



# STAKEHOLDER ENGAGEMENT PLAN JAMAICA (P178582)

**Social Protection for Increased Resilience and  
Opportunity (SPIRO) Project**

December 2024

## List of Acronyms

ALMPs	Active Labour Market Programs
CDEMA	Caribbean Disaster Emergency Management Agency
CERC	Contingent Emergency Response Component
CFW	Central Food Warehouse
ES	Employment Services
ESF	Environmental and Social Framework
ESS	Environmental and Social Standard
GM	Grievance Mechanism
GOJ	Government of Jamaica
JCPD	Jamaica Council for Persons with Disabilities
JHDINA	Jamaica Household Damage, Impact and Needs Assessment
JSIF	Jamaica Social Investment Fund
LMIS	Labour Market Information System
MEGJC	Ministry of Economic Growth and Job Creation
MLSS	Ministry of Labour and Social Security
MOFPS	Ministry of Finance and the Public Service
NET	National Education Trust
NPRPC	National Poverty Reduction Programme Committee
NSPC	National Social Protection Committee
PATH	Programme of Advancement Through Health and Education
PDO	Project Development Objective
PIOJ	Planning Institute of Jamaica
SEP	Stakeholder Engagement Plan
SP	Social Protection
SPIRO	Social Protection for Increased Resilience and Opportunity Project
SPIS	Social Protection Information System
UI	Unemployment Insurance

## Table of Contents

List of Acronyms.....	2
1 Introduction .....	4
1.1 Policy Requirements .....	4
1.2 Objectives of the Stakeholder Engagement Plan.....	4
2 Project Description.....	5
2.1 Project Development Objectives .....	5
2.2 Project Components .....	6
2.3 Project Environmental and Social Risks .....	7
3 Previous Stakeholder Engagement Activities/ .....	7
Project Stakeholders Consultation	
4 Identification and Analysis .....	11
4.1 Project Affected Parties .....	11
4.2 Other Interested Parties .....	11
4.3 Vulnerable/Disadvantaged Groups.....	12
4.4 Summary of Stakeholder Needs .....	13
5 Stakeholder Engagement Programme.....	14
5.1 Proposed Strategy for Information Disclosure .....	14
5.2 Proposed Strategy for Consultations .....	16
5.3 Proposed Strategy to Incorporate the Views of Vulnerable/Disadvantaged Groups.....	17
5.4 Stakeholder Feedback.....	17
5.5 Timelines .....	17
5.6 Resources and Responsibilities for Implementing Stakeholder Engagement Activities.....	18
5.6.1 Roles and Responsibilities .....	18
5.6.2 Contact Information for Stakeholder Engagement.....	19
5.6.3 Resources for Stakeholder Engagement .....	19
6. Grievance Mechanism.....	19
6.1 Grievance Procedure for Beneficiaries/Clients.....	19
6.2 Monitoring and Reporting on the GM .....	21
7. Reporting Back to Stakeholders.....	21

## **1 Introduction**

This document represents the Stakeholder Engagement Plan (SEP) for the Social Protection for Increased Resilience and Opportunity (SPIRO) Project financed by the World Bank. The SEP establishes the timing and methods of project information dissemination, stakeholder engagement, and grievance management for the project. It aims to ensure that stakeholder engagement is done in a timely and meaningful way by utilizing appropriate communication, which will facilitate the development of strong, constructive relationships with all stakeholders who are impacted by, have special interests in, or may in some way influence the project.

Effective stakeholder engagement ensures that there is two-way communication between project implementers and project stakeholders and that the views of stakeholders are incorporated into the project design. This is integral to the successful management of the project's environmental and social risks and the overall successful implementation of the project.

The implementation of this SEP is the responsibility of the Ministry of Labour and Social Security (MLSS) the executing entity for the Project. The scope of the SEP is proportionate to the nature and scale of the project's potential risks and impacts. The SEP is a living document and will be updated, as necessary, throughout the project's life cycle.

### **1.1 Policy Requirements**

Under the World Bank's Environmental and Social Framework (ESF), ESS10 - Stakeholder Engagement and Information Disclosure, the borrower is required to engage with stakeholders as an integral part of the project's environmental and social assessment along with the project design and implementation. The nature, scope, and frequency of the engagement should be proportionate to the nature and scale of the project. Consultations with stakeholders must be meaningful and be based on stakeholder identification, analysis, plans to engage stakeholders, disclosure of information, actual consultations, and reporting back to stakeholders. There must be a documented record of all stakeholder engagement activities, which includes the description of stakeholders consulted, a summary of feedback received, and a brief explanation of how the feedback was incorporated into the project or the reasons why it was not.

ESS10 also provides that the borrower must have a project-level grievance mechanism (GM) to respond to concerns and grievances from project stakeholders in a timely manner. The GM should include different media through which grievances can be submitted and should be publicly disclosed and available. A grievance record or log must be maintained by the project as a database.

