

**Jamaica Disaster
Vulnerability and
Reduction Project
(JDVRP)**

**Abbreviated Resettlement
Action Plan (A-RAP)**

**BARNETT STREET, MONTEGO BAY
FIRE STATION AND DORMITORY**

May 15, 2019

TABLE OF CONTENTS

GLOSSARY OF TERMS	3
BACKGROUND JAMAICA DISASTER VULNERABILITY REDUCTION PROJECT (JDVRP)	5
OVERVIEW OF THE BARNETT STREET FIRE STATION	7
RESETTLEMENT SOCIO-ECONOMIC SURVEY	7
ARAP OBJECTIVE.....	9
2.1 Citizen Engagement / Consultations with Displaced Person	10
2.2 Entitlements Matrix.....	12
2.3 Eligibility	12
2.4 Valuation and Compensation.....	12
Compensation Costs	13
MONITORING ARRANGEMENTS	13
GRIEVANCES REDRESS MECHANISM.....	14
LEGAL FRAMEWORK	16
INSTITUTIONAL FRAMEWORK.....	17
ARAP IMPLEMENTATION AND MONITORING	17
ARAP Implementation Schedule.....	18
IMAGES.....	20
ANNEX 5: NO ENCROACHMENT SIGNS	

GLOSSARY OF TERMS

1. **“Census”** means the head count of the persons affected by land acquisition in terms of asset loss and/or displacement, together with an inventory of the assets lost by these persons. The census also includes basic socio-economic data, and is undertaken when the project concept for basic infrastructure investments under a project is agreed between the community and JSIF. The date of the census establishes the cut-off date to record the persons in a community project area, who can receive compensation for lost assets, and/or resettlement and rehabilitation assistance.
2. **“Compensation”** means the reparation at replacement cost as outlined in the JSIF Resettlement Policy Framework in exchange for assets acquired by a community project (land, buildings, or other assets).
3. **“Cut-Off Date”** means the date after which no person moving into the community project area will be eligible to receive compensation related to land acquisition and resettlement. The cut-off date is the date of the census of the persons affected by land acquisition.
4. **“Displaced Persons”** means PAPs who are forced to relocate from their previous location because (i) all of their land or buildings are acquired for a community project, or (ii) because the amount of land or buildings acquired renders the remaining portion economically unviable or uninhabitable.
5. **“Eminent Domain”** means the right of the state to acquire land for a public purpose using its sovereign power.
6. **“Inventory of Assets”** means a complete listing and description of all assets that will be acquired under a specific community project.
7. **“Land Acquisition”** means the process of acquiring land for a community project under the legally mandated procedures of eminent domain.
8. **“Project Affected Person”** (PAP) means any person who, as a result of the implementation of a project, loses the right to own, use, or otherwise benefit from a built structure, land (residential, agricultural, or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily, business, occupation, work, place of residence or habitat adversely affected; or standard of living adversely affected.
9. **“Rehabilitation Assistance”** means assistance comprising job placement, job training, or other forms of support to enable displaced persons, who have lost their source of livelihood as a result of the displacement, to improve or at least restore their income

levels and standard of living to pre-project levels.

10. **“Relocation Assistance”** means the assistance provided to displaced persons/families to cover (i) the costs of moving from their previous to a new location, and (ii) an allowance equal to the local average costs of living for a two month transition period to resettle in a new location of residence or business.
11. **“Replacement Cost”** means the method of valuation of assets to determine the amounts sufficient to replace the lost assets and cover transaction costs.
12. **“Resettlement”** means the relocation of displaced persons into new residential locations.
13. **“Community project”** means a specific community infrastructure investment activity, which may comprise several sub-components, carried out with funding from JSIF.

