

# **The Caribbean Catastrophe Risk Insurance Facility - CCRIF SPC**

## **Stakeholder Engagement Plan (SEP)**

**Second Central America and Caribbean Catastrophe Risk  
Insurance Project (P175616)**

**and**

**AF to the Second Central America and Caribbean Catastrophe  
Risk Insurance Project (P178710)**

**May 2022**

Note: The Stakeholder Engagement Plan is the updated document formulated under the Parent Project: “Second Central America and Caribbean Catastrophe Risk Insurance Project (P175616)” and is included as part of the updated ESCP for the Parent Project and AF. Below is the information that is in the ESCP.

<p>STAKEHOLDER ENGAGEMENT PLAN PREPARATION AND IMPLEMENTATION</p> <p>a) CCRIF will provide consultation opportunities for recipients of the insurance. Stakeholder engagement involves officials from member countries (the key counterparts being Ministries of Finance), regional technical organizations, donors and international partners and the general public in member countries.</p> <p>b) CCRIF SPC will implement constructive and responsive relationships that are important for successful management of a project’s environmental and social risks, and for effective collaboration between parties, taking into consideration aspects related to gender participation, citizen engagement, social inclusion.</p> <p>c) Stakeholder participatory processes includes: i) Engaging with member governments to discuss their policies and policy options as part of the annual policy renewal process. Discussions on new products and developments within the Facility; ii) Meeting with member governments and other stakeholders on the margins of the quarterly board meetings and other meetings; iii) Policy Forums, which usually bring together permanent secretaries and senior officials from ministries of finance in member countries; Interaction with members of the press throughout the Caribbean and Central America and also with international media, including those that focus on insurance and finance and to amplify CCRIF SPC’s message.</p> <p>d) CCRIF SPC will use social media channels (Twitter, Facebook, YouTube, LinkedIn and Instagram) as well as its website as key tools for information sharing.</p>	<p>a) Will be carried out throughout Project implementation.</p> <p>b) Will be carried out throughout Project implementation.</p> <p>c) Quarterly and carried out throughout Project implementation.</p> <p>d) Carried out throughout Project implementation.</p>	<p>CCRIF SPC</p>
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<p>e) CCRIF SPC will produce and disseminates a range of publications to support stakeholder engagement. It will provide tools to members for managing hazard risks, e.g., providing access for its members to its web monitoring too to monitor natural hazards (WeMap)</p> <p>f) CCRIF SPC through its WeMap (web monitoring tool) will provide users with real-time hurricane hazard and impact information based on forecasted tracks from the United States National Hurricane Center (NHC); and will deliver Technical Assistance Training Program to member governments.</p> <p>g) In context of COVID19, Stakeholder engagement will be consistent with the Technical Note: “Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings March 20, 2020”.</p>	<p>e) Carried out throughout Project implementation.</p> <p>f) Carried out throughout Project implementation.</p> <p>g) Carried out throughout Project implementation.</p>	
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<p><b>PROJECT GRIEVANCE MECHANISM (GM):</b>  CCRIF will maintain and operate an accessible Grievance, Feedback Mechanism satisfactory to the World Bank. Channels for feedback opportunity have taken into account: a) Website with guidance on how to put a grievance, b) Telephone; physical address; Other uptake channels to enable access to those without internet connectivity in participant countries</p> <p>Link to CCRIF online Grievance Redress Mechanism is <a href="https://www.ccrif.org/how-make-complaint">https://www.ccrif.org/how-make-complaint</a> and complaints will be received at <a href="mailto:complaints@ccrif.org">complaints@ccrif.org</a>.</p> <p>CCRIF has also made available other uptake channels in participant countries to enable access to those without internet connectivity. This has been realized through collaboration between participant countries and the CCRIF on the use of existing, countries' level GM</p> <p>The grievance and feedback mechanisms are equipped to receive, register, and facilitate the resolution of SEA/SH complaints, including through the referral of survivors to relevant gender-based violence service providers, all in a safe, confidential, and survivor-centered manner.</p>	<p>The CCRIF SPC shall maintain and operate the grievance and feedback mechanism throughout Project implementation.</p>	<p>CCRIF SPC</p>
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