



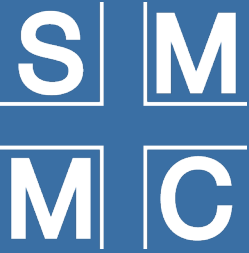
St. Maarten Medical Center

St. Maarten General Hospital



We Care Together!

1. Introduction – who is who?



Dr. Felix Holiday

Medical Director

Moderator



Henk de Zeeuw

Project Manager

Introduction



Erika van der Horst

Contract Manager

Master Plan & ESMP

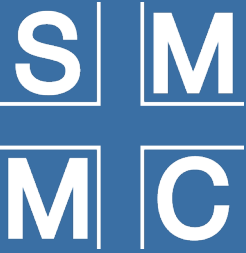


Esme Klasens

Legal Assistant

*Grievance
Mechanism*

Agenda



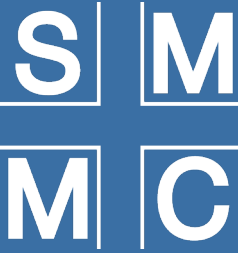
1. **Introduction**
2. Masterplan
3. Current & Upcoming Activities
4. Planning
5. Surrounding Management
6. ESMP
7. Grievance Mechanism
8. Questions and Answers

1. Introduction

House rules

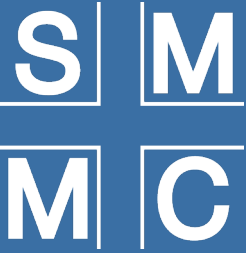
- Questions, **YES** please!
 - Clarification questions after each presenter
 - General questions and answer sessions at the end
 - Please use microphone and state your name and where applicable the name of the organization that you are representing
- **Slides available?**
 - Yes! As of tomorrow on **SMMC.sx**
- **ESMP available?**
 - Yes! On the **SMMC.sx** website
- Please put **cell-phones** on silent
- Please sign our **attendance list**

1. Introduction



- Status of SMGH Project
 - Notice to Proceed December 31, 2019
 - Suspension COVID-19 March 11, 2020
 - Lifting Suspension COVID-19 June 15, 2020
- Stakeholders
 - Status update SMGH Project
 - Further improve participation

Agenda



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2. **Masterplan**
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2. Masterplan

- 110 Beds with 4 Operating theaters
- Turn-key including all medical equipment, furniture and ICT infrastructure
- LEED certification (*Leadership in Energy and Environmental Design*)
- 200MPH wind resistance
- 7 day self-sustainable
- Approx. 400 parking spots at ground level
- Helipad
- New Waste Water Treatment Plant

2. Masterplan

Phase 0: Site Mobilization

- Site preparation

Phase 1: Main Building

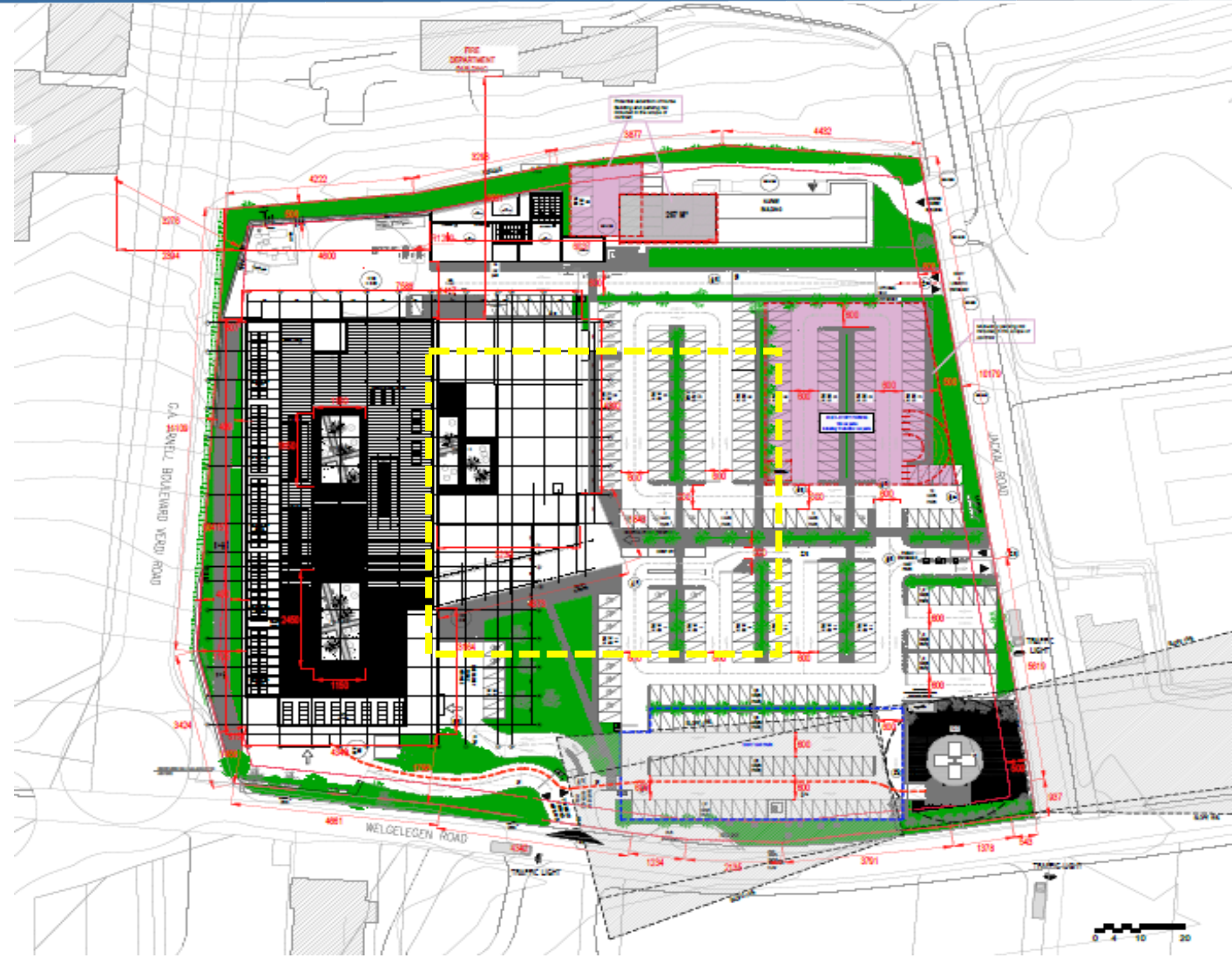
- Demolition- and construction new waste water plant
- Construction Main Building
- Construction Technical Building

Phase 2: Demolition current hospital

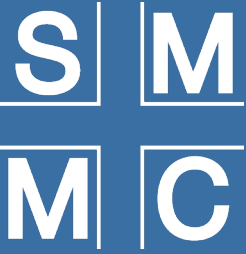
- Moving from current hospital to Main Building
- Demolition current hospital

Phase 3:

- Construction Additional Wing
- Helicopter platform



2. Masterplan

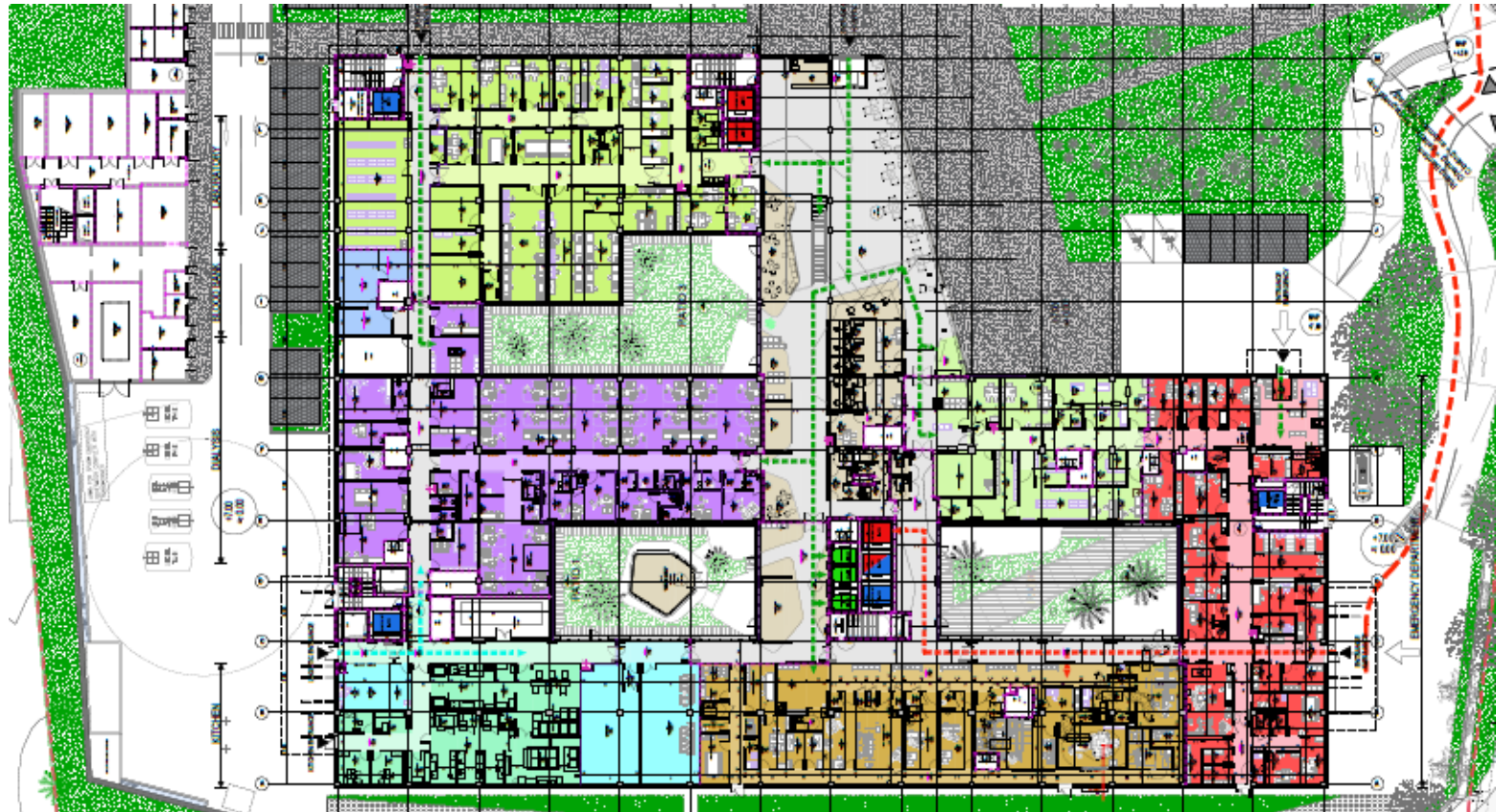


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2. Masterplan

Ground floor

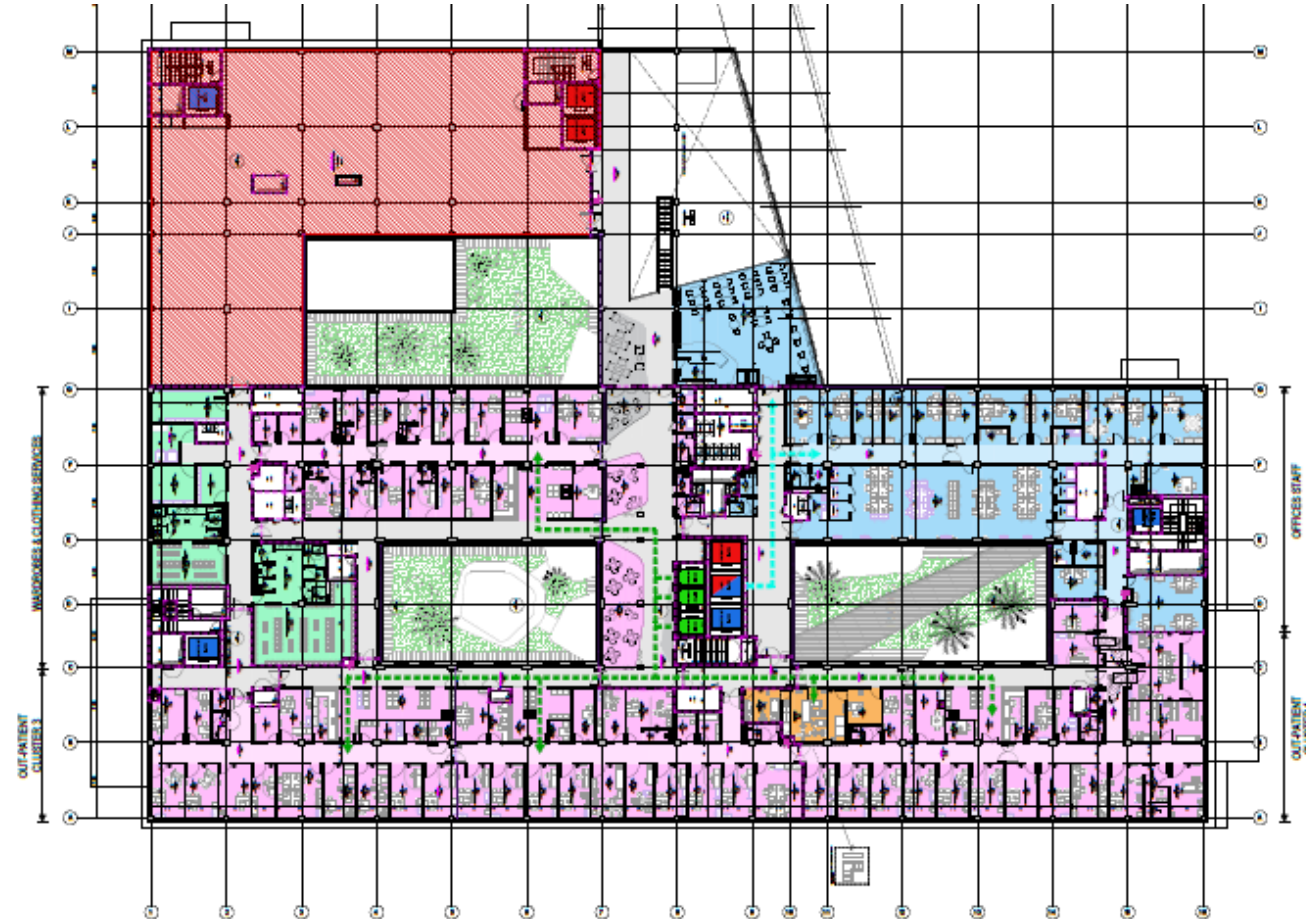
- Central public entrance
- Emergency Department
- Imaging
- Pharmacy
- Support (kitchen & supply storage)
- Dialysis
- Laboratories



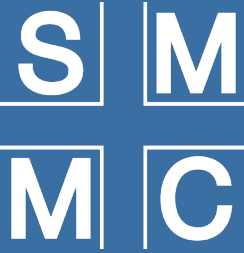
2. Masterplan

First floor

- Outpatient Department
- Physiotherapy
- Staff facilities
- Offices & Administration
- Support Services
- Employee Cafeteria
- Additional wing TBD

