

St. Maarten Medical Center

St. Maarten General Hospital



We Care Together!

Introduction



Erika van der Horst
Contract Manager



Marcel Doornkamp
Construction Coordinator

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Agenda



1. Introduction
2. Masterplan
3. Completed Activities
4. Upcoming Activities
5. Planning
6. ESMP
7. Surrounding Management
8. Grievance Mechanism
9. CMB Contact Details
10. Questions and Answers

House Rules



- **Questions:** YES please!
 - General Q&A session at the end
 - Please state your name and when applicable the organization that you are representing
- The **ESMP** is already available on <https://www.smmc.sx/SMGH/SMGH-ESMP>
- Please put **cell-phones** on silent
- Please sign our **attendance list**

1. Introduction



- Summary following last stakeholder meeting
- Construction Contract signed 2016
- Market Developments following COVID-19 Pandemic & Ukraine War
- Contract Amendment signed February 2023
- Scope adjustments
- Re-design, consent given to updated Preliminary Design

2. Masterplan

- 104 Beds
- 4 Operating theaters of which 1 a multifunctional Cath-Lab
- 31 Dialysis positions
- 200MPH wind resistance
- Earthquake resistance – 6 Richter Scale
- 7 day self-sustainable
- Approx. 350 parking spots
- Stand-Alone office building
- Helipad
- New Waste Water Treatment Plant



2. Masterplan

Phase 0: Site Mobilization

- Site preparation

Phase 1: Main Building

- Demolition of existing and construction of new waste water treatment plant
- Construction of Main Building and Technical Buildings

Phase 2: Entrance Lobby

- Demolition part SMMC to finalize Entrance Lobby

Phase 3:

- Construction Stand-Alone Office Building, Parking and Helicopter Platform





Single Patient Room



Lift Lobby



Mother & Child Room



Emergency Waiting Room

3. Completed Activities

- Logistic Road below Care Complex, new site entry-exit to construction site
- Main Building Foundation and Basement Walls
- Retaining Walls
- Cranes Installed
- Water Tanks 7x
- Diesel Tanks 5x



4. Upcoming activities Q4 2023 & Q1 2024

- Installation Base-Isolators – Technical Workshop
- Start construction Technical Building 1 & 2, including retaining wall
- Relocation FINSO site offices
- Completion Excavation & Back filling
- Construction of Waste Water Treatment Plant
- Start construction Ground Floor