### **1.2 Objectives of the Stakeholder Engagement Plan**

The specific objectives of the SEP are:

1. To build and maintain a constructive relationship with stakeholders.
2. To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account throughout the project cycle.
3. To promote and provide means for effective and inclusive engagement with stakeholders throughout the project life cycle on issues that could potentially affect them

4. To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.

## **2 Project Description**

Jamaica's Social Protection System is well-established and has contributed to improving equity, opportunity, and resilience, and the Government has set ambitious goals in its national development agenda to continue advancing social protection. Jamaica's SP system is anchored in the 2014 Social Protection Strategy (SP Strategy) and guided by long-term development objectives and poverty reduction goals set out in the Vision 2030 Jamaica - National Development Plan (Vision 2030) and the National Policy on Poverty and National Poverty Reduction Programme. While Jamaica's SP system has solid foundations which the government leveraged to respond to the COVID-19 crisis, the crisis also underscored the SP system structural challenges and limitations. The main challenges of the Jamaican Social Protection System are: (i) a lack of interventions to effectively protect against key risks, such as unemployment; (ii) limited capacity to close gaps and bridge jobseekers, especially vulnerable ones, to labor markets; and (iii) rudimentary delivery systems and limited institutional capacity to adapt to changing needs and respond to shocks, including climate-related shocks. The SPIRO project aims to help the Government of Jamaica (GOJ) address the constraints of the SP system and help build its resiliency, opportunity, and adaptive capacity. Additionally, under the Project, there will be continuous capacity building and evidenced-based policy planning for sustainable development.

### **2.1 Project Development Objectives**

The Project development objective is to expand the coverage of social protection programs in Jamaica and improve the ability of its social protection system to respond to shocks.

Social protection coverage will increase by establishing a national UI program, which will make workers and their families more resilient to shocks by expanding the risks covered under social insurance. Social protection coverage will also be expanded through an increase in the coverage of employment services by linking these services to the new UI system and serving more vulnerable job seekers, increasing system capacity, and developing strategic partnerships will contribute to the higher-level objective of increased economic opportunity for beneficiaries. The system's ability to respond to shocks, including climate-related ones, will increase through the development of a social protection information system (SPIS), the redesign of key delivery mechanisms (including targeting), and capacity building on adaptive social protection. This increased adaptability of the system will make social protection beneficiaries more resilient in the long run by getting them benefits more quickly, and to the right people when their needs change, such as after a shock.

## 2.2 Project Components

The project consists of the following five components.

(1) Enhanced Resilience through UI; (2) Increased Opportunity through Integrated Employment Services; (3) Strengthened Systems and Capacity for Resilience; (4) Project Management; and (5) Contingency Emergency Response Component (CERC).

**Component 1: Enhanced Resilience through Unemployment Insurance (UI).** This component supports the establishment of the UI in Jamaica, which will protect against the risk of job loss caused by idiosyncratic and covariate shocks. This intervention increases resilience, including to climate change, serves as a safety net for workers and their families, and acts as an automatic stabilizer of aggregate demand in times of crisis. This component supports the development of the UI framework, including consultations with key labor market stakeholders, and the establishment and initial implementation of the UI scheme.

**Component 2: Increased Opportunity through Integrated Employment Services.** This component supports the strengthening of labor market services, focused on vulnerable groups. This component is linked to component 1, as it will support employment services for UI beneficiaries, but it goes beyond this. Labor market services will be provided to key vulnerable groups, including unemployed workers (UI and non-UI beneficiaries), youth transitioning to the labor market or already in the labor market (including inactive youth), vulnerable women, and persons with disabilities, among others. These groups are closely aligned with the vulnerable groups defined in Jamaica's Social Protection Strategy. This component supports the strengthening of Employment Services (ES), including as labor market intelligence, intermediation, career and skills guidance, and referrals to other programs; the development and implementation of a Labor Market Information System (LMIS); and technical assistance to increase knowledge on labor markets and related interventions.

**Component 3: Strengthened Systems and Capacity for Adaptive Social Protection.** This component aims to support modernization efforts and capacity building to increase the adaptive capacity of the Social Protection System. This component would support institutional capacity building through the development and implementation of information systems, replacing rudimentary and manual procedures; technical assistance to modernize key programs and processes and build the evidence base needed for continuous improvement; and capacity building of MLSS and key social protection stakeholders.

**Component 4: Project Management.** This component will cover essential positions for project management, including an environmental and social specialist/M&E specialist, and procurement and FM specialists, among other operational expenses.

**Component 5: Contingency Emergency Response Component (CERC).** This component would have a zero-fund allocation and would be activated to provide rapid access to Bank financing for immediate recovery needs during a crisis or emergency. The operational manual for this CERC will specifically reference activities related to addressing the food and fuel crisis, such as emergency cash transfers or increases to the UI reserve fund should unemployment rise sharply.

## 2.3 Project Environmental and Social Risks

The Project is expected to have a positive impact on vulnerable groups – informal and unemployed workers as well as women, persons with disabilities, and young people - and likely no negative social risks and impacts. However, there is the potential for exclusion of vulnerable people if: (i) communication and outreach strategies are inadequately implemented or, (ii) the project does not properly address existing patterns and forms of exclusion (as it is intended to do), that can cause unequal distribution of project benefits. The project will not finance physical works and thus there will be no land acquisition and/or economic displacement impacts as a result of land purchase or restriction to land use. Labour-related risks are limited in scope and low involving direct and contracted workers as well as Government officials.