BACKGROUND JAMAICA DISASTER VULNERABILITY REDUCTION PROJECT (JDVRP)

Past disaster events have physically impacted Jamaica's national infrastructure, some of which include flooding, landslides and storm surge. Addressing the undermining of primary roads, bridges and drainage networks is key in protecting the communities located in these areas, the users of the infrastructure as well as reducing the overall economic impact on the country's economy. In response to this the, Jamaica Disaster Vulnerability Reduction Project (JDVRP) was designed with the objective 'to enhance Jamaica's resilience to disaster and climate change risk.' The project is financed by a US\$ 30m loan funded by the World Bank.

The JDVRP is structured into four (4) components, outlined below.

Component 1 – Technical Assistance for Improved Disaster and Climate Resilience (US\$ 3.815M). This component will support the generation and collection of targeted hazard and risk information, its analysis and use in monitoring systems and decision making. This component will finance the following activities: (i) equipment and facilities to strengthen the seismic monitoring network; (ii) the establishment of a National Risk Information Platform and Coastal Risk Atlas; (iii) multi-hazard risk assessments for coastal areas, including ecosystems-based analyses and micro zonation studies; and (iv) a training program to support the implementation of the National Building Code.

Component 2: Risk Reduction (US\$23.61M). This includes the retrofitting or construction of key assets in response to the severe impacts from major disasters. This component will finance structural mitigation measures. The sub-components and activities to be financed under this component are:

- (i) Retrofitting, construction and/or rehabilitation of national and sub-national priority infrastructure (bridges and urban drainage);
- (ii) Retrofitting, construction and/or rehabilitation of critical public facilities (schools and fire stations)
- (iii) Establishing or improving coastal protection measures.

Component 3: Contingent Emergency Response (US\$0M). The proposed operation will include a contingent 'zero component', which in the event of a disaster caused by a natural hazard would enable the Government to quickly reallocate Project funds to disaster response and recovery purposes under streamlined procedures. This Contingent Emergency Response Component (CERC) will support Jamaica's emergency preparedness and response capacity to the impact of natural hazards,

including financing of post-disaster critical emergency goods or emergency recovery and associated services, as well as targeted provision of post-disaster Social Safety Net (SSN) support to affected households and individuals. Following an adverse natural event, the Government's declaration of disaster in accordance with national law, and subject to the Bank's activation policy, the contingent component would be triggered.

Component 4: Project Administration (US\$2.5M). This component will finance costs associated with program management, including Project related audits, monitoring, mid-term and end-of-project evaluation, equipment and training to strengthen the Project Implementation Unit (PIU), as well as individual consultants, motor vehicle and operating costs. The component will also finance the core professional and technical staff for Project management, including a Program Manager, Supervision Engineers and specialists in the areas of disaster risk management, safeguards compliance, finance, procurement and related Project management areas. Core staff will be recruited on time-bound basis.

This Abbreviated Resettlement Action Plan will be linked to activities under Component 2, Sub component (ii) - Retrofitting, construction and/or rehabilitation of critical public facilities (school and fire stations).

Critical Facilities: There are a number of services that are critical for the country. If the buildings that house these services were to fail in times of disaster, it would not only disrupt the services provision, but also hinder Jamaica's capacity to respond to emergencies and recover from disasters. Based on assessments conducted by the ODPEM, two types of these critical facilities are being targeted for retrofitting/construction under the Project: schools and fire stations. These facilities were selected through an assessment process that considered two broad criteria: facility vulnerability and population vulnerability, each of which was comprised of different variables depending on the type of facility. Variables included: critical functionality, land ownership, seismic vulnerability, building typology, readiness (those with designs), population served, used as a shelter after disaster, and geographical location.

- **Fire Stations:** Three (3) fire stations (Montego Bay Fire Station, St. James; Port Maria Fire Station, St. Mary; and Yallahs Fire Station, St. Thomas) were selected for intervention. Supporting information for the selection of the d fire stations was provided by the Jamaica Fire Brigade.