4. Upcoming activities Q4 2023 & Q1 2024



Outline of TB 1 with lean concrete



Overview of water tanks

4. Upcoming activities Q4 2023 & Q1 2024

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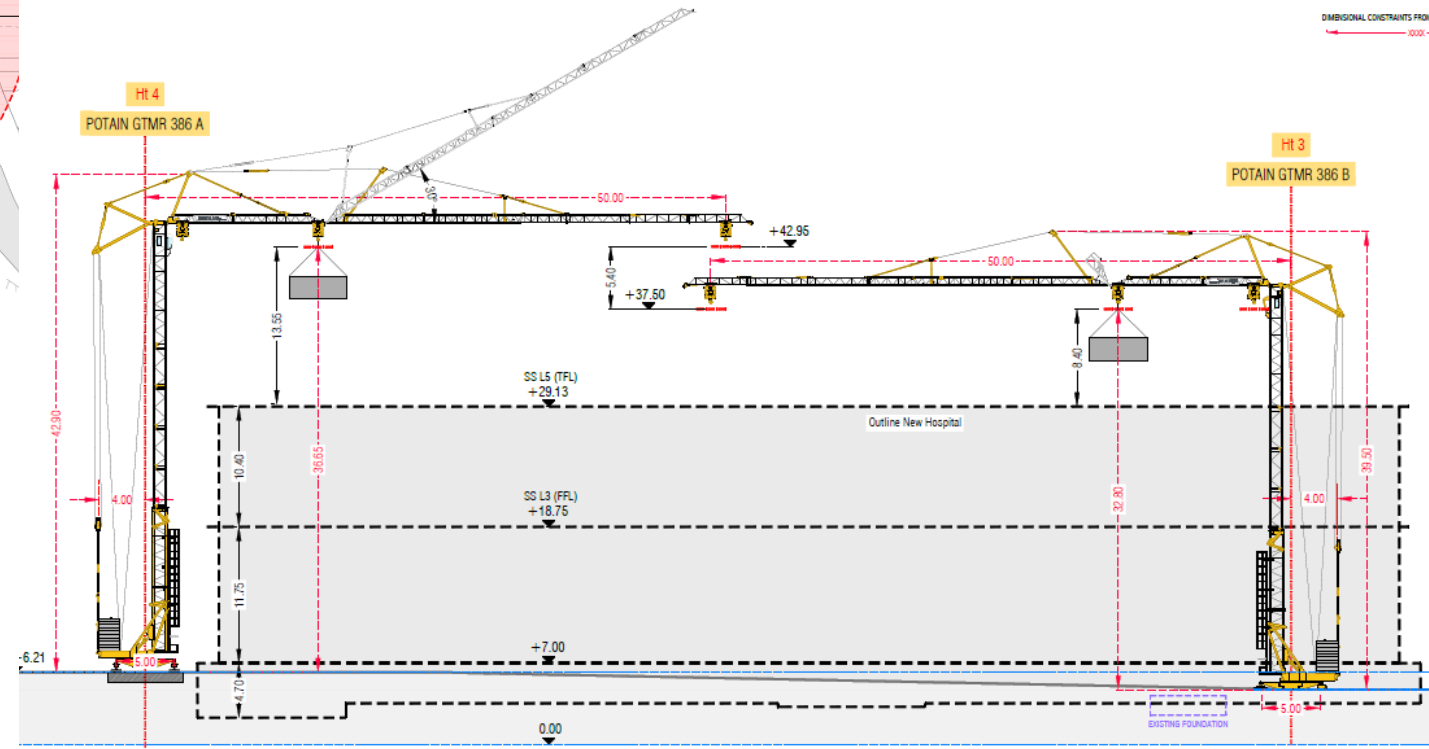
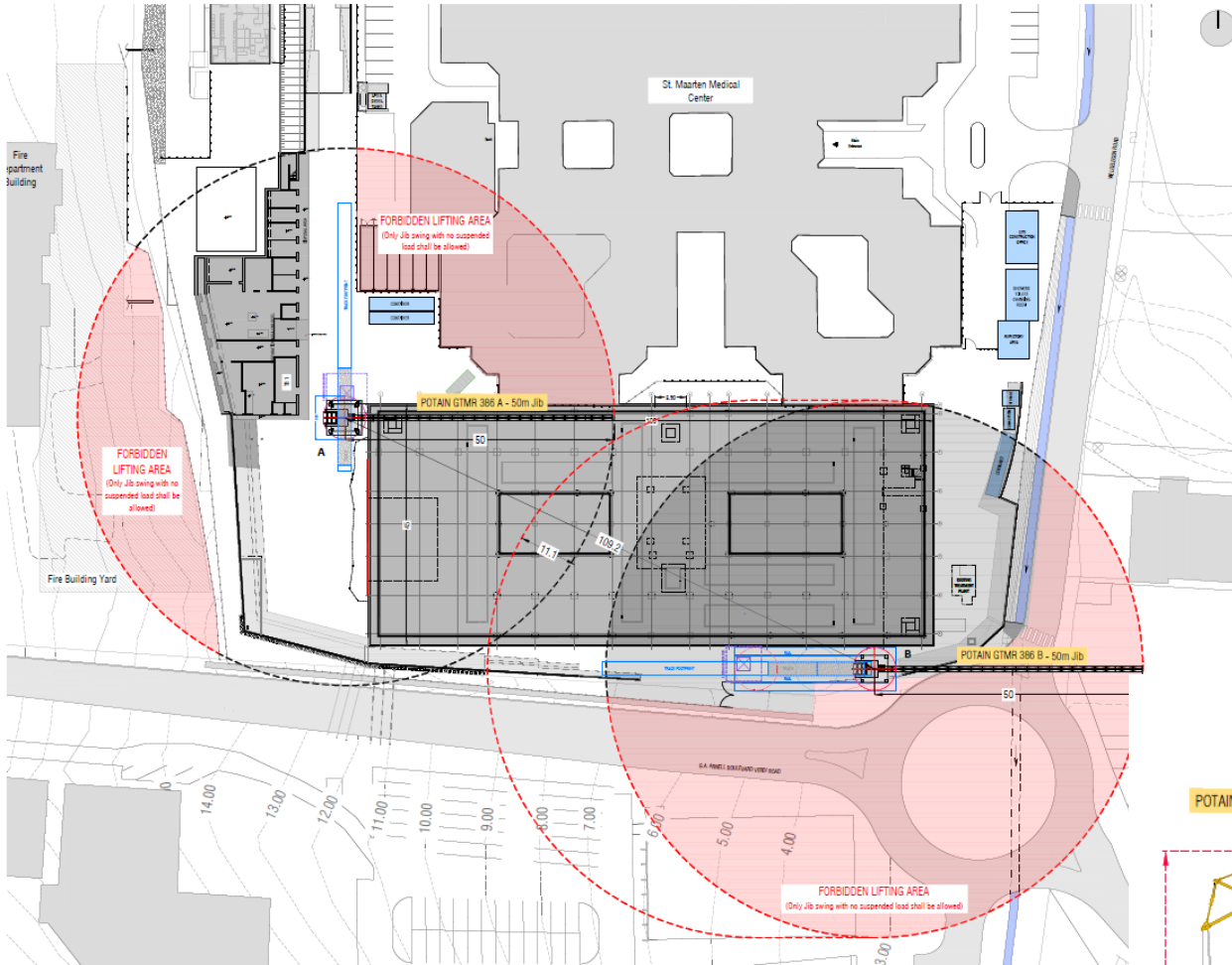


