

*St. Maarten Medical Center*

# St. Maarten General Hospital



*We Care Together!*

# Introduction



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*Contract Manager*



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# Agenda



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

# 1. Introduction – House Rules

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

# 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





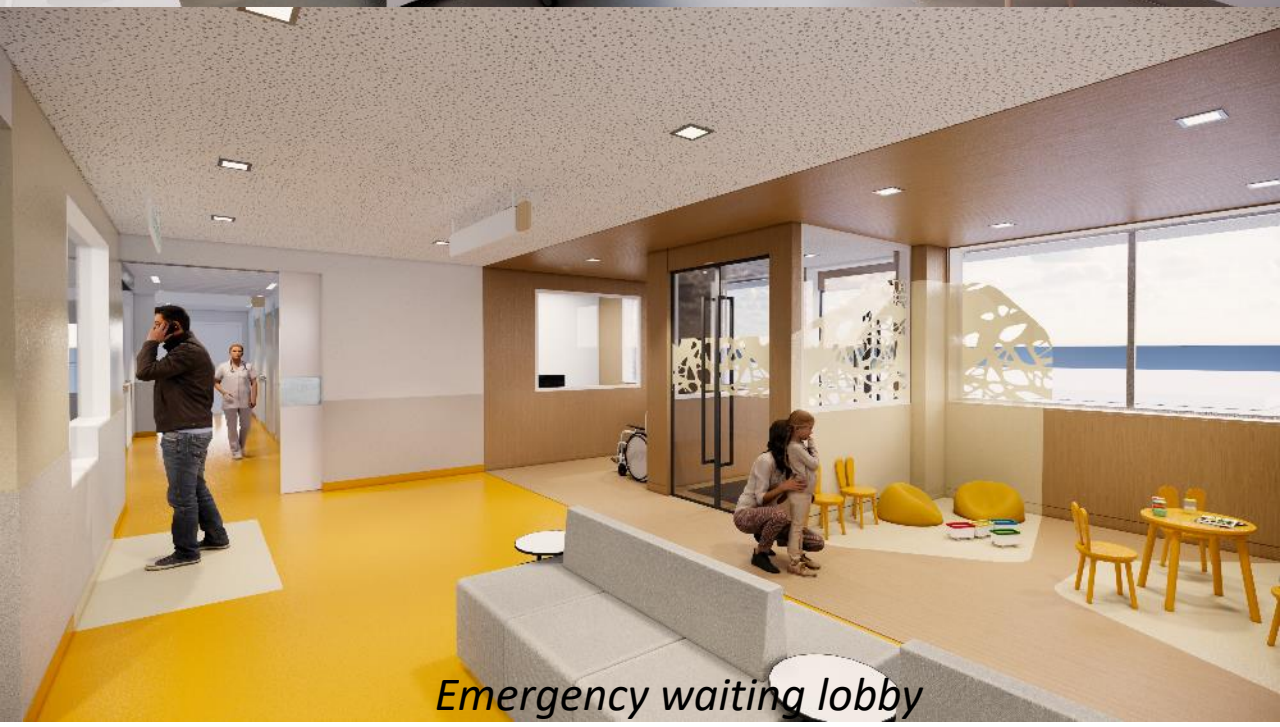
*Main Entrance Lobby*



*Patient Room*



*Double patient room*



*Emergency waiting lobby*

# 2. Master Plan

## Phase 0: Site Mobilization

- Site preparation

## Phase 1: Main Building

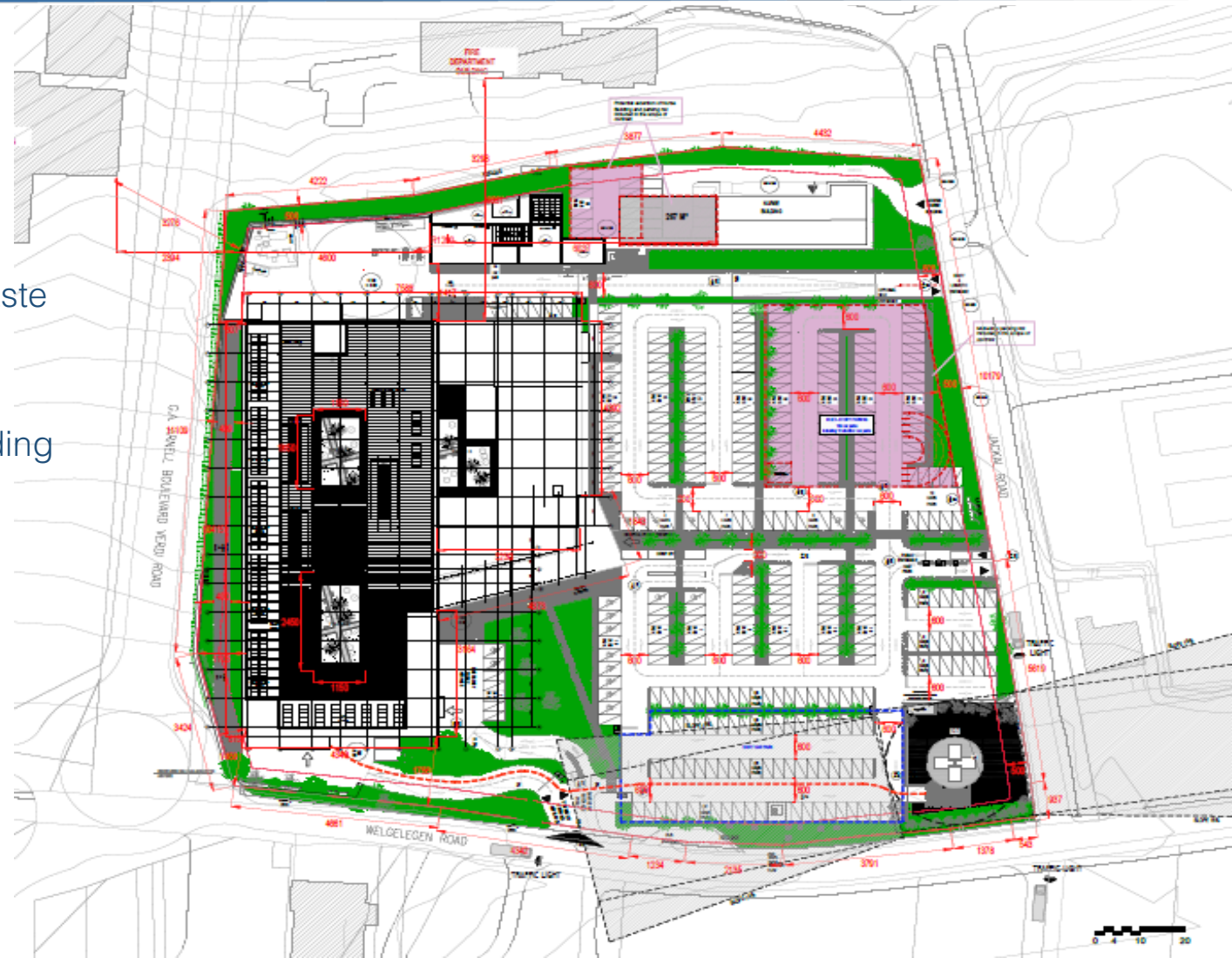
- Demolition of existing and construction of new waste water treatment plant
- Construction of Main Building and Technical Building

## Phase 2: Demolition current hospital

- Demolition current hospital

## Phase 3:

- Construction Wing & Helicopter Platform



# 3. 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



# 3. 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

# 3. ESMP – Environmental and Social Management Plan



## Control Mechanisms

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

# 3. 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](http://www.smmc.sx/smgh))
- Social media (please like our Facebook page 🍷)