As Component 3, will finance the development and implementation of an integrated social protection information system and support IT hardware and software needs, it will require procurement of related equipment (computers, monitors, tablets, servers, etc.). Therefore, a potential source of environmental risk may be the generation and disposal of electronic waste (e-waste). Existing Government e-waste policies will be adapted under the project to address this. In addition, minor refurbishment of existing office space could take place which could be managed by good construction practices.

## 3 Previous Stakeholder Engagement Activities

Over the years, the Social Protection Agenda, development of policies, and programmes have been guided by Stakeholder Engagements at the level of the National Social Protection Committee. The Committee is responsible for advising the government on policy and programme development for SP and for the coordination and monitoring of an effective social protection network, to ensure that close collaboration, cooperation, and integration are maintained. Representatives of this Committee are from MDAs, the financial sector, and non-governmental organizations. Smaller sub-committees and working groups have been organized around key social protection issues to inform key policy decisions on social protection. The Committees namely: Human Resources Development; Income Security; Social Transfers, Social Services, and Infrastructure; Extreme (Food) Poverty; Economic Empowerment and Infrastructure Development; Psychosocial and Human Capital Development serve as multi-functional forums on social protection issues and report back into the larger National Social Protection Committee (NSPC).

Some of the Social Protection issues deliberated on and in some instances resulting in new policies and programmes are as follows:

- i. Interrupting cyclical transmission of poverty
- ii. Financial inclusion strategies for people with disabilities and the elderly
- iii. Social housing mapping and solutions
- iv. Adaptive social protection
- v. Social Pension for the elderly
- vi. Responses to crises and emerging vulnerabilities
- vii. Active labour market programmes for youth and women
- viii. Social Registries
- ix. SP systems at Municipal levels
- x. Digital economies in SP
- xi. Active and productive ageing
- xii. Enhancing social security in informal sector

### xiii. Disability in Development

Sustainable Development Goals 1, 2, 8 7 & 10 are strategically aligned to the implementation of this Project. The National 2030 Agenda Oversight Committee was established to monitor the implantation of the SDGs. The Committee's membership is drawn from government, nongovernment, civil society, youth, academia and interest groups, reflecting the whole-of-society approach that is adopted to implementing the SDGs. It provides a platform that ensures inclusion in the representation of interests and issues of these stakeholders in implementing the SDGs.

The Government conducted a Voluntary National Review of the 2030 Agenda and the Sustainable Development Goals (SDGs) over the period December 2021 to June 2022 with preparation for these meetings commencing as early as June 2021. The review assessed local-level alignment with the SDGs generally and identified recommendations for strengthening localization. The review also examined the extent of awareness of the SDGs amongst local authorities, identified the key stakeholders in localization and the mechanisms that exist for coordination that translates national strategies at the local level and whether there is an enabling environment for local authorities to be involved in SDG planning and implementation.

The organizations participating in the review are outlined below:

Row Labels	Count of Organisation
Community Development Committee	47
Development Area Committee	2
Library	21
NGO	18
Service Club	4
Service Provider	27
Sports Club	1
Youth Group	44
School	2
Parish Development Committee	1
<b>Grand Total</b>	<b>167</b>

Some key points that were utilized in the design and will continue to be useful during the implementation of this project are:

- i. The Inter-Agency Network is a good example of a multi-level, multi-agency mechanism to support programme implementation.
- ii. Develop an enabling environment to facilitate the involvement of local authorities in the planning, implementation, and monitoring. This can be done through increasing awareness and buy-in at the local level among communities and the employment of effective communication strategies.



- iii. Work with stakeholders at relevant levels to implement communications strategies. This can include increased engagement of citizens and communities to promote ownership and participation.

### **3b. Project Stakeholder Consultations**

i. **Unemployment Insurance:** April 2021 - March 2022(Component 1) -, A Technical Committee with representatives from the public, and private sectors and trade unions was formed to guide the development of the unemployment insurance and provide technical input to the conduct of a UI feasibility study. The following organizations/groups (Jamaica Employers' Federation, Jamaica Confederation of Trade Unions, and the Jamaica Household Workers Association) were consulted on the feasibility of UI and their comments and recommendations were incorporated in the UI Feasibility Study (funded by the ILO). See Annex 1 for the list of stakeholders and outcomes of the meetings convened.

#### **ii. SPIRO Labour Market Stakeholder Meeting - June 26, 2024 (Component 2)**

The Consultation Meeting was convened to bring together producers of Labour Market Data and Information and to identify areas for Collaboration and opportunities to Exchange Labour Market Data.

There were Twenty (20) participants with representatives from UWI, UTECH, STATIN, MLSS, MOEY, HEART/NTA, Jamaica Employers' Federation, Jamaica Confederation of Trade Unions, UWI Global Campus and the World Bank.

The following work is currently being/contemplated to be undertaken by the various organizations that participated in the meeting.