OVERVIEW OF THE BARNETT STREET FIRE STATION

The Barnett Street Fire Station will be constructed in a highly, busy commercial area in the second city, Montego Bay. The facility will serve as the Divisional Headquarters for the Jamaica Fire Brigade. The project involves the construction of a new fire station and dormitories to serve over 140 personnel. The proposed scope of the work to be undertaken for the project include but not limited to:

- Construction of a three (3) storey building including engine bays and dormitories
- Supply and installation of elevator and generator
- Provision of parking area
- Construction of wheel chair accessible ramps
- Provision of Conference room, day room and kitchen/kitchenettes

RESETTLEMENT SOCIO-ECONOMIC SURVEY

The site is currently being used as a temporary paid parking area operated by the St, James Municipal Council. The project site is an open area, consequently food vendors and other self-employed individuals use this location to provide goods and services to the customers. Investigations have revealed that at least eight persons earn their income from livelihood activities at the site. These include four (4) food vendors, a car mechanic, car detailer and a car washer. The affected persons have reported that they have been vending in the area for some time ranging from 2 to 25 years, as the site is at a centralized location it is considered a great spot for selling goods and services. The table below shows the reported daily earning:

Name of PAP	Economic Activity	Reported Daily Earnings (\$J)
<i>Names removed for confidentiality</i>	Mechanic	All compensation payments will be made out to (<i>names removed</i>) occupiers of the land.
	Food Vendor	
	Food Vendor	
	Car Washer	
	Food Vendor	
	Car Detailer	
	Food Vendor	

	Snack and drinks vendor	
--	-------------------------	--

The construction of the fire station will halt all economic activities on the site and this will impact the earnings of the vendors. The extent of revenue loss will be dependent on the time it takes for the vendors to find another suitable location to do business. Therefore, in packaging compensation for the PAPs, a reasonable period will be considered to ensure equitable reparation.

Land Information:

The land area in question is on a publicly owned parcel. The only other public land in close proximity to the project site is the existing Transport Centre. There is no space to facilitate the vendors.



Figure 1: Location of Fire Station at the corner of Howard Cooke Blvd and Barnett Street

POTENTIAL SOCIO-ECONOMIC IMPACTS OF PROJECT

The implementation of the project will impact the livelihoods and level of access of persons currently using the site for economic activities. The construction of fire station will result in the displacement of persons who vend and provide services in and around the site. This as the space is also a temporary parking facility used by buses and taxis overflowing from the nearby Transport Centre. In addition, the construction of the facility will contribute to reduction in access to parking for public transportation.

ARAP OBJECTIVE

The objective of this ARAP is to ensure that the Barnett Street Fire Station project is implemented with minimal displacement of project affected persons (PAPS), and ensuring that property and livelihoods of PAPS are restored to a state equal or better than pre-project conditions.

MECHANISMS TO PREVENT OR MINIMIZE DISPLACEMENT IMPACTS

There are two primary mechanisms to prevent displacement or to minimize the impacts of displacement on PAPS. The first approach is to seek alternative solutions to displacement. Secondly, where displacement is inevitable, the approach is to provide equitable compensation for the loss of assets and and/or livelihoods (income).

1. Alternatives:

An alternative to compensating the PAPS is to construct the facility at another location. However, this option was explored for an extended period of time during project development but without success. The Ministry of Local Government and Community Development in concert with the Jamaica Fire Brigade were unable to identify another suitable location to site the facility in Montego Bay. Another option is to abort the project, however this is not feasible considering the vulnerability of the city of Montego Bay to multiple hazards and the desperate need for a modernized fire station to respond to potential disastrous events.

Impact	Required Works	Mitigation Measures	Cash Compensation
Economic	Removal of vendors and service providers	None	Compensation for lost income.

Residential/ Social	N/A	N/A	N/A
Social/Environmental	N/A	N/A	N/A

2. Compensation:

JSIF proposes to provide appropriate compensation to the PAPs for loss of income associated with the disruption of vending and provision of services. No demolition and re-construction is necessary and applicable in this particular resettlement activity. Therefore, the compensation package herein only considers loss of income for an agreed period calculated based on the reported daily earnings from the respective businesses and further assessment of reasonableness. The costs for compensation will consider an income subvention for 30 days earnings. The median daily income for the respective PAPs is used as the rate for compensation.