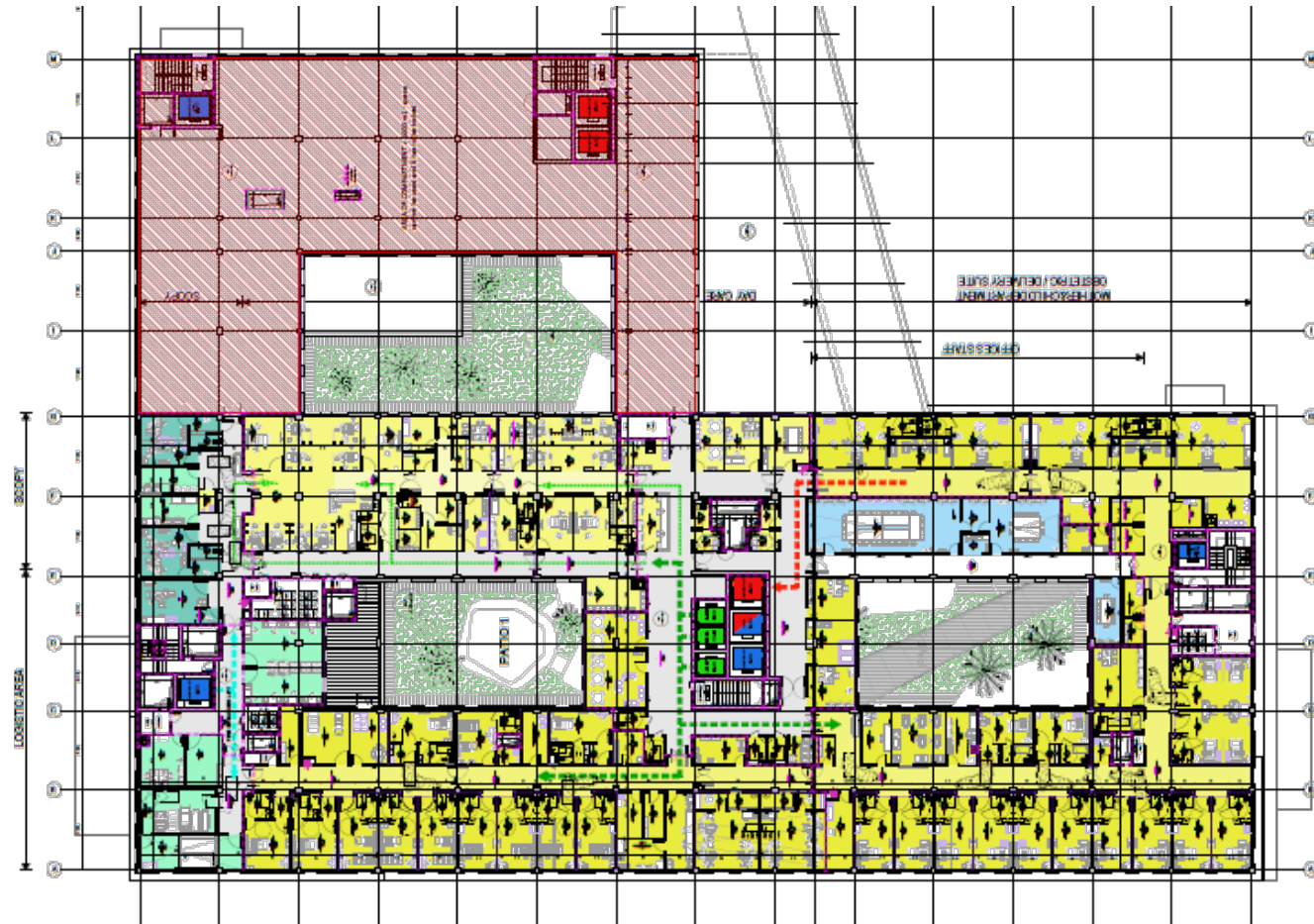
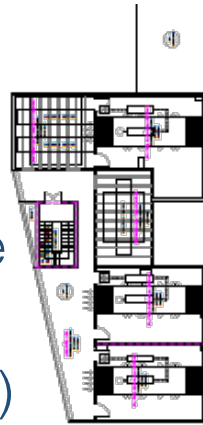


2. Masterplan



Second floor

- Mother & Child Department
- NICU (Neonatal Intensive Care Unit)
- Day Care (OR & IV Treatment)
- Support Facilities
- Endoscopy Department
- Meeting Rooms
- Additional wing TBD

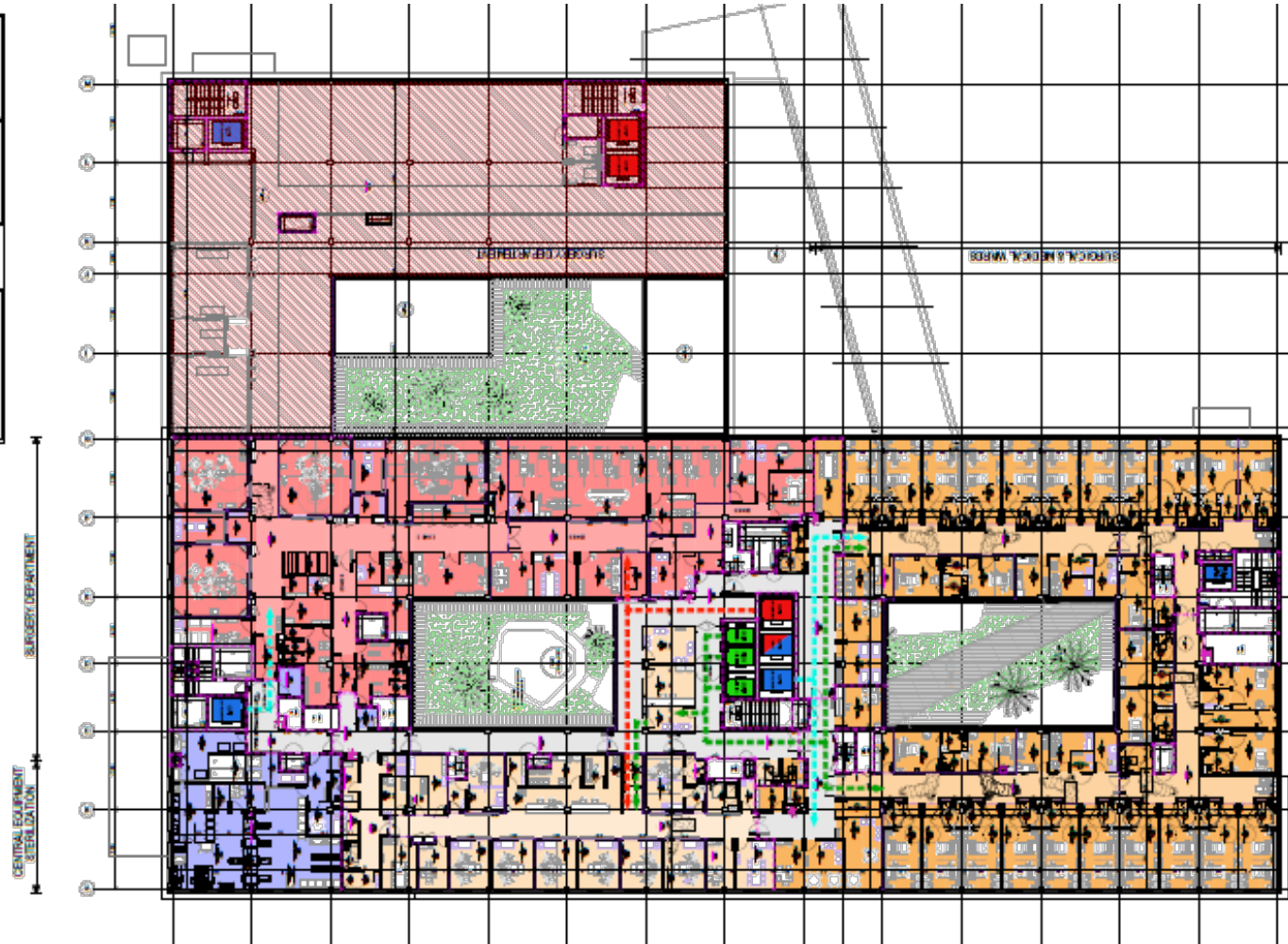
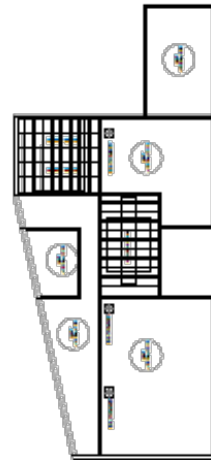