- **Jamaica Employers Federation**
  - About to undertake skills survey
  - Challenges capturing gig economy
- **UTECH**
  - About to undertake skills survey; struggle with funding
- **University of the West Indies (Mona)**
  - Surveys of students on skills, expectations
- **STATIN**
  - Establishment survey
- **Higher Institute of Labour Market Research**
  - Gen Z and the Future of Work in Jamaica

It was noted that there is a general low trust concerning data sharing among stakeholders (within and external to the government) who are custodians of labour market data and information. It was noted that the format in which data requests are made (detail rather than summary format) can contribute to the inability of organizations to share the information. It was agreed that further meetings can be held to discuss data sharing protocol. Additionally, partnerships need to be established between organizations with similar data needs to strategize around data collection and research.

### **Future Consultations**

- Final validation of existing information and sharing of collected information protocol
- Data Usage and Privacy Considerations
- Follow up with STATIN on a possible data agreement for Labour Force Survey and the use of Survey Frames

iii. **Integrated Social Protection System (Component 3)**- A Technical Working Group comprising stakeholders from several government entities including the Ministry of Labour and Social Security, Ministry of Health, Ministry of Education, Youth and Information, Planning Institute of Jamaica, Office of the Prime Minister and the Cabinet Office, E-GOV and NIDS, considered integrating personal identification and social assistance systems nationally. These meetings were facilitated at the World Bank's country office in Kingston, April 2021 – March 2022 with input via videoconferences from the World Bank team in Washington. Initially, the working group deliberated on an integrated social protection system to centralize access to varied social protection programmes across government agencies and reduce duplication of services. It was decided that it was more prudent to upgrade the existing systems within ministries before building out the technology to an inter-ministerial platform. Given that the largest social assistance programmes reside within the MLSS, the technical working group recommended that the MLSS automate the social protection programmes within its authority. The Jamaica Social Protection System Project later modified to the Social Protection for Increased Resilience and Opportunity Project emerged from the discussions ensuing within the Technical Working Group.

iv. **Town Hall Consultations for the Programme of Advancement Through Health and Education (PATH)** Four (4) Town Hall consultations were held (January 31, 2024, March 13., 2024, March 27, 2024, & April 15, 2024). The consultations aimed to provide a platform where stakeholders and beneficiaries could share their experiences with the programme. By extension, recommendations could be used to improve the overall delivery of the PATH programme. On average there were 200 attendees at each session. The attendees included PATH beneficiaries, parents, teachers, Members of Parliament, NGOS, Government Ministries, Departments and Agencies and the public. The consultations were covered by the Jamaica Information Service, and other media houses and carried live on social media. Participants (in person or online) asked questions and provided feedback on the Programme. There were recommendations to improve the:

1. Application process times for PATH,
2. Customer service and communication,
3. Collaboration between the MLSS and the external stakeholders e.g. Ministry of Education to improve the delivery of the school feeding programme.
4. Structured feedback mechanisms for beneficiaries to allow them to share their experiences with PATH. This can include surveys, focus group discussions, or online platforms, providing valuable insights for continuous improvement.

Under the SPIRO Project, a new Social Protection Information System is to be designed. The feedback from the town halls e.g. application processes, data sources and feedback mechanisms will be incorporated into the design of the SPIS to improve the overall delivery of PATH and other social welfare programmes that will be delivered by this system.

## 4 Stakeholder Identification and Analysis

The Social Protection for Increased Resilience and Opportunity Project (P178582) will be implemented by the Project Unit within the MLSS. As required by standard 10 of the Environmental and Social Framework the Project Unit will conduct activities during the implementation of the Project to facilitate meaningful dialogue and provide information disclosure to individuals/groups that will or may be affected by the project as well as groups/individuals that may have an interest in the project. During the design phase, the following stakeholders within the immediate contemplation of the Project Unit were identified and are presented in Table below.

These are stakeholders who will either be directly or indirectly impacted by the project

### 4.1 Project Affected Parties

Table 4.1 – Projected Affected Parties

Stakeholder Group	Description	Possible Impact
<b>PATH Beneficiary Families</b>	Persons within families registered on PATH	Will benefit from more efficient application and delivery of benefits.
<b>Non-PATH Clients and the Public</b>	Any person who wishes to access MLSS services	Will benefit from more efficient application and delivery of benefits.
<b>Unemployment Insurance Beneficiaries</b>	Jamaican formal sector employees who have lost employment	May receive financial benefits that will help reduce some of their risks, especially during times when job losses due to climate-related events
<b>Vulnerable/Disadvantaged Groups</b>	Youth, women, persons with disabilities	Will be able to access additional services because of the project.

### 4.2 Other Interested Parties

These are stakeholders who have an interest in the project activities or outcomes.

Table 4.1: Other interested parties

Interested Parties	Interest
<b>PIMSEC</b> - Unit within the Ministry of Finance and the Public Service with oversight of Projects within Government entities	Project Approval
<b>NSPC</b> National Social Protection Committee chaired by the Planning Institute of Jamaica which monitors the implementation of Jamaica's Social Protection Strategy and deliberates on social protection policies <b>NPRPC</b> National Poverty Reduction Policy Committee chaired by the PIOJ coordinates poverty reduction at the National Level	They will provide policy advice towards project implementation.