2.1 Citizen Engagement / Consultations with Displaced Person

The consultation between the JSIF and eight (8) PAPs took the form a face to face meeting on March 7, 2018. Consultation with (*name removed*) on May 15, 2018 as the individual was absent from the first meeting. The JSIF Officer discussed the following with the PAPs:

- a. The dire need for a fire station in Montego Bay and the Government of Jamaica’s intent to invest in the infrastructure;
 - b. Nature of the proposed JSIF project interventions;
 - c. Potential project impacts on their livelihoods;
- JSIF’s resettlement policy; and
- d. Possible solutions to resettlement issues.

The PAPs have expressed a willingness to relocate in order to facilitate the well needed development and agreed to provide the necessary information to JSIF to guide the crafting of the compensation package. Individual interviews were therefore conducted with the eight (8) vendors and service providers for documentation (**Annex 2**).

The following possible alternatives and the pros and cons were discussed with the PAPs:

- i. JSIF and/or other project stakeholders seek suitable alternative locations and make payment to re-establish PAPs business venture.

- ii. JSIF provides PAPs with cash compensation for loss income at a rate consistent with the existing median daily revenue of the respective PAPs. The compensation will also be for a reasonable and agreed timeframe. The PAPs will be responsible for finding new locations to re-establish their businesses.
- iii. PAPs seek alternative location to re-establish business venture without compensation from JSIF.

It was agreed by both parties that Option 2 was the most feasible and equitable means of restoring the livelihoods of the PAPs after vacating the property.

The PAPs were advised that they will be kept informed of all relevant developments with respect to project implementation and the resettlement process.

On May 15, 2018 JSIF conducted another consultation with the PAPs. We reviewed the report of the previous discussions on the resettlement process and the conditions of resettlement. The PAPs confirmed that the report accurately depicts the discussions had and therefore signed off on the document (**Annex 1**). JSIF also shared the sum proposed as compensation with the individual PAPs and they all agreed that the proposal is fair and therefore signed off on the offer (**Annex 4**). However, the PAPs were notified that this a preliminary offer and will have to go through further approval to be finalized and therefore it is subject to change. The PAPS indicated that they have no issue with the process and whatever the decision, they will comply.

On May 18, 2018, two “no encroachment” signs were erected onsite (**Annex 5**).

Emerging out of concern for the accuracy of the daily earnings (*name removed*) indicated is made from the business, the JSIF conducted further consultation on July 9, 2018. (*name removed*) was able to provide oral details of the business’s daily expenditure and revenue. Based on the information provided, we determined that the average daily profit is approximately (*specific amount removed*). The daily income of (*specific amount removed*) reported previously by (*name removed*) was actually for Fridays and Saturdays. The earnings during the week (Monday through Thursday) was much less. Consequently, the proposed compensation package was reduced from (*specific amount removed*) to (*specific amount removed*). (*name removed*) agreed to the proposed compensation package.

2.2 Entitlements Matrix

ASSET ACQUIRED	TYPE OF IMPACT	ENTITLED PERSON	COMPENSATION ENTITLEMENT
Access to Land for infrastructures	No displacement:	Sole Title Holder – Government of Jamaica	None. PAPS do not have land tenure and therefore no compensation is required.
PAPs FOR COMPENSATION			
Name	Nature of Displacement	Mechanism of Compensation	
<i>Names removed for confidentiality</i>	Economic – Loss of income	<p>All compensations will be made out to owners of the stalls.</p> <p>The listed PAPs have agreed to accept cheque payment as compensation.</p>	

2.3 Eligibility

Eligibility for assistance under this project will be determined by the following:

- The ‘cutoff date’ of May 20, 2018.
- The legality of the product or service being offered by the PAPs.
- PAPs agreed not to re-encroach on the site after compensation.