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2. Masterplan

Third floor

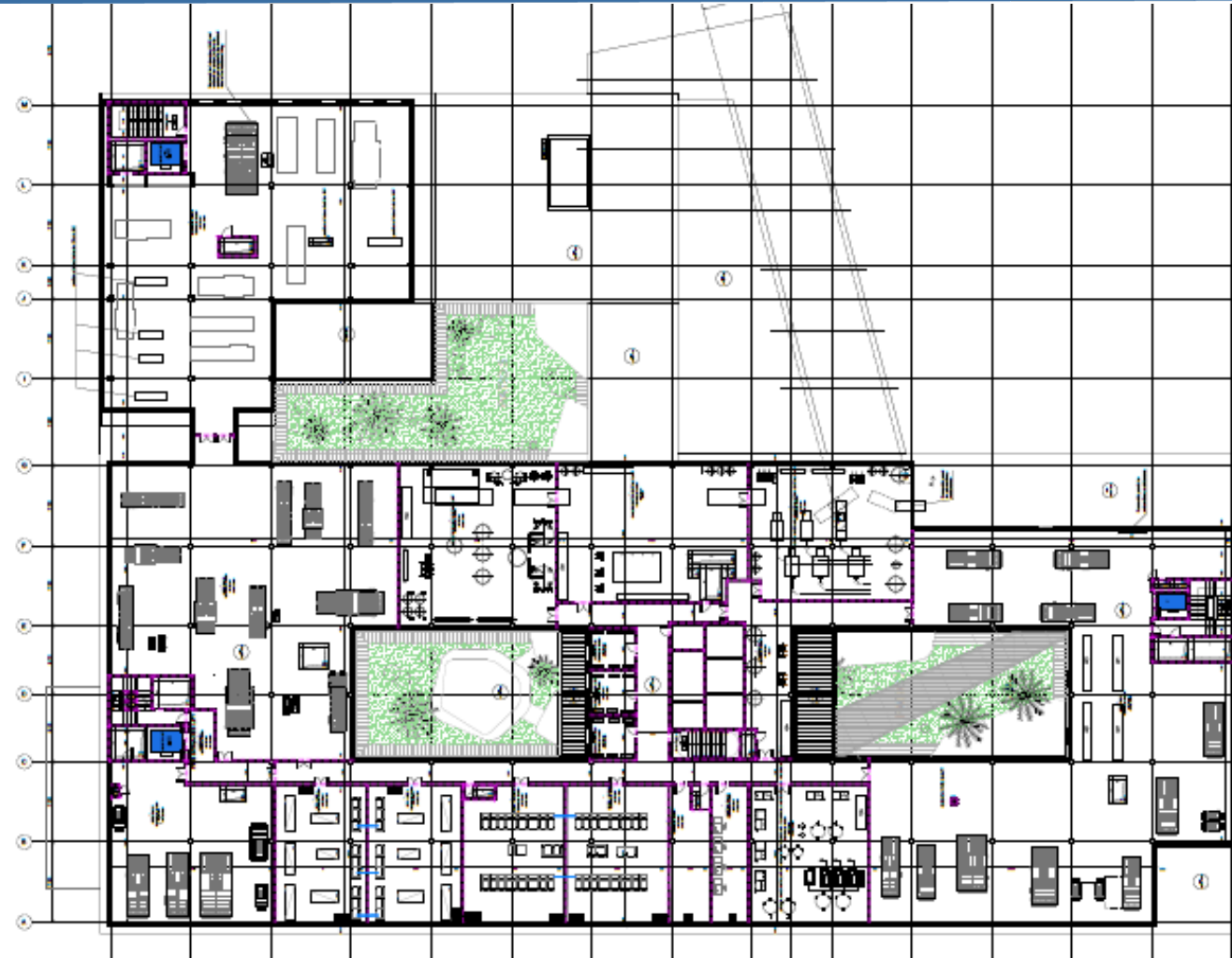
- Medical & Surgical Ward
- Special Care (ICU, CCU)
- Central Sterilization Department
- Operating Theatre
- Additional Wing TBD



