

SAINT LUCIA
Project Coordination Unit
Terms of Reference
Social Safeguards and M&R Officer

I. Introduction

The Government of Saint Lucia (GOSL) has obtained financing channelled through the World Bank (WB) for the financing of eight projects of which five are major investment projects require the services of the Project Officer with responsibilities for Social Safeguards. The projects are a) the **Disaster Vulnerability Reduction Project (Report #87044- LC; IDA Credit 5493-LC SCF PPCR Loan #TF017101, SCF PPCR Grant #TF017143)** which forms part of the Adaptable Program Lending (APL-DVRP) for the East Caribbean Region, along with Grenada, Dominica and Saint Vincent and the Grenadines (SVG), the **Caribbean Regional Communications Infrastructure Program (Report No. 68009-LAC, IDA Credit 5117-LC)**, the **Saint Lucia Geothermal Project (GEF Grant TF018581, SIDS DOCK GRANT #TF018390)**, **Solar PV Demonstration and Scale Up Project (SIDS Dock Grant TF0A1671)** and the **OECS Regional Tourism Competitiveness Project (Credit 6000-LC)**.

The Financing Agreements for these Grants and Loans requires that the Government of Saint Lucia establish a Project Coordination Unit with staff satisfactory to the WB to undertake the fiduciary aspects of projects which includes financial management, procurement, safeguards and monitoring and evaluation. The current portfolio under implementation is approved at approximately United States seventy-four million dollars (US\$103m).

*The current portfolio background information on each Project is also contained in **Annex 1 to the TOR** and details of each project are contained in the Project Appraisal Documents and Financing Agreement which form an integral part of these Terms of Reference.*

To this end and in effort to strengthen the capacity of the existing Project Coordination Unit within the Department of Economic Development, Transport and Civil Aviation the GOSL seeks to engage the services of a Social Safeguards and Monitoring and Reporting (M&R) Officer in (i) managing and effectively implementing the social safeguards polices as per the World Bank's Involuntary Resettlement Policy (OP/BP 4.12) and Environmental Assessment Policy (OP/BP 4.01) for the aforementioned Projects and.(ii) assisting with monitoring and reporting the implementation of the DVRP.

II. Objectives of the Assignment

Based on the social safeguards screening conducted for the aforementioned Projects, it is evident that some of the sub-project activities will lead to social impacts. In particular, the construction of civil works can potentially entail acquisition of private land for temporary or permanent use and/or utilization of public land occupied/used by private individuals as well as physical and/or

economic displacement of persons. Should it be that the social impacts of these involuntary taking of lands or physical and or economic displacement of persons are not mitigated the results can be negative, severe and long term.

As a result, each of the aforementioned projects triggers the World Bank's Policy on Involuntary Resettlement (OP/BP 4.12) aimed at addressing and mitigating potentially negative social impacts of involuntary resettlement, as well as the World Bank's Environmental Assessment Policy (OP/BP 4.01)

The Officer is also expected to compile all DVRP progress information from the implementing agencies as well PCU staff, and prepare the Quarterly Project Progress Report for timely submission to the Bank. In this regard, the Officer will monitor and regularly update the DVRP Results Framework, and submit to the Bank the updated Framework along with the Progress Reports.

III. General Scope of Services

The purpose of this consultancy is to provide social support to the PCU (Project Coordination Unit) in the screening of works for sub project activities to determine the possible / likely impacts related to OP/BP 4.12 as well as broader social risks and impacts (as per OP/BP 4.01) that may arise during the implementation of the proposed works. The consultant will work closely with the Community / Liaison Officer engaged under the DVRP (or any other Project) and will also organize and participate in stakeholders meetings / consultations when needed and develop and implement social safeguards instruments as needed, including social assessments and resettlement action plans (RAPs) during project implementation to ensure compliance with the World Bank's Safeguard Policy on Involuntary Resettlement (OP 4.12), the Environmental Assessment Policy (OP/BP 4.01), and the Laws of Saint Lucia. The consultancy is also to ensure that other broader social impacts are identified and mitigated as necessary. The Consultant will also be responsible for providing the PCU and the Department with full support in managing/maintaining and routinely updating the DVRP's Results Framework and reporting requirements as per the Template contained in **Annex 2 – Consultant's Reporting Obligations.**

During the preparation of sub-projects, proposed activities must be screened, scoped, and assessed, by the Social Safeguards and M&R Officer, for possible acquisition of land (both temporary and permanent) or impacts on assets/access to assets including real property and livelihoods (as per OP/BP 4.12) as well as for the identification of broader social impacts of the projects (as per OP/BP 4.01). Once impacts are identified and determined, the Social Safeguards and M&R Officer will be responsible for the development, implementation and documentation of mitigation measures as per the relevant Projects' Resettlement Policy Framework (RPF, where applicable) or the WB OP Policies. The consultant is expected to implement, and report upon, the activities described in the relevant Project's RPF.