Additionally, the Eligibility and Entitlements Matrix will also serve as a guide.

2.4 Valuation and Compensation

The extent of revenue loss will be dependent on the time it takes for the vendors to find another suitable location to do business. The period for which compensation is proposed was determined and agreed through consultations with the PAPs.

Compensation Costs

The scope of compensation activities at Barnett Street Fire Station are outlined in the table below:

NAME OF PAP	ECONOMIC ACTIVITY	REPORTED DAILY EARNINGS (\$)	MEDIAN DAILY INCOME (\$)	RELOCATION PERIOD (DAYS)	TOTAL (\$)
<i>Names removed for confidentiality</i>	Mechanic	<i>Specific amounts removed for confidentiality</i>	<i>Specific amounts removed for confidentiality</i>	30	<i>Specific amounts removed for confidentiality</i>
	Food Vendor			30	
	Food Vendor			30	
	Car Washer			30	
	Food Vendor			30	
	Car Detailer			30	
	Food Vendor			30	
	Snack vendor			30	
GRAND TOTAL (\$)					<i>Amount removed for confidentiality</i>

MONITORING ARRANGEMENTS

For each community project, information on land requirements and the means of obtaining any land required by a particular project component will be recorded in the MIS for different stages of the project cycle:

Project Cycle	Data for MIS
Project Selection	<ul style="list-style-type: none"> ▪ Estimated need for land for specific investment components, means of obtaining such land (donation, govt. land, purchase, land acquisition), scale of resettlement, if any. ▪ Amount and description of land donated ▪ Approval, ▪ Rejection (> 10 families to be resettled)

Project Concept Development and JSIF Technical & Social Review	<ul style="list-style-type: none"> ▪ Community consultations (date, # of participants including potential PAPs, issues), ▪ Documentation provided on voluntary land donations and transfer of unused government land.
Abbreviated Resettlement Action Plan	<ul style="list-style-type: none"> ▪ Data from census with inventory of assets lost by PAPs, entitlements, and socio-economic data, ▪ Dates of receipt, review, and approval by JSIF of ARAP ▪ Dates of submission and approval by Bank of ARAP ▪ Date of disclosure of ARAP
Implementation	<ul style="list-style-type: none"> ▪ Delivery of compensation and rehabilitation entitlements as per ARAP ▪ Data on grievance redress
Post Implementation	<ul style="list-style-type: none"> ▪ Evaluation including assessment of economic rehabilitation/ income restoration ▪ Record results of resettlement in MIS

GRIEVANCES REDRESS MECHANISM

JSIF's assigned Social and Site Supervisor will play a critical role in the application of the relevant resettlement policy framework guidelines to ensure that grievances associated with the resettlement process is resolved completely. The sharing of information in a timely manner and the quick attention to issues that arise are seen as key factors to good social management. As a mode of operation, the JSIF will ensure that an Officer is always on the ground and as such, issues of concern to the PAPs will be heard and addressed as soon as they arise. Solutions to grievances related to compensation amounts, delays in compensation payments or provision of different types of resettlement assistance will be pursued directly by the designated land acquisition and resettlement staff in JSIF through liaison with the relevant external actors. The team typically comprise of a Social Officer (SO), Legal Officer (LO), Project Officer (PO) and the Environmental Officer (EO).

The Social Officer is trained to lead and manage potential resettlement issues. The LO and EO will be kept informed on all matters arising and their guidance and intervention facilitated if necessary. Where issues are outside of the Officers scope, it

will be reported to the relevant persons within JSIF and any necessary external actors for resolution.

JSIF resettlement policy speaks to arbitration for the settling of grievances. Where satisfactory solutions to grievances cannot be achieved, the aggrieved party may take the matter before the courts. Arbitration will be done by appropriate local institutions such as the Justice of the Peace, Community Works Coordinator, and the Dispute Resolution Foundation (which is a Government supported NGO with links to the courts. The courts do refer cases to the Foundation for arbitration as a measure to seek a faster resolution to disputes. This would not prevent the parties to the dispute from taking the matter to the court if a compromise cannot be reached.