2. Masterplan

Technical level

- Technical Installation

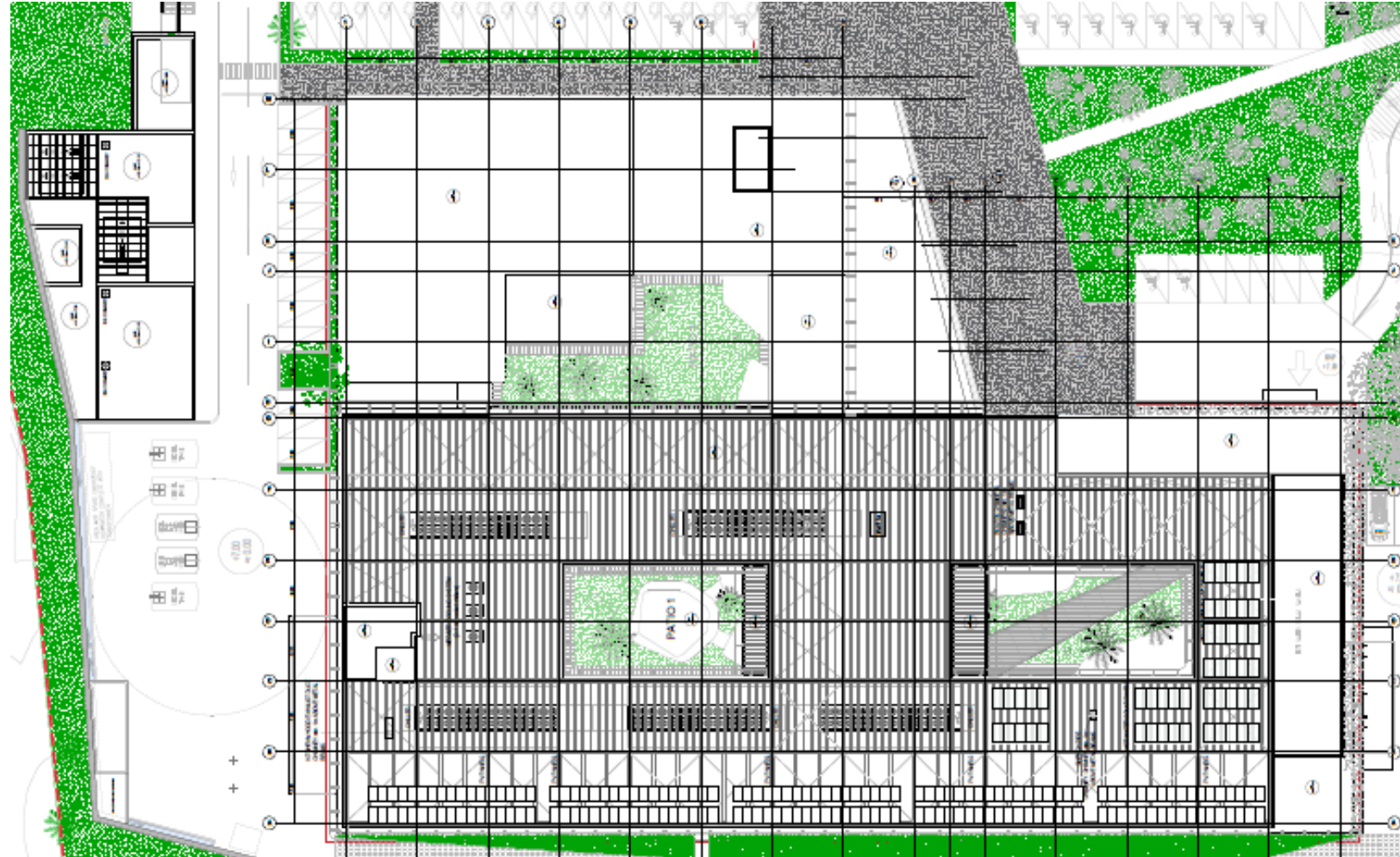


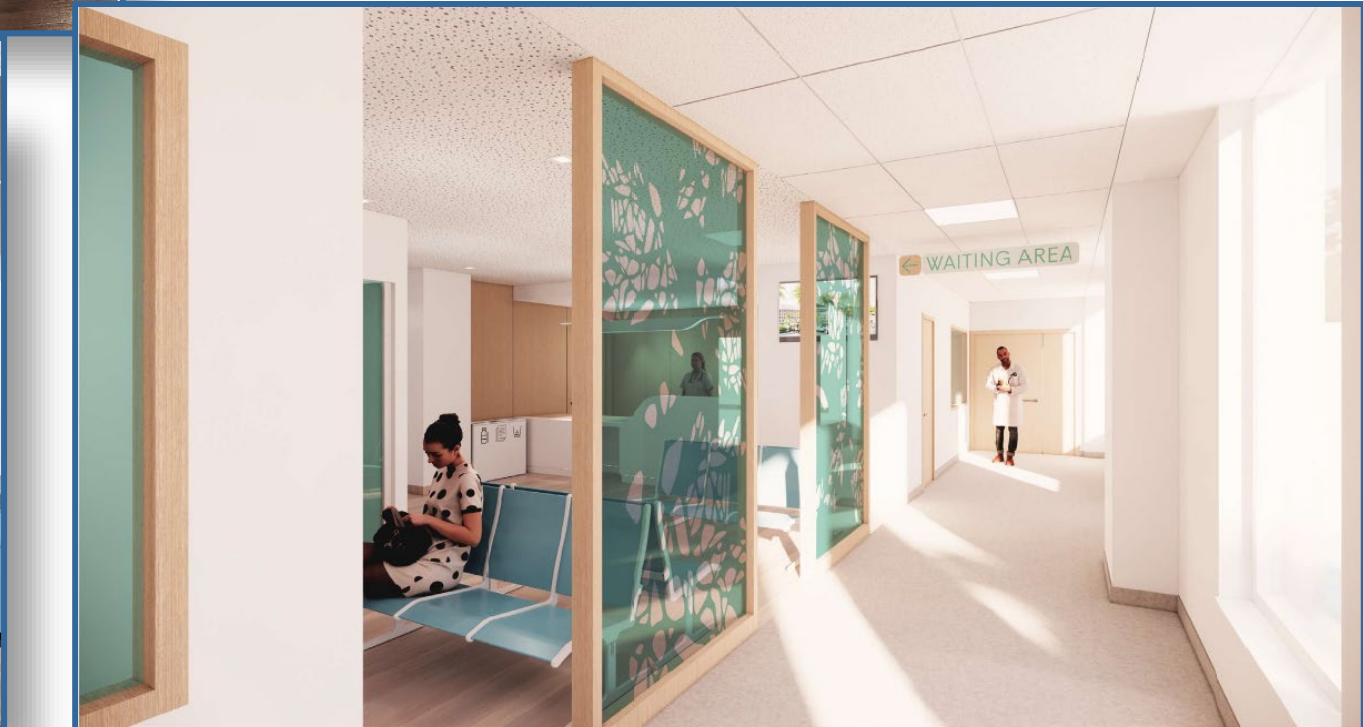
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2. Masterplan

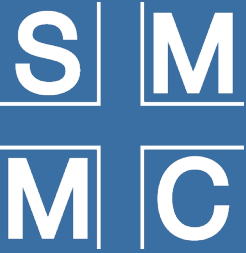
Roof floor

- Technical equipment (chillers)
- Solar panel
- Steel canopy for protection from flying objects



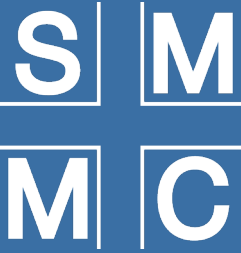


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5. Surrounding Management
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3. Current Activities



Completed

- Site Clean Up
- Site Entrance by roundabout
- Permanent Fencing

In Progress

- Installation of wheel washing facility
- Installation of sprinkler along fence
- Installation of acoustic barriers along SMMC building

Wheel washing station



Installing of Acoustic Barrier



Permanent Fencing



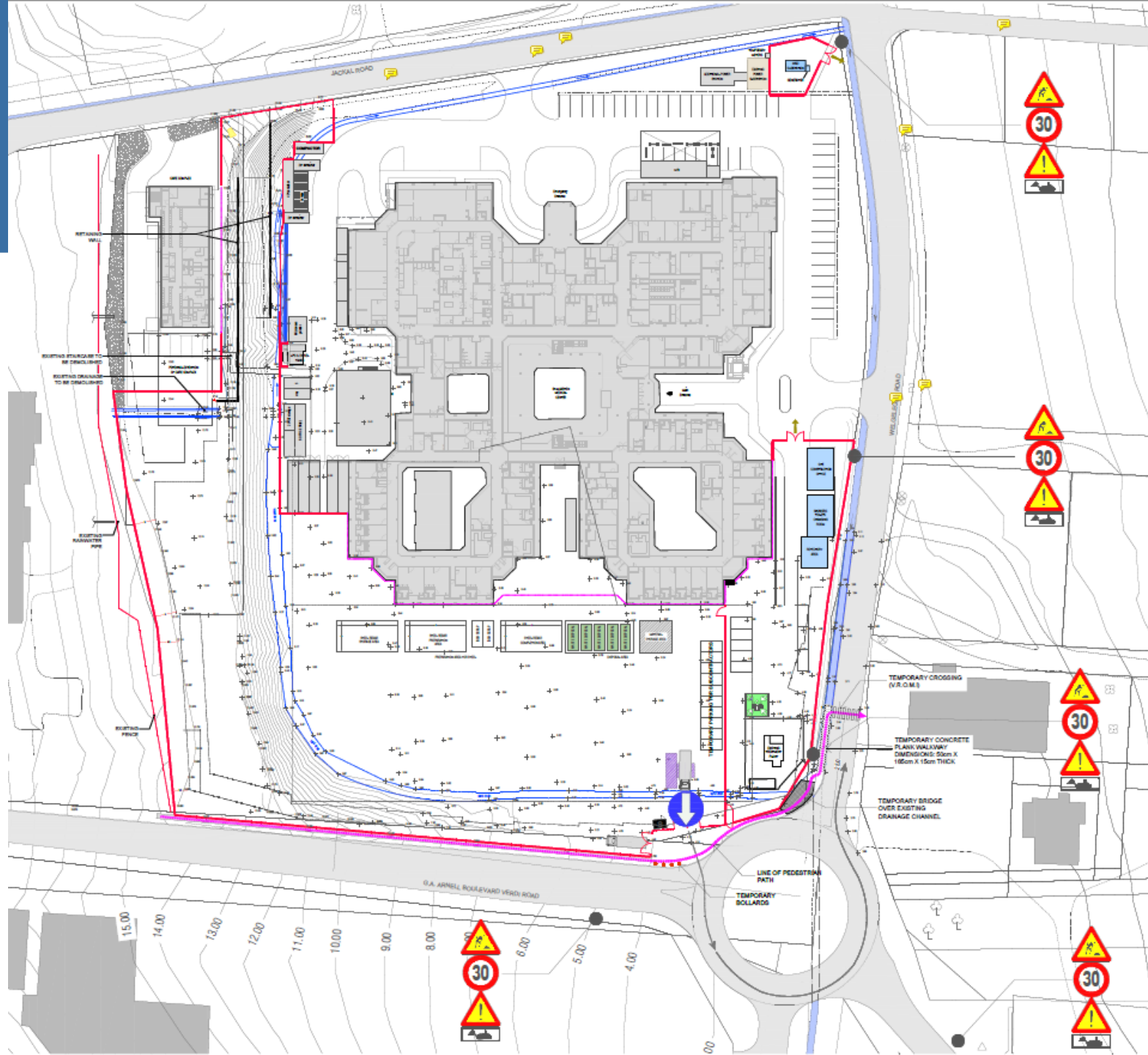
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Construction Site Entrance

