

# CRESAP

Increasing production, incomes and climate change resilience in the Belizean agri-food system.



## CRESAP Labour GRM

### GRM Contact

Agriculture Department  
National Agriculture and Trade Show Grounds  
Hummingbird Highway  
City of Belmopan  
WhatsApp: 614-4663  
CRESAP.labourGRM@sifbelize.org

### Belize Social Investment Fund

Constitution Drive  
City of Belmopan  
822-0508  
info@sifbelize.org

### Ministry of Agriculture, Food Security and Enterprise

National Agriculture and Trade Show Grounds  
Hummingbird Highway  
City of Belmopan  
secretary.fd@agriculture.gov.bz  
822-2241

### Corozal District Agriculture Office

Corozal Town  
402-2297  
clerk1.cz@agriculture.gov.bz

### Orange Walk District Agriculture Office

Yo Creek Village  
303-4264  
clerk.ow@agriculture.gov.bz

### Belize District Agriculture Office

Mile 11 1/2 Philip Goldson Highway  
205-5088  
clerk.bz@agriculture.gov.bz

### Cayo District Agriculture Office

clerk1.cy@agriculture.gov.bz  
804-2079

### Central Farm Admin

804-2129/824-2123  
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## CLIMATE RESILIENT AND SUSTAINABLE AGRICULTURE PROJECT

# CRESAP



## Labour Grievance Redress Mechanism





## CLIMATE RESILIENT AND SUSTAINABLE AGRICULTURE PROJECT

The Government of Belize is implementing the Climate Resilient and Sustainable Agriculture Project (CRESAP), with financing from the World Bank. The Project's main objective is to increase agricultural productivity and the adoption of climate-smart agricultural approaches among project beneficiaries.

The Project, being implemented over a five-year period, will provide support to agricultural producers, with a particular emphasis on individual smallholder farmers who are transitioning to more commercial production, while also supporting more established commercial farmers and farmer associations that wish to adopt Climate Smart Agriculture (CSA) practices to improve the sustainability of their enterprises. In addition, the Project will strengthen the capacity of selected agricultural institutions to assist farmers in adopting CSA approaches.

### WHAT IS THE CRESAP LABOUR GRIEVANCE REDRESS MECHANISM?

This Labour Grievance Redress Mechanism (GRM) is designed and established to receive and facilitate the resolution of grievances by Project workers, and includes a special channel for gender issues that may be social risks associated with the Project.

For the purpose of this mechanism, grievance is defined as an **issue, concern, problem, claim** (perceived or actual) or **complaint** that a Project worker wants the Project to address and resolve.

### WHO CAN RAISE GRIEVANCES?

- Project workers, including:
  - ◊ **Direct workers** (MAFSE, BSIF PIU, supporting consultants) employed or engaged directly by the Government of Belize to perform work related to the CRESAP.
  - ◊ **Contracted workers** (staff of the participating financial institutions, Beneficiaries' staff, main contractor and supervising contractor's staff) employed or engaged to perform work related to the CRESAP.

### WHAT KIND OF GRIEVANCES WILL BE CHANNLED THROUGH THE GRM?

- The grievance pertains to work related to the Project.
- The issues raised in the grievance fall within the scope of issues that the GRM is authorized to address.
- The complainant has standing (stake, interest, or assets to be impacted, or representing a person with any of these characteristics) to file.

### WHICH REPORTING CHANNELS ARE AVAILABLE TO WORKERS?

Workers can inform:

- Labour GRM Contact person.
- Main contractor and supervising contractor.
- Participating Financial Institutions.
- Belize Social Investment Fund Project Implementation Unit (BSIF PIU) staff.
- Ministry of Agriculture, Food Security and Enterprise (MAFSE) staff.
- MAFSE personnel at the District Agriculture Office in Corozal, Orange Walk, Belize and Cayo districts.

**Grievances can be passed on by phone, email, mail, in-person, etc.**

## HOW ARE GRIEVANCES HANDLED?

### STEP 1: Clear System to Report Grievances

Project workers can lodge a grievance with BSIF PIU Staff; MAFSE staff; MAFSE personnel at the District Agriculture Office in Corozal, Orange Walk, Belize and Cayo districts; main contractor or supervising contractor; participating financial institutions; or directly with the Labour GRM Contact person. This Labour GRM will also accept and register all grievances from workers who do not wish to provide their names.

### STEP 2: Register and Acknowledge

Within 48 hours, the Labour GRM Contact will acknowledge receipt of the grievance in a correspondence to the complainant that outlines the grievance process, with timeframes, and provides contact details for the Project Environmental & Social Specialist who will follow up.

### STEP 3: Follow UP

The Project Environmental & Social Specialist will formally respond and acknowledge the issue within seven (7) working days. Periodic updates will be provided to the complainant on the status of the grievance.

### STEP 4: Evaluate, Investigate and Take Action

The BSIF PIU will aim to resolve a grievance within 30 working days of the original receipt date. If this is not possible, clear steps being taken to address the grievance will be communicated to the complainant.

### STEP 5: Grievances that cannot be solved within 30 days of receipt

Grievances that cannot be resolved by the Labour GRM will be referred to the Project Steering Committee for an update and guidance where required.

### STEP 6: Next steps if unsatisfied with the Labour GRM

The complainant has the option of seeking redress through the national judicial system or the Office of the Ombudsman at their own cost and at any time.