758) 457 6100, Fax: (758) 457 6190. E-mail: info@slaspa.com www.slaspa.com

July 21, 2020

**Ms. Donalyn Vittet**  
Permanent Secretary  
Ministry of Tourism, Information and Broadcasting,  
Culture and Creative Industries  
3<sup>rd</sup> Fl., Sir Stanislaus James Bldg.  
Waterfront  
**CASTRIES**



*Att: L. Nicholas*

Dear Ms. Vittet,

**Re: OECS Regional Tourism Competitiveness Project (ORTCP)**  
**Request for Temporary Use of Old Fire Station Site**

We acknowledge receipt of your letter dated July 6, 2020.

We wish to inform you that favourable consideration has been given to your request to use, the Old Fire Station Site for the temporary relocation of the vendors and minibus drivers of the La Croix Bus Stand which is located, on Peynier Street.

The approval above is preconditioned to a copy of the risk mitigating strategy for public safety, being forwarded to the undersigned prior to requested space being physically occupied.

Yours sincerely  
**SAINT LUCIA AIR AND SEA PORTS AUTHORITY**

Daren Cenac  
**GENERAL MANAGER**

Cc: Mr. Adrian Hilaire - Director of Seaports, SLASPA  
Ms. Nassoma Cammock - Legal Officer, SLASPA

August 5, 2020

**Ms. Donalyn Vittet**  
Permanent Secretary  
Ministry of Tourism, Information and Broadcasting,  
Culture and Creative Industries  
3<sup>rd</sup> Fl., Sir Stanislaus James Bldg.  
Waterfront  
**CASTRIES**

Dear Ms. Vittet,

**Re: OECS Regional Tourism Competitiveness Project (ORTCP)**  
**Request for Temporary Use of Old Fire Station Site**

The Saint Lucia Air and Sea Ports Authority hereby acknowledges receipt of your letter dated July 28, 2020.

We wish to inform that your Risk Mitigation Strategy adequately addresses our concerns and we thus grant full approval for the temporary use of the Old Fire Station Site.

Yours sincerely

**SAINT LUCIA AIR AND SEA PORTS AUTHORITY**

  
.....  
Daren Cenac  
**GENERAL MANAGER**

Cc: Mr. Adrian Hilaire - Director of Seaports, SLASPA  
Ms. Nassoma Cammock - Legal Officer, SLASPA



**RELOCATION OF PROJECT AFFECTED PERSONS ROM PEYNIER STREET TO OLD  
FIRE STATION SITE  
RISK MITIGATION PLAN**

	<b>RISK</b>	<b>LIKELIHOOD &amp; IMPACT</b>	<b>MITIGATION STRATEGY</b>
1	Commuters and clients of the vendors and mini buses negotiating traffic when accessing the site.	Low - Pedestrians injured.	Pedestrian crossing is in close proximity to site, but discussion should be held with the RSLPF regarding the feasibility of placing additional signs to sensitize motorists and pedestrians.
2	Security of mini-bus operators, the vendors and their clients.	Medium - Vendors and mini-bus operators robbed and injured.	Jeremie Street is a major thoroughfare with a high level of police patrol, however, the RSLPF will be informed of the relocation to ensure that the area is patrolled regularly particularly in the later part of the day. Further, it should be noted that the mini-buses move to Bridge Street in the evening to continue their nightly operations.
3	Environmental Degradation (pollution etc.)	Medium - The aesthetics of the location destroyed.	Work closely with the CCC to ensure the upkeep of the site as well as sensitizing the vendors and mini-bus drivers of the need to conserve the environment and keep the place clean.
4	Commuters and clients of the vendors face difficulty locating the new site.	Low- Inconvenience and time wasted trying to locate the site.	Public sensitization campaign to inform of the project and the relocation.
5	Resentment and agitation by vendors on Jeremie Street due to the relocation of the Peynier Street vendors.	Low - Conflict and discord between vendors.	Sensitization and awareness campaign to inform the vendors that the relocation is temporary
6	Influx of additional vendors on site.	Medium - Peynier Street vendors disadvantaged due to competition.	A registry of vendors will be created. Periodic patrolling by project staff and CCC; Peynier Street vendors will also be encouraged to inform of invaders.

## Appendix 6: Grievance Log Template