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Construction Signage Plan



S | M
M | C

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3. Upcoming Activities

Expected actions until end 2020

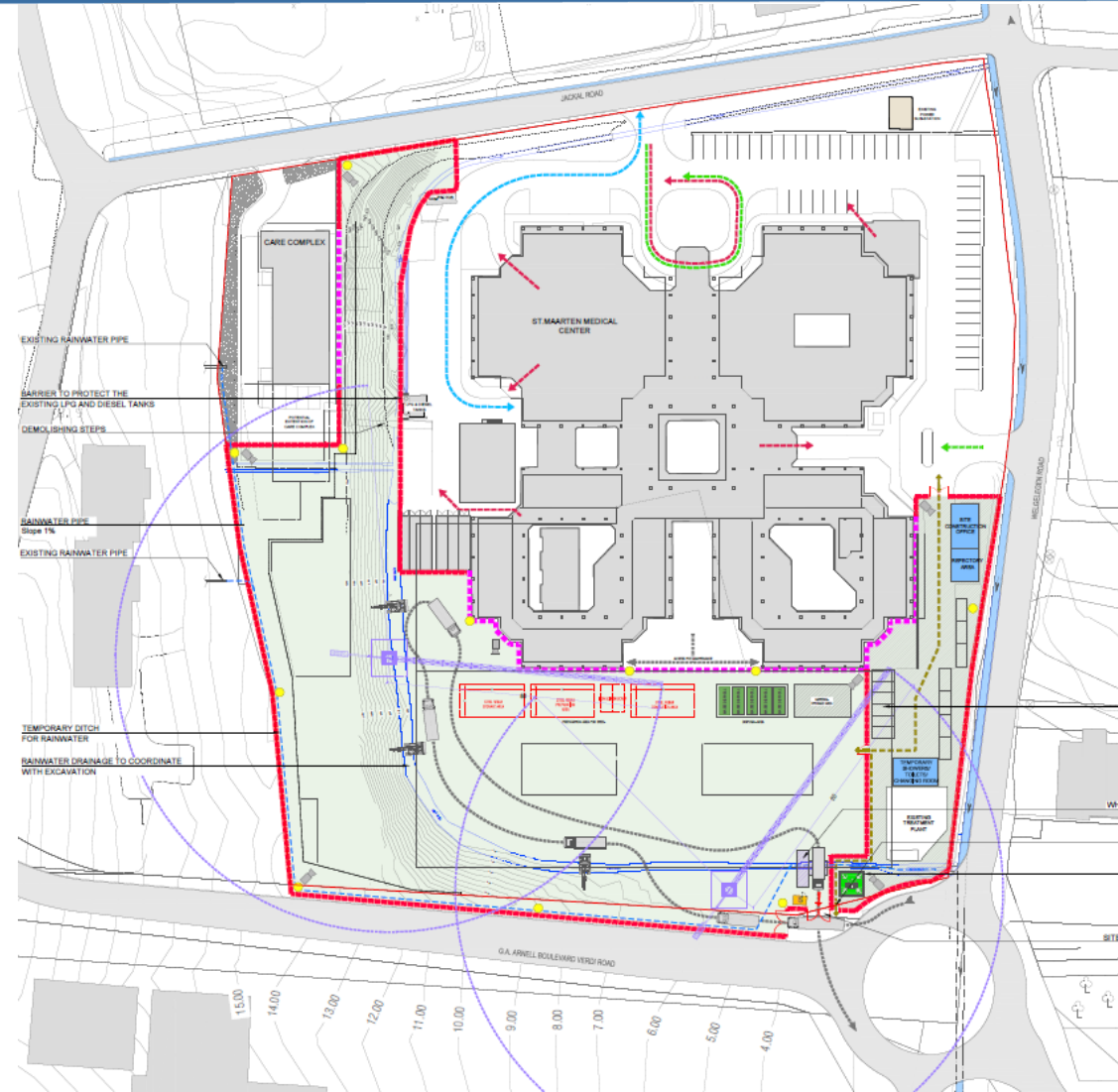
- Installation of contractors' staff facilities, storage containers, waste containers
- Installation Site security system
- Excavation works
- Execution of retaining walls
- Underpinning SMMC Building
- Foundation for tower cranes
- Site exit near Jackal Road



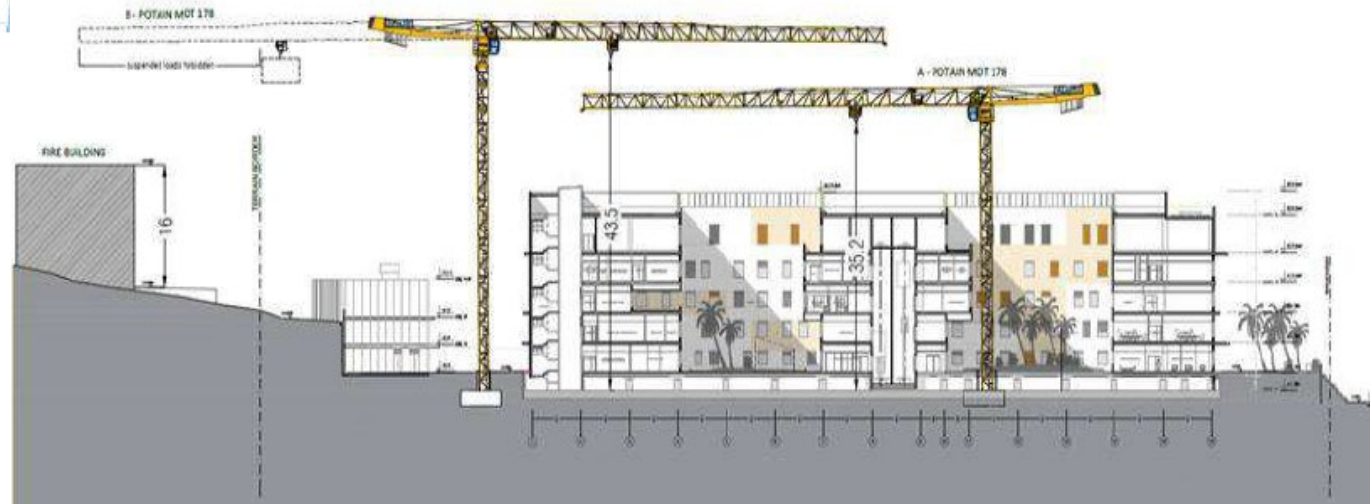
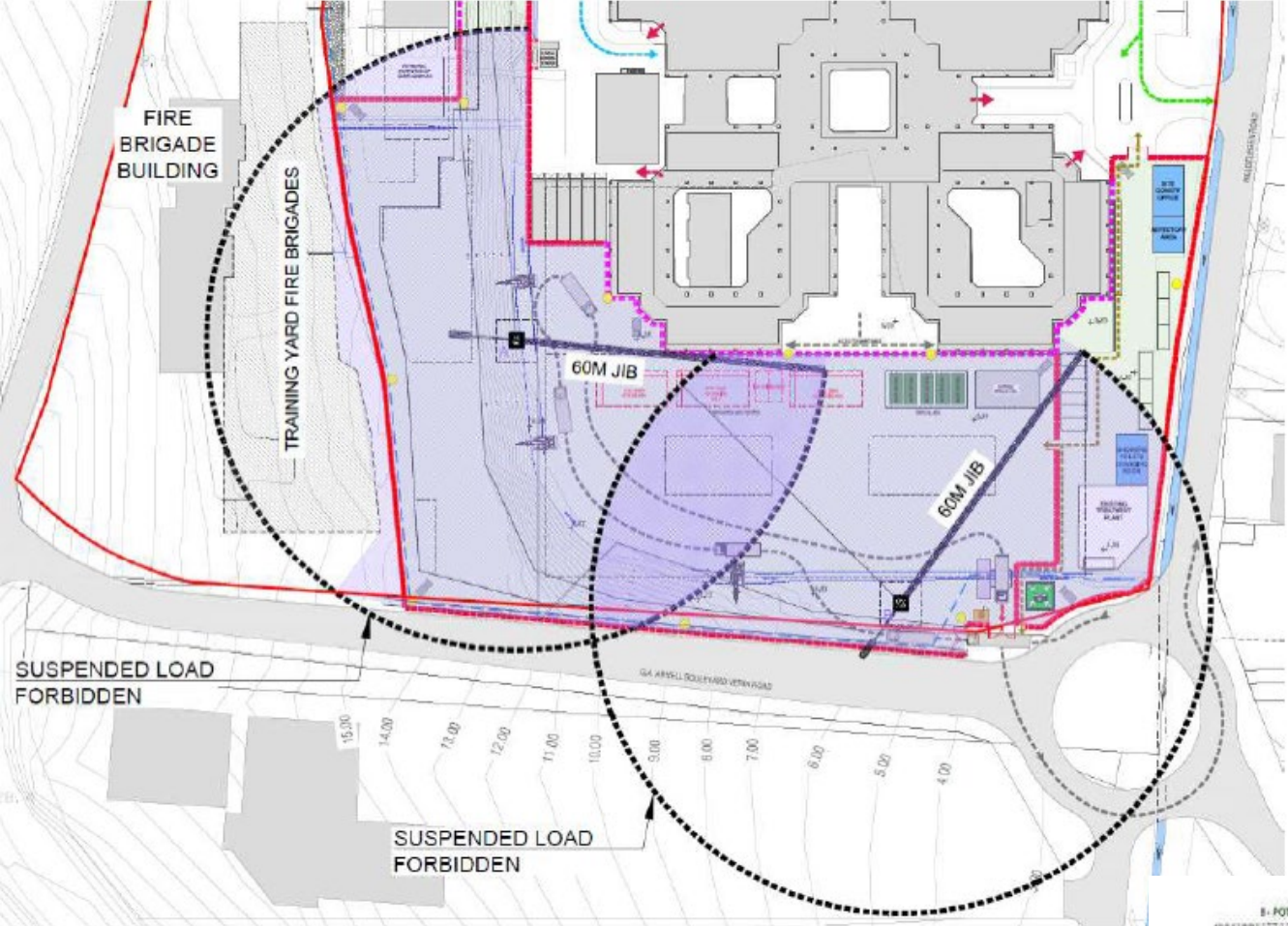
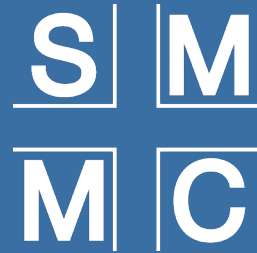
3. Upcoming Activities