JSIF's land acquisition and resettlement staff through multiple consultations will ensure that community members and in particular PAPs are informed about the avenues for grievance redress. Communities will also be notified of the GRM project information meetings and through other State entities including the Social Development Commission (SDC). The land acquisition and resettlement staff will ensure that records of grievances received, and the result of attempts to resolve these are maintained. This information will be entered into the JSIF Management Information System (MIS) and be included in the regular progress reporting.

Any grievances arising should be recorded and reported on in the JSIF MIS. This should include details on the date of the dispute, the nature of the dispute and how it was resolved. Feedback and complaints can be submitted through multiple channels, including: (a) direct complaints to a JSIF officer assigned to the project; (b) the site supervisor or consultant; (c) through the JSIF telephone lines (876-968-4545); (d) project environmental consultants; (e) JSIF's social media platforms (**jsifja** to access Instagram, Facebook and twitter); (f) e-mails (feedback@jsif.org); (g) Fax (876-929-3784) and (h) through the recently established on-line platform. Additionally, representatives of line ministries of other partnering government agencies e.g. the St. James Municipal Corporation can communicate grievances on behalf of PAPs to JSIF. Additionally, PAPs have the option to email or write grievances. Complaints will be noted in a grievance log with a response time between 1 and 4 weeks depending on the complexity of the issue.

GRIEVANCE PROCEDURES	Timeline
Acknowledgment of complaint	2 days
Investigation of complaint	1 – 2 weeks
Determination (and approval) of appropriate solution/response	1- 2 weeks
Engagement of PAPs and agreement of response strategy and appeals mechanism	1- 2 weeks
Resolution of issue	2- 4 weeks
Acknowledgement of appeals by aggrieved party (where solutions are not satisfactory)	1- 2 weeks
Activate arbitration mechanisms	2- 4 weeks
Resolution of issue	1 – 3 weeks
Updating of Grievance Log	Ongoing

LEGAL FRAMEWORK

This resettlement mechanism is guided by two pieces of legislations:

1. 1962 Constitution of Jamaica contains a chapter which addresses Protection of the Fundamental Rights and Freedoms of an individual. Section 18 Chapter III determines that no property shall be compulsorily taken into possession and no interest in or right over property shall be compulsorily acquired except under a law that: i) prescribes principles and manner in which compensation is determined and given ii) provides right of access to a court to determine questions of rights, entitlements and compensation.¹
2. Land Acquisition Act of 1974. The JSIF RPF outlines a summary of Land Acquisition procedures and principles allowed under this legislation as well as the Gap filling measures through the RPF.

¹ JSIF Resettlement Policy Framework

INSTITUTIONAL FRAMEWORK

The institutional framework to be used to support the resettlement activities includes agencies and policies in government as well as the donors. The agencies that will be involved are the World Bank, Jamaica Fire Brigade, Ministry of Local Government and Community Development and Jamaica Social Investment Fund.

AGENCY	ROLE IN RESETTLEMENT	POLICIES
Jamaica Fire Brigade	Provision of designs.	
Ministry of Local Government and Community Development / Local Authority	Prevention of further encroachment (enforcement).	
Jamaica Social Investment Fund	Manage the resettlement issues on the project and ensure all guidelines outlined in the Safeguard Policies / Environment and Social Standards are adhered to.	Land Acquisition and Resettlement Policy Framework
	Team Lead – Loy Malcolm	
	Risk Reduction Component Lead = Yolanda Silvera	
	Resettlement Safeguards – Daintyann Barrett-Smith	
	Environmental Safeguards – Milton Clarke/Stacey Preston	
World Bank	Approval of Resettlement Plan	Environmental and Social Standards

ARAP IMPLEMENTATION AND MONITORING

The JSIF team with the support of the relevant partners will ensure that the PAPs vacate the property in a timely manner and that the process occurs in accordance with the ARAP as developed. The Social Officer will ensure that any issues that arise or are presented to them by the PAPs is recorded and settled in accordance with JSIF's grievance guidelines and the LARPF. They will also ensure that the EO and LO are kept informed and written reports sent for placement on the LARPF files (Fund Manager).