Interested Parties	Interest
Government Ministries and Agencies not directly involved in the project, including, but not limited to, Ministry of Education and Youth (MOEY), Ministry of Health, Bureau of Gender Affairs, Office of Disaster Preparedness and Emergency Management (ODPEM) PIOJ, Ministry of Economic Growth and Job Creation (MEGJC), HEART Trust/NTA, Jamaica Council for Persons with Disabilities (JCPD) National Council for Senior Citizens.	All will have an interest in the success of the project as it will influence their ability to provide their services and/or supplement the services they provide.
Political Representatives/Elected representatives of the people, more specifically Members of Parliament and Councilors	Point of reference for their constituents who may benefit from the project.
Local businesses	Will have better labour market information available to them.
Academia/ Research- UWI, UTECH etc.	Access to better data. Can potentially provide capacity building, training and research.
Media	Avenue through which project information can be disseminated to the public.
NGOs and CSOs who provide services to vulnerable groups and society in general, Abilities Foundation	Interested in the benefits that will be received by their target groups/members.
Community organizations/ leaders	Points of reference for community members who may benefit from the project. Can also help identify project beneficiaries.
General public	Information will be useful for their understanding of GOJ's efforts to improve Social Protection.

### 4.3 Vulnerable/Disadvantaged Groups

These are stakeholders who, by their circumstances, are considered to face challenges in participation or in accessing project information, activities, and or benefits. There are a variety of vulnerable groups relevant to the project. These include unemployed workers, informal workers, youth transitioning into the labour market, women, senior citizens, and people with disabilities. To ensure that they are consulted about the project and its benefits, special considerations must be considered for them. These may include, inter alia, hosting separate consultations for some groups, working through NGOs and CSOs or community representatives to identify and mobilize members of vulnerable groups to participate in meetings and consultations, hosting in-person consultations for those who may not have access to technology or may be unable to use it effectively and use venues for in-person consultations that have access for persons with disabilities.

#### 4.4 Summary of Stakeholder Needs

Table 4.2: Stakeholder needs

Stakeholder	Array of Preferred Means of Communications	Consultation Considerations
<b>Project Affected Parties</b>		
Programme of Advancement Through Health and Education (PATH) Beneficiaries	Meetings, social media, Infomercials, text messaging, WhatsApp	Material available in local vernacular. Meeting times when children are at school, childcare Provision of transportation and meals.
Non-PATH MLSS Beneficiaries	Meetings, social media, Infomercials, WhatsApp, Radio	Material available in local vernacular. Meeting times when children at school, childcare, provision of transportation and meals
Unemployment Insurance Potential Beneficiaries	Meetings, social media, Infomercials, Radio	Material available in local vernacular. Meeting times when children at school, childcare, provision of transportation
Vulnerable/Disadvantaged Groups	Meetings, social media, Radio, TV	Material available in braille Sign language interpreters Venues with universal access Special meeting times Childcare Separate meetings Provision of transportation Have meetings in venues close to homes Provide refreshments
<b>Other Interested Parties</b>		
Cabinet	Reports	Cabinet notes/submissions on Project status
Government Ministries and Agencies not directly involved in the project	Emails, Reports	Annual reports
Political Representatives	Meetings, Emails, WhatsApp	Regular updates on the project so they can update their constituents  Clear information provided
Local businesses	Press Releases, social media, Radio, TV	Can have access to labour market data
Academia/ Research- UWI, UTECH etc.	Meetings, Reports social media, Radio, TV	Meetings (as needed) Annual reports Can have access to improved data for research purposes
Media	Press releases, press conferences	Clear information provided

Stakeholder	Array of Preferred Means of Communications	Consultation Considerations
NGOs and CSOs who provide services to vulnerable groups and society in general	Meetings, Emails, Reports	Regular updates on progress of the project so they can update membership. Feedback is expected when they participate in focus groups or in meetings attended for e.g participation at the National Social protection meetings and forum.
Community organizations/ leaders	Meetings, WhatsApp, Email	Regular updates on project progress so they can update members of the community who will benefit as well as identify potential beneficiaries and any vulnerable groups that may have been omitted.  Information in the local vernacular  Clear information is provided when questions are sent through the MLSS Social media pages and participation in focus groups.
General public	Press releases, social media, TV, Radio	Information in the local vernacular  Clear information provided  Feedback is expected to be provided from questions on social media and through question and answers segments on radio programmes.

## 5 Stakeholder Engagement Programme

The project will utilize a multi-stakeholder engagement process that will be conducted throughout the project's life cycle. Stakeholder engagement will be done using both public consultation and information disclosure.

### 5.1 Proposed Strategy for Information Disclosure

Different methods will be used to disclose information to project stakeholders. The information will be disclosed to allow stakeholders to understand the project's risks and impacts and potential opportunities for their inclusion. Information will be disclosed on the websites of the Ministry of Labour and Social Security, PIOJ, and the World Bank, on social media, and in local offices in a manner that is accessible and culturally appropriate, considering the needs of any vulnerable groups (Table 5.1). Information disclosure as per Table 5.1. is the responsibility of the MLSS.