Q1 2021

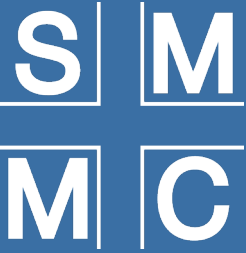
- Installation of 2 tower cranes
- Excavation works for main building foundation
- Start foundation works Main Building & Technical Buildings



Tower Crane – Lifting Plan



Agenda



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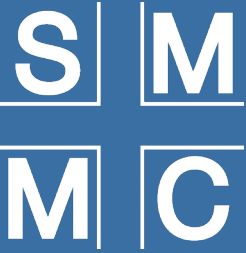
4. Planning



Key Dates

- Completion of Main Building **Q4 2022**
- Move in **January 2023**
- Start Construction Additional Wing **February 2023**
- Completion of Add. Wing & External works **February 2024**

Agenda

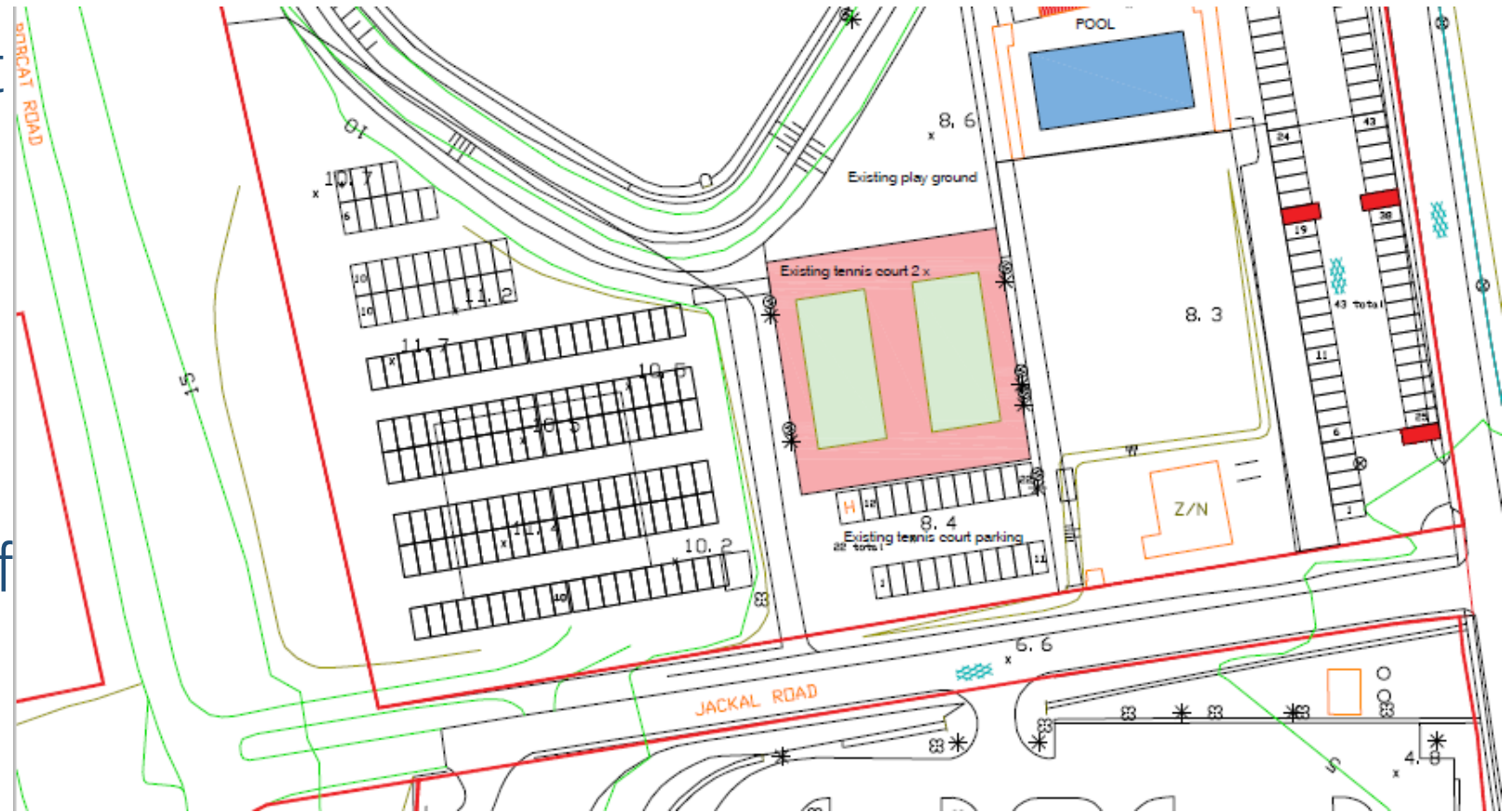


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5. Surrounding Management

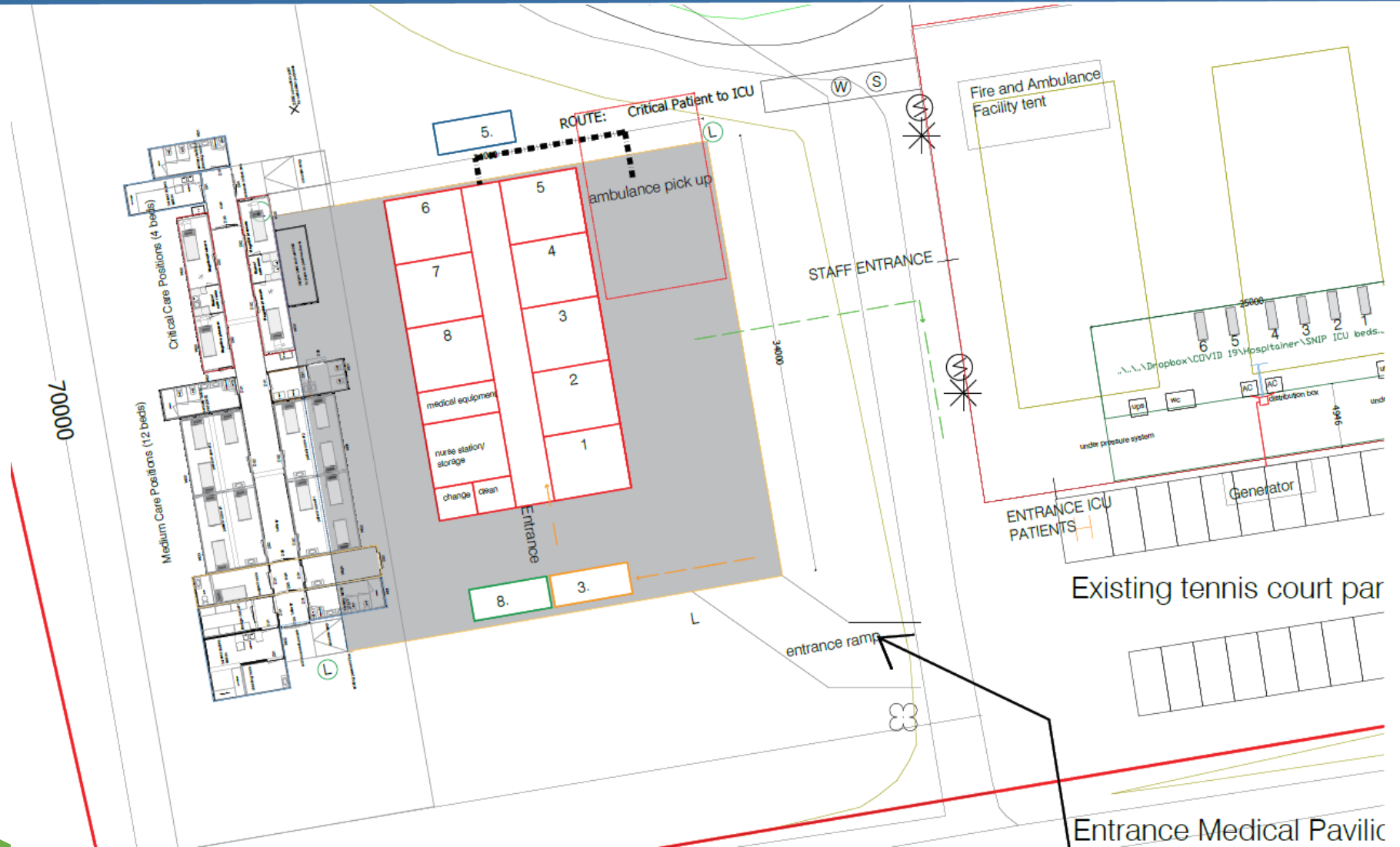
Parking

- Temporary agreement with Belair Fitness Center and Jehovah's Witness
- Partial SMMC parking
- Agreement with Government for use of basketball court

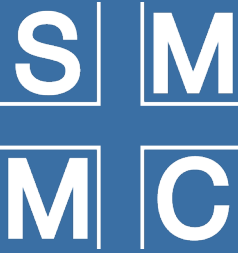


5. Surrounding Management

Parking



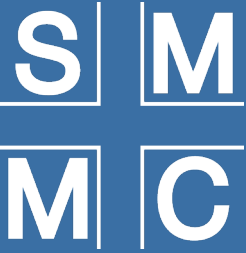
5. Surrounding Management



- **Contract Management Bureau**
 - Questions related to construction activities
 - Hindrance related to construction activities

Contact CMB via Email info.smgh@smmc.sx or tel. 543-1111 ext. 2550

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6. ESMP – Environmental and Social Management Plan



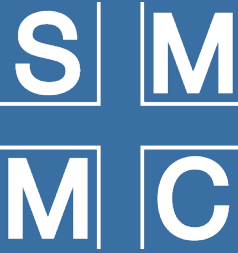
ESMP Objectives:

- Ensure that environmental and social issues are thoroughly evaluated for the St. Maarten General Hospital Project
- Avoid, minimize and mitigate adverse environmental and social impacts by Management Plans and instruction to contractor INSO
- Provide a mechanism for consultation with residents and businesses in the area
- Communicate relevant project information to relevant stakeholders
- Monitor safeguards compliance and outcomes during the construction phase



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6. ESMP – Environmental and Social Management Plan

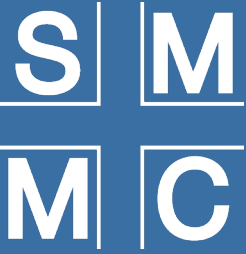


Environmental & Social Impact & Risk

What do we foresee?

- **Noise** - powered mechanical equipment, Trucks transporting material in and out of construction sites
- **Traffic** - Increased traffic and congestion during the construction phase due to detours and movement of heavy construction vehicles
- **Air quality** - Emissions from construction equipment and trucks
- **Contamination** from wastes and accidental spills
- **Erosion, runoff, and sedimentation** from construction
- **Worker Health & Safety**

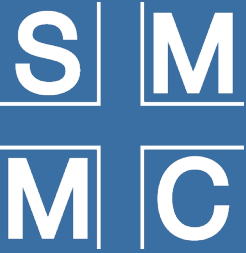
6. ESMP – Environmental and Social Management Plan



Control Mechanisms

- Weekly meetings with the Contractor
- Daily Site Inspections
- Audits

6. ESMP – Environmental and Social Management Plan

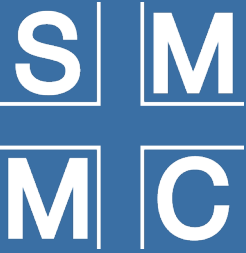


Communication and Stakeholder Engagement

How will we keep you informed and involved?

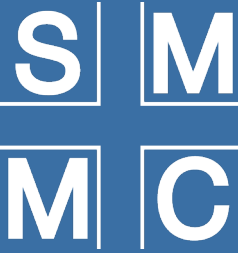
- Public/stakeholder meetings
- Media (radio, newspaper etc.)
- Newsletters via email
- Website (www.smmc.sx/smgh)
- Social media (please like our Facebook page 🍷)