Subsequent to removal, compensation will be made in a timely manner to the PAPs to facilitate the physical start time of the infrastructure works, as well as minimizing the level of discomfort that the affected person will encounter. The following information will be noted and recorded on Fund Manager:

- Census Data
- Dates of all stages of ARAP approval i.e. JSIF and Bank
- Date of disclosure of ARAP
- Grievances, issues, resolution etc.
- Compensation paid

ARAP Implementation Schedule

Activity	Responsible	Timeline	Cost
Finalize Designs	PE	March 2017	USD 3.5 million est.
Social Sensitization and Survey with Cut-off date of March 7, 2018	SO	March 7, 2018 – May 2018	N/A
Gain buy-in	SO	April 2018 to July 2018	N/A
Procurement and Contracting of Fire Station		April 2018 to September 2018	
Develop ARAP	EO	May 2018	N/A
Review ARAP	PM	May 2018	N/A
Submit to WB for final approval	PM	July 2018	N/A
Project Approval	PM	July 2018	N/A
Consultation and Disclosure of ARAP.	SO	July 2018	N/A
Develop formal agreement between JSIF and PAPs	Legal Department	July 2018	N/A

Consultation with St. James Municipal Corporation (STJMC)	SO and EO	July 2018	N/A
Bids Evaluation Committee (BEC) approval	Procurement Department/SO	November 2018	N/A
PCC approval	Procurement	December 2018	N/A
NCC Sector approval	Procurement	January 2019	N/A
NCC approval	Procurement	February 2019	N/A
Cabinet approval	MD/PE	April 2019	N/A
Acceptance letter signed	Contractor/JSIF	April 2019	N/A
Disbursement of compensation package to PAPs (5 of 8 individuals)	EO	April 2019	<i>Removed for confidentiality</i>
PAPs relocate from site	STJMC	May 2019	N/A
Start Fire Station Construction	Contractor	June 2019	N/A

PE – Project Engineer
PM – Project Manager
EO – Environmental Officer
SO – Social Officer

IMAGES

Removed for confidentiality purposes.

Photos depicting stalls/works areas for PAP(s)

ANNEX 3: GRIEVANCE REDRESS LOG (Indicative format; currently in Software Development)

ANNEX 3: Grievance Redress Log (Indicative format; currently in Software Development)

Notes:

- 1 Complainants should be provided with acknowledgement of grievance within 2-7 days from the date of receipt
- 2 Expected time of redress should be entered in this register.
- 3 Records of Grievances should always be entered in the GR Register and updated as needed, until the grievance is settled.
- 4 Grievances should normally be settled within 3 weeks of initial receipt. If not, reasons for delay should be communicated to the complainant and entered in the Register.

GRIEVANCE DETAILS

Claim Number	Date Complaint Received	Name & Contact Information of Person Making Complaint	Date of Acknowledgement of Receipt of Complaint (informing complainant of response time) / Response to Complaint for Simple Issues	Actions Taken to Resolve Complaint	How Complaint Resolved	Date Complaint Resolved	If Not Resolved, Date Sent for Appeal	Status of Appeal	Date Resolved

ANNEX 5: NO ENCROACHMENT SIGNS



***ANNEXES 1, 2 AND 4 HAVE BEEN REMOVED FOR CONFIDENTIALITY PURPOSES**

- ANNEX 1: SIGNED CONSULTATION REPORTS
- ANNEX 2: CONSULTATION SURVEYS
- ANNEX 4: SIGNED LETTER BY PAPS