Installation of first base isolator



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Tower Crane – Lifting Plan



5. Planning



Key Dates

- Completion of Main Building Q4 2025
- Move in Q1 2026
- Completion FINSO scope Q3 2026
- Start of Construction SMMC scope Q3 2026

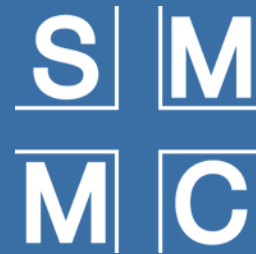
6. ESMP – Environmental and Social Management Plan



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 FINSO
- 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

6. ESMP – Environmental and Social Management Plan



Environmental & Social Impact & Risk – What do we foresee?

Noise	Traffic	Air Quality	Contamination	Erosion	Worker Health & Safety
Powered mechanical equipment, trucks transporting material in/out of sites	Increased traffic and congestion due to detours and movement of heavy vehicles	Emissions from construction equipment and trucks	From wastes and accidental spills	Runoff and sedimentation from construction	Construction work

6. ESMP – Environmental and Social Management Plan



Control Mechanisms

- Daily Site Inspections
- Bi-weekly Construction Meetings with Contractor
- 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 🍷)

7. Surrounding Management



Parking SMMC Staff & Visitors

- Agreement with Belair Fitness Center
- (Tentative) Agreement with Jehovah's Witness
- Agreement with Government/NSI
- Agreement Hillside School
- Agreement Fire/Ambulance Dept
- Partial SMMC Parking

7. Surrounding Management



Foreseen Projects

- SZV Office Building
- Red Cross Public Service Building
- FINSO Construction, Storage & Parking location next to Lucky's

8. Grievance Mechanism



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

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

Role **SMMC**:

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

8. Grievance Mechanism

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

8. 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

8. 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

9. Contract Management Bureau



- **SMGH-CMB**
 - Questions related to construction activities
 - Hindrance related to construction activities

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

10. Questions and Answers

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Thank you!

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