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7. Grievance Mechanism



Starting point: limit nuisance due to construction as much as possible

Prime responsibility: INSO → HSE, Project Management Plans etc.

Role SMMC:

- Managing and monitoring INSO's execution of work
- Communication with project affected peoples (PAP's)
- Handle and redress complaints from PAP's including SMMC personnel

7. Grievance Mechanism

Complaint Committee	Name
Head of Maintenance & Facility	Michael Sargeant
Project Manager New Hospital	Henk de Zeeuw
Legal Council	Janneke Lok
Contact persons	
SMMC EHS Manager	Erika van der Horst
Communication Liaison Officer	Bonnie Dekker
Secretariat SMMC	complaints@smmc.sx

7. Grievance Mechanism

Process	Description	Time frame	Responsibility & remarks
Identification of grievance	Complaints can be filed face to face, via phone, via letter, or via e-mail, or recorded during public/community interaction	Day of receipt complaint	complaints@smmc.sx; phone: 543 1111 ext: 2500 Postal address: Welgelegen road 30, Cay Hill, Sint Maarten. Attn. Complaint Committee
Grievance assessed and logged	Significance assessed and grievance recorded or logged (i.e. in a log book)	4 - 7 Days upon receipt complaint	Significance criteria Level 1 - one off event; Level 2 - complaint is widespread or repeated; Level 3- any complaint (one off or repeated) that indicates breach of law or applicable policy/regulation
Grievance is acknowledged	Acknowledgement of grievance to complainant	4 - 7 Days upon receipt complaint	Secretariat confirms receipt of the complaint to the complainant via e-mail or letter
Development of response	-Grievance assigned to appropriate party for resolution -Proposal response with input from management and BOD SMMC	4 - 7 Days upon receipt complaint 10 - 14 Days upon receipt complaint	CC

7. Grievance Mechanism

Process	Description	Time frame	Responsibility & remarks
Response signed off	Redress action approved at appropriate levels	14 - 18 Days upon receipt complaint	CC and for level 2 and 3 complaints also Board of Directors (BOD) SMMC
Implementation and communication of response	Redress action implemented and update of progress on resolution communicated to complainant Redress action recorded in grievance log book	18 - 24 Days upon receipt complaint	Project Management Team to implement redress action Legal Counsel to communicate resolution to complainant
Complaints Response	Obtain confirmation complainant that grievance can be closed or determine what follow up is necessary	24 - 30 Days upon receipt complaint	CC
Close grievance	Record final sign off grievance If grievance cannot be closed, obtain expert advice third party, refer to mediation or ultimately court of law	30 - 34 Days upon receipt complaint	Final sign off by CC and for level 2 and 3 complaints the BOD SMMC

8. Questions and Answers

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Thank you!

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St. Maarten Medical Center

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