Table 5.1: Strategy for information disclosure

Project Stage	Information to be disclosed	Method proposed	Timetable: Locations /dates	Target Stakeholders
Preparation, prior to effectiveness	Project Information, potential environmental and social risks and mitigation measures	ESCP, draft SEP with its grievance mechanism (GM), draft Labour Management Procedures with workers' GM through Government website and during consultations	After Project approval by GOJ	All
	GM for project workers	Labour Management Procedures with workers' GM through the Government website and during consultations	After Project approval by GOJ	All, but particularly relevant to MLSS staff and other project workers.
Implementation	<ul style="list-style-type: none"> <li>- Unemployment Insurance criteria and benefits</li> <li>- Employment Services available</li> <li>- Labour Market Information</li> <li>- Welfare Programmes – criteria and benefits.</li> </ul>	MLSS Website, programe brochures	UI – 2 <sup>nd</sup> year of project implementation  Employment Services, Labour Market Information, and welfare programmes – 1 <sup>st</sup> year of implementation	all
	Grievance Mechanism	Final SEP through Government Website and media.	On government approval of the document	
	Stakeholder engagement planned activities			
	Procedures applied to project workers and GRM for workers	Final LMP through Government Website and media.		

Project Stage	Information to be disclosed	Method proposed	Timetable: Locations /dates	Target Stakeholders
	Project-related information (progress, activities etc). Semi-annual reporting of activities.	Government websites, media, focus groups, social media, and other channels used by the MLSS to reach the unemployed and job seekers.	Continuous during project implementation	

## 5.2 Proposed Strategy for Consultations

Consultations, in English, will take place through different channels. The proposed channels are in-person gathering and virtually. Some of the proposed methodologies to be employed are platforms like Zoom or Teams, WhatsApp messaging, direct phone calls, or the completion of surveys.

Table 5.2. The implementation of the consultation strategy is the responsibility of the MLSS.

*Table 5.2: Strategy for stakeholder consultations*

Project stage	Purpose of engagement activity	Method used	Timetable	Target Stakeholders
Preparation	Consult project activities	Disclose instruments at MLSS websites and provide a channel to receive feedback. Virtual or in-person consultations with dedicated meetings with representatives of vulnerable groups.	After government approval of project during project preparation	All- special focus on integrating the views of representatives of vulnerable groups
	Consult on design of the Unemployment Insurance (UI) system	Technical Committee on UI	April 2021 - March 2022	Jamaica Employer's Federation, Household Workers Association, Jamaica Confederation of Trade Unions, Government MDAs, PIOJ
Implementation	Consult on the implementation of the UI	Small focus groups Satisfaction surveys	Within 6 months of the implementation of the UI and thereafter throughout project implementation	All, but with a special focus on vulnerable groups and recipients of UI
	Consultation on access to Welfare	Focus group discussions Interviews with key	Every six months to evaluate and get	Vulnerable groups - Youth, students,



Project stage	Purpose of engagement activity	Method used	Timetable	Target Stakeholders
	& Employment Services	stakeholders, Surveys-	feedback.	PWDs, welfare beneficiaries, women, employers

### 5.3 Proposed Strategy to Incorporate the Views of Vulnerable/Disadvantaged Groups

The project will ensure that all the vulnerable groups are participating in consultative processes and that their voices are not ignored. This may require specific meetings with some of the above-identified vulnerable groups, in addition to general consultations. Further, it is important to rely on other consultation methods as well, which do not require physical participation in meetings, such as social media, SMS, or radio broadcasting, where feasible, to ensure that groups that cannot physically be present at meetings can participate. Consultation with various NGOs/CBOs/FBOs representing vulnerable groups/individuals on the best method to engage their constituents.

In view of promoting gender equality, it will be important to engage these interests throughout the project life cycle. The project will also make every effort to ensure that consultations are accessible to persons with disabilities. This may include, inter alia, ensuring that meetings are held in venues with universal access, providing sign language interpreters, and providing project information in braille.

### 5.4 Stakeholder Feedback

Feedback from stakeholders will be solicited during implementation. For meetings/focus groups (whether virtual or in person), comments will be recorded through meeting minutes. Additionally, the MLSS will be responsible for receiving and recording any queries, concerns, or complaints against the project. Comments and decisions made will be collated and reported back to stakeholders once the final decision on the course of action related to the comments has been made. Records will also be maintained on the methods used to inform stakeholders on dates and/or locations where they can gather project information and provide feedback.

In addition, stakeholders will be allowed to file complaints about the project through the Grievance Mechanism (GM) detailed in Section 6.

### 5.5 Timelines

The project will be implemented from May 3, 2024, until January 31, 2030. The stakeholder consultations shall be conducted throughout the project lifecycle. Information disclosure and consultations during the project implementation will include regular visits and meetings.

*Table 5.3: Project timeline*

Project Stage	Timeline/Date
Preparation/Design	Q2 2022- Q1 2023
Negotiations	Q1 2023
Implementation	Q2 2024- Q1 2030

Project Stage	Timeline/Date
Closure	Q1 2030

## 5.6 Resources and Responsibilities for Implementing Stakeholder Engagement Activities

### 5.6.1 Roles and Responsibilities

Implementation and monitoring of the ESCP, SEP, LMP and any other ESF instrument will be the responsibility of the Ministry of Labour and Social Security (MLSS). For this, the MLSS is in the process of engaging an Environmental and Social Specialist (ESS) as part of the PIU. The ESS and the Project Manager will be directly responsible for informing staff from the various entities involved in project implementation of all the procedures included in the SEP. The ESS will work with the Communication and the Planning Monitoring and Evaluation Units of the MLSS towards the implementation of the SEP. The ESS will be responsible for tracking and recording the implementation of the SEP and its GM.

*Table 5.4: Roles and responsibilities for stakeholder engagement*

Role/Position Title	Responsibilities
Project Manager	<ul style="list-style-type: none"> <li>• Manage and implement the Stakeholder Engagement Plan (SEP)</li> <li>• Dissemination of project information</li> </ul>
Environmental Social Specialist	<ul style="list-style-type: none"> <li>• Collaborate with the MLSS Communication/Research Units towards the implementation of SEP</li> <li>• Interface with stakeholders and respond to comments or questions about the project or consultation process.</li> <li>• Provide contact information if stakeholders have questions or comments about the project or consultation process.</li> <li>• Document any interactions with external stakeholders.</li> <li>• Maintain database, records for SEP</li> <li>• Coordinating public meetings, consultations, focus groups etc.</li> <li>• Makes sure the SEP is being adhered to and followed correctly.</li> <li>• Raise awareness of the SEP among PIU staff, employees contracted firms and relevant external stakeholders.</li> <li>• Manage and monitor the project GM</li> <li>• Report on SEP and GM implementation to MLSS and prepare inputs for regular reporting to WB.</li> </ul>
Procurement & Financial Management	<ul style="list-style-type: none"> <li>• Procurement and payment for goods and services required to conduct stakeholder engagements</li> </ul>
Planning, Research & Monitoring	<ul style="list-style-type: none"> <li>• Assist with data collection/ analysis, and development of instruments for the Stakeholder consultations</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Assist with the social marketing, and public education of the SEP</li> </ul>

### 5.6.2 Contact Information for Stakeholder Engagement

The focal point for the Stakeholder engagement actions will be the MLSS PIU supported by the Financial, Communication & Planning and Research Units within the MLSS.

Project Manager – MLSS, 14 National Heroes Circle, Kingston 4, (876) 922-8000-13

Environmental, Social Specialist M&E Specialist – MLSS, 14 National Heroes Circle, Kingston 4, (876) 922-8000-13

Corporate Planner – 1F North Street, Kingston (876)922-9500-9

Procurement & Financial Managers - MLSS, 14 National Heroes Circle, Kingston 4, (876) 922-8000-13

Communications Manager– 1F North Street, Kingston (876) 922-9500-9

### 5.6.3 Resources for Stakeholder Engagement

Budgetary resources that will be dedicated to the implementation of the SEP, including the GM are indicated below:

*Table 5.5: Indicative budget for stakeholder engagement activities*

#	Item	Amount (\$USD)
1	GM implementation	15,000
3	Consultations	40,000
4	Information Production and Dissemination	20,000
	<b>Total (\$USD)</b>	<b>75,000</b>

## 6. Grievance Mechanism

The Grievance mechanism for the Project will seek to utilize existing systems and procedures internal and external to the MLSS depending on the aggrieved and the nature of the grievance.

### 6.1 Grievance Procedure for Beneficiaries/Clients

The GRM for the SPIRO Project was developed and finalized during the Project effectiveness period. The GRM for the Project will allow anonymous complaints and will include provisions to receive Sexual Exploitation Assault/Sexual Harassment complaints.

The following options have been established to allow for stakeholders to submit grievances during project implementation:

1. A dedicated email for receipt of complaints - [SPIROProject@mlss.gov.jm](mailto:SPIROProject@mlss.gov.jm). The email will be made accessible to the Environmental Social M&E Specialist, Project Manager, Chief Technical Director, Social Security, and Project Administrator. The Project Manager may authorize and provide access to any other Officer if deemed necessary.
2. Correspondence can be sent to The Project Manager, SPIRO Project

and/or the Environmental Social M&E Specialist, SPIRO  
14 National Heroes Circle, Kingston 4, Jamaica

3. Direct Telephone access: 876-922-8000-9 ext: 2073118; ext 2073114;; ESS Specialist (TBA)
4. In person (Visits):  
Monday – Thursday 8:30 am – 4:00 pm  
Fridays 8:30 am – 3:00 pm  
14 National Heroes Circle, Kingston 4
5. In Person (online): Scheduled via email sent to dedicated email address

A Register will be established for written grievances that are submitted to the Project. The Register will be maintained in Excel in chronological and alphabetical order. Where the complainant chooses to remain anonymous, the complaint will be logged in the Excel file on a separate sheet. However, details such as name and any other pertinent information that can identify the complainant will not be included in the Register. The same method will be applied if a complaint is made by a third party, on another's behalf, and the said third party wishes to remain anonymous.

The response times will vary depending on the methodology by which a complaint is received:

- i. Email – First (1<sup>st</sup>) response to be issued within the same day of receipt. If the email is received on the weekend or a Public Holiday, the response will be provided on the next business day following the weekend and/or the Public Holiday.
- ii. Written Correspondence— Same day call or email acknowledging receipt of correspondence if telephone contact/email is included in the letter.

Five (5) business days for a formal response in writing.