IV. Specific Duties and Responsibilities

The Social Safeguards and M&R Officer is predominantly responsible for undertaking screening, scoping and assessment of all sub project activities and developing and implementing safeguards instruments to ensure that all projects listed in the “Introduction” are in compliance with the World Bank’s OP 4.12 and 4.01, managing/maintain and routinely updating the DVRP’s Results Framework and reporting on Project progress for the DVRP using the Template contained in Annex 2 – Consultant’s Reporting Obligations by 15th day following the end of the month.

Social Safeguards:

- Social Risks Screening: Screen and scope (examine and evaluate) all activities proposed by individual subprojects to evaluate and assess the potential social risks or impacts and to determine, document, develop and implement required mitigation measures.
- OP 4.12 Screening: Screen and scope proposed projects for land acquisition, displacement of livelihoods (as per OP/BP 4.12) and in consultation with relevant technical specialists, assess feasibility of altering project designs to avoid impacts related to private land acquisition/resettlement/displacement of livelihoods (as per OP/BP 4.12).
- As needed, develop, and coordinate the execution of, sub-project Resettlement Action Plans (RAP’s), in accordance with the relevant Project RPFs, for submission to and clearance by the Bank, to be implemented prior to sub-project financing.
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- Grievance Redress Mechanism: Develop, implement and report on the Grievance Redress Mechanism.
- Consultations: Conduct consultations with the relevant project beneficiaries and any Project Affected People (PAP) on a regular basis to ensure that issues are addressed in a timely manner and that project beneficiaries are kept abreast of developments. Develop any and all mitigation measures / RAPs in close consultation with PAP.
- Systematically document all community consultations and meetings held with project beneficiaries, local communities, stakeholders and any PAPs in the form of minutes of the meetings.
- Work with the PCU Finance Manager and Accountants of Implementing Agencies to ensure that budgetary provisions are made for the efficient and expeditious payment of claims to PAPS.
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- Field Supervision: Conduct field supervision, monitoring and inspection of individual subprojects to ensure compliance with the mitigation measures required, to ensure compliance with World Bank policies, and to ensure compliance with the laws of Saint Lucia.
- Social Impact Matrix: On a regular basis update the Social Impacts Matrix (SIM) as a means of documenting social issues/concerns and their mitigation, and submit updated SIM (as part of the progress report for the DVRP) to the Bank every quarter. The deadline for submission

is the same as the deadline date for submission of the quarterly Interim Financial Report to the Bank.

- Beneficiary Feedback System (BFS): Develop and implement a BFS (for the DVRP, SOLAR DVRP AF, OECS Regional Tourism Competitiveness Project, and OECS Partial Credit Guarantee Scheme Project to determine the level of Citizen Engagement (CE) in the projects and its sub projects. This includes: (i) design pre-implementation survey to be implemented at subproject sites prior to the implementation of works, working with the DVRP Communications / Liaison Officer or Communications Specialist for other Projects to adjust pre-existing community outreach surveys to comply with data collection requirements of the CE indicator; (ii) design of a template for the recording of consultation minutes and reporting on the BFS in the quarterly project progress reports; (iii) design post-implementation evaluation survey to be implemented at subproject sites following the completion of works, or work with the DVRP Communications / Liaison Officer or the Communications Specialist for other Projects to adjust pre-existing community outreach surveys to comply with data collection requirements of the CE indicator; (iv) develop a proposal for the collection of data for the BFI. The proposal should include details on the activities to be executed and timelines. This may also require consultation and collaboration with the National Statistics Office.
- Social Updates: Prepare the social aspects of the DVRP quarterly project progress report . Report on project activities and social issues/concerns as they arise to serve as documentation of compliance and to support periodic reporting to the PCU.
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- Providing training / orientation to staff of the Project Coordination Unit, project staff and staff of Implementation Units (where necessary) on the Bank's OP 4.12 and 4.01.
- Take the lead in organising logistics and scheduling for WB Missions related to Safeguards.

M&R for the DVRP:

- Assist the Saint Lucia Development Bank (SLDB) in the preparation of the social updates for the annual CAFF safeguards reporting (for DVRP).
- Manage, maintain and update on a regular basis, the DVRP's Results Framework with inputs from the implementing agencies and PCU staff, for quarterly submission.
- Prepare and submit to the Bank the DVRP Quarterly Progress Report, with inputs from implementing agencies and PCU staff. The Progress Report should include highlight project achievements, delays, challenges, risks and mitigation plans as well as photographs. The following documents should be annexed to the Quarterly Reports: (i) up to date Results Framework; (ii) updated Gantt Charts; (iii) Social Impacts Matrix; and (iv) stakeholders consultation Minutes (as relevant).

V. Duration of the Assignment

The Social Safeguards and M&R Officer Support will be hired as part of the PCU on a full-time basis and is expected to be start on June 1, 2017 for a period of one year in the first instance; renewable annually subject to satisfactory performance. Remuneration in the first instance will be paid by the DVRP.

Engagement can cover a period of five years subject to annual performance review with an intermediate performance evaluation after the first six months of services rendered.

VI. Reporting Requirements

The Project Officer Social Safeguards and M&E Support will report to the Project Coordinator, PCU.

For effective discharge of the duties the Social Safeguards and M&R Officer will be required to work in consultation and collaboration with Technical Coordinators, Project Managers for the respective Projects, Climate Change Coordinator – DVRP, Communications / Liaison Officer, Civil Works Coordinator – DVRP and the SLDB designate for the CAFF as well as all implementing agencies. The Officer should also coordinate with Agencies of Government responsible for handling various social risks/ impacts

The Officer is expected to submit to the PCU Coordinator or his/her designate the following Reports/deliverables, in a timely manner:

- Social Impact Matrix: Quarterly;
- All relevant Safeguards documents (ex: consultations Minutes, RAPs, where applicable): The timeframe for specific RAPs will be agreed upon according to the scope of each assignment and the timeline of works for specific subprojects (i.e. all RAPs must be implemented prior to the onset of construction).
- DRVP Progress Report: Quarterly;
- Updated Results Framework: Quarterly

The Project Coordinator (or his/her designate) or other duly authorized Officers will review and provide feedback on all reports received and shall arrange for correspondence exchanges in connection with the assignment.

VII. Client / Employer's Responsibility

The Department of Economic Development, Transport and Civil Aviation will provide the Social Safeguards and M&R Officer with office space, office equipment including computers, access to printing and photocopying and all necessary software required for discharge of duties, mobile telephone for discharge of duties and other communication equipment. The Officer will need to own and maintain a vehicle for use on field trips and in country travel related to the assignment. The Employer will initiate the consultation and co-operation of other agencies required to provide support to the Officer for the implementation of the relevant aspects of the assignment.

Consultant's Responsibilities will:

- a) Declare any conflict of interest where such arise
- b) Execute the duties and tasks outlined in Scope of Services with due diligence and efficiency and in accordance with the highest standards of professional competence, ethics and integrity.
- c) Be responsible for the collection and analysis of all data and information required for the compilation of all reports.
- d) Submit reports (progress, RAP, Updated SIM, Report on Work requirements) and work plans for each quarter within the stipulated timeframes stated in the Terms of Reference for review by the Project Coordinator
- e) Execute the services in accordance with the Bank OP Policies for Safeguards, and laws of Saint Lucia.

VIII. Qualification and Experience Requirements

Minimum required education and experience

Academic:

- At least a Bachelor's degree in Social Sciences (geography, sociology, economics or law) or related discipline

Experience:

- Demonstrated experience of a minimum of 5 years in the field of social development, project planning or project implementation,

a. Specific knowledge required to start

- World Bank OP 4.01 and 4.12 policies
- Saint Lucia Land Acquisition Act
- Existing legislation in Saint Lucia on managing projects that lead to PAPs

- Reporting for major donor organisations

Required competencies (core and technical to be specified)

The successful candidate will have:

- Ability to perform subproject screenings and assessments for existence of social risks and impacts, provide advice, and contribute to capacity building on Social Safeguards
- Operational Project Management - Participates in the development and review of Safeguards Section of the OM
- Operational Project Management – Ability to carry out assessments and develop safeguards instruments including the RAP and implementation progress reports
- Drive for Results - Takes personal ownership and accountability to meet deadlines and achieve agreed-upon results, and has the personal organization to do so
- Teamwork (Collaboration) and Inclusion - Collaborates with other team members and contributes productively to the team's work and output
- Business Judgment and Analytical Decision Making - Analyzes facts and data to support sound, logical decisions regarding own and others' work.
- Previous experience working with Donor-financed projects and the Government of Saint Lucia
would be a plus

Other Competencies:

- Excellent knowledge of English with fluency in reading, preparation of technical reports and general writing.
- Demonstrated ability to work in teams and communicate effectively.
- Qualitative research skills and experience in community consultation is an asset
- Knowledge of World Bank Social Safeguards policies would be an asset.
- Work experience in Saint Lucia would be an asset, specifically in Saint Lucia.
- Ability to handle stakeholders tactfully, courteously, and diplomatically;
- Ability to establish and maintain effective working relationships with focal points, Project Steering Committee, Ministry of Finance and World Bank staff, vendors, private operators and the public.

To ensure impartiality, the Social Safeguards and M&R Officer must not in any way be affiliated with business entities that are currently providing or are seeking to provide goods or services to the project.

Annex 1 – Projects that may trigger OP 4.10 / OP 4.12

- **Disaster Vulnerability Reduction Project (Report #87044- LC; IDA Credit 5493-LC SCF PPCR Loan #TF017101, SCF PPCR Grant #TF017143):**

The Disaster Vulnerability Reduction Project (DVRP), approved at United States sixty-eight million dollars (US\$68m) aims to measurably reduce vulnerability to natural hazards and climate change impacts in Saint Lucia will include various activities related to institutional strengthening and training as well as the execution of various civil works to retrofit or protect national assets. More specifically, the proposed project will consist of five components, namely: (i) prevention and adaptation investments (rehabilitation of existing infrastructure and new construction of disaster mitigation structures such as river defense walls, etc); (ii) technical assistance for hazards and risk evaluation and application, and hazard data management for improved decision-making; (iii) emergency response investment contingency fund mechanism; (iv) adaptation financing facility; and (v) project management and implementation support.

The Department of Economic Development, Transport and Civil Aviation is responsible for the overall implementation and coordination of project activities. The executing agencies among others include the Department of Infrastructure, Equity, Health, Education, Forestry, Sustainable Development, Physical Development.

- **Caribbean Regional Communications Infrastructure Program (Report No. 68009-LAC, IDA Credit 5117-LC)**

CARCIP is approved at US\$6m and includes (a) targeted investments in ICT infrastructure that fills the gaps at the regional and domestic level, in partnership with the private sector and other development partners, where applicable; (b) creating an enabling environment that fosters competitive access to infrastructure and the creation of an IT/ITES and other applications industry; (c) enabling and supporting the creation of e-services, including e- and m-government services; and (d) strengthening of institutional capacity/arrangements to ensure effective program implementation and outcomes. The Department of the Public Service is responsible for the implementation of the CARCIP while the Project Coordination Unit of the Department of Economic Development, Transport and Civil Aviation is responsible for all fiduciary aspects of the Project.

- **Saint Lucia Geothermal Resource Development Project (GEF Grant TF018581, SIDS DOCK GRANT #TF018390)**

The Saint Geothermal Resource Development Project approved at US\$2m is being implemented by the Department of Sustainable Development aims to make an informed decision regarding the prospects for development of geothermal resources in Saint Lucia by carrying out the necessary upstream preparatory activities. Key preparatory activities will be undertaken in order for the GoSL to make an informed decision on if and how to proceed with the next stage of development – exploration drilling to confirm the resources. In addition to the technical work that is necessary to determine suitable areas for exploration drilling, this would also require further work to engage and negotiate a deal structure with a qualified developer, ensure that the development

will be carried out in an environmentally and socially sustainable manner, and that the investment climate is adequate to mobilize the necessary investments while protecting the interests of all parties involved. To this end, the World Bank has mobilized \$2.250 million in grants from the Global Environment Facility and the SIDS DOCK Support Program leveraging an additional \$1.575 million from the Government of New Zealand (GoNZ), the Clinton Climate Initiative (CCI), and the GoSL^[1] towards the Geothermal Resource Development Project in Saint Lucia. The loan was approved and declared effective on December 3, 2014.

Saint Lucia: OECS Regional Tourism and Competitiveness Project – IDA 6000 -LC

The OECS Regional Tourism Competitiveness Project, seeks to facilitate the movement of tourists within the region using ferries; improve selected touristic sites; and strengthen implementation capacity for regional tourism market development. In order to enhance the competitiveness of the tourism sector, and attract more tourism spending, the project will focus on priority areas that are politically and financially feasible to achieve, and that complement rather than substitute tourism programs already underway from the WBG, governments, the OECS Commission and/or other donors. The Project is expected to become effective in 2017.

OECS Partial Credit Guarantee Scheme

The GOSL has also received financing to execute the OECS Partial Credit Guarantee Scheme, the objective of which is to facilitate additional financial intermediation for Small and Medium sized Enterprises (SMEs) and to strengthen the enabling environment for SME lending, by setting up a regional partial guarantee fund.