The complaints will be managed by the Environmental/Social M&E Specialist who will consult with the Project Manager where applicable. Where there is a failure to reach a resolution of the matter by the PIU management, the grievance will be referred to the Chief Technical Director, Social Security, and or the Permanent Secretary.

The Environmental Social M&E Specialist and all personnel with access to the complaints received must maintain confidentiality of the information and safeguard all the personal data and/or other type of data that may be within and/or accompany the complaint, in compliance with the provisions of the Data Protection Act.

Where the resolution of the complaint appears to reside within another Ministry, Department, Agency, or other relevant authority/entity, the MLSS will nevertheless document the complaint, and thereafter duly advise the complainant of where his/her matter will be referred, prior to such referral. This action will be undertaken to facilitate the complainant being made aware of the new custodian of his/her matter. Thereafter, the MLSS will refer the matter to the relevant Ministry, Department Agency or other relevant

authority/entity, for resolution, and conduct follow-up exercises with the relevant authority concerning same.

## **6.2 Monitoring and Reporting on the GM**

The Environmental and Social Specialist will prepare the Monthly and Quarterly Reports on the grievance issues received by the project. Reports on the GM shall be included as part of the project's reporting to the World Bank.

## **7. Reporting Back to Stakeholders**

Results of stakeholder engagements will be reported back to them from bi-annual project reports produced by MLSS. The reporting will include feedback on how stakeholders' concerns are being addressed, and all stakeholders will be reminded of the availability of the GM in case of any issues arising from the reporting. The reports will be made available on the MLSS website.

Table 6- Annex 1 (Consultations)

Stakeholder	Level of Interest (H/M/L)	Level of Influence (H/M/L)	Consultation Format/Channels	Date Planned/Held	Actual/Expected Outcome/Feedback	Responsible Entity
Jamaica Confederation of Trade Unions (JCTU)	H	H	Virtual & In-person Meetings	August 24, 2021 & April 7, 2022	These sessions were convened to discuss the feasibility of the introduction of Unemployment Insurance (UI) in Jamaica. There was consensus that UI is an important social protection and labour market policy/mechanism that should be implemented, especially after the experiences of the pandemic. There was, however, concern by some parties (not all) about additional salary deductions to the NIS that would be required to fund the payment of unemployment benefits. This view came mainly from low-income groups such as domestic workers.	PIOJ
Jamaica Household Workers Union (JHWU)	H	M	In Person Meeting	July 23, 2021		PIOJ
MLSS (NIS, Work Permit, PATH, LMIS & IT Department Staff	H	H	Virtual Meeting	July 2021		PIOJ
Ministry of Finance & the Public Service (MoFP)	H	H	Virtual Meeting	July 2021		PIOJ
Tax Administration of Jamaica (TAJ)	M	L	Virtual Meeting	October 12, 2021		PIOJ
Jamaica Employers' Federation (JEF)	H	H	Virtual Meeting	September 10, 2021 & April 7, 2022		PIOJ
Jamaica Hotel & tourist Association (JHTA)	M	M	Virtual Meeting	July 29, 2021		PIOJ
Rural Agricultural Authority (RADA)	M	L	Virtual Meeting	September 9, 2021		PIOJ
Private Sector Organization of Jamaica (PSOJ)	M	H	Virtual Meeting	July 29, 2021		PIOJ
Small Business Association of Jamaica (SBAJ)	M	L	Virtual Meeting	August 27, 2021		PIOJ
Jamaica 4H Clubs	L	L	Virtual Meeting	September 16, 2021		PIOJ
Jamaica Business Development Corporation (JBDC)	L	L	Virtual Meeting	September 28, 2021		PIOJ
Accountant General's Department (AGD)	M	L	Virtual Meeting	September 25, 2021		PIOJ
Insurance Association of Jamaica (IAJ)	M	L	Virtual Meeting	September 8, 2021		PIOJ
Jamaica Bar Association (JAMBAR)	M	L	Virtual Meeting	September 20, 2021		PIOJ
MLSS (Industrial Relations & Legal Departments)	H	H	Virtual Meeting	August 16, 2021		PIOJ
HEART Trust/NSTA	H	H	In person meeting	April 20, 2022		PIOJ

Jamaica Manufacturers and Exporters Association (JMEA)	M	H	Virtual Meeting	July 29, 2021		PIOJ
Stakeholder	Level of Interest (H/M/L)	Level of Influence (H/M/L)	Consultation Format/Channels	Date Planned/Held	Actual/Expected Outcome/Feedback	Responsible Entity
Technical Working Group (MLSS, MOHW, MOEY, PIOJ, OPM, Cabinet Office, E-GOV and NIDS)	H	H	In-person /Virtual Meetings	April 2021 – March 2022	The TWG considered under the design of a Jamaica Social Protection Project (renamed SPIRO) to integrate personal identification and social assistance systems nationally. These meetings were facilitated at the World Bank's country office in Kingston with input via videoconferences from the World Bank team in Washington. Initially, the working group deliberated on an integrated social protection system to centralize access to varied social protection programmes across government agencies and reduce duplication of services. It was decided that it was more prudent to upgrade the existing systems within ministries before building out the technology to an inter-ministerial platform.	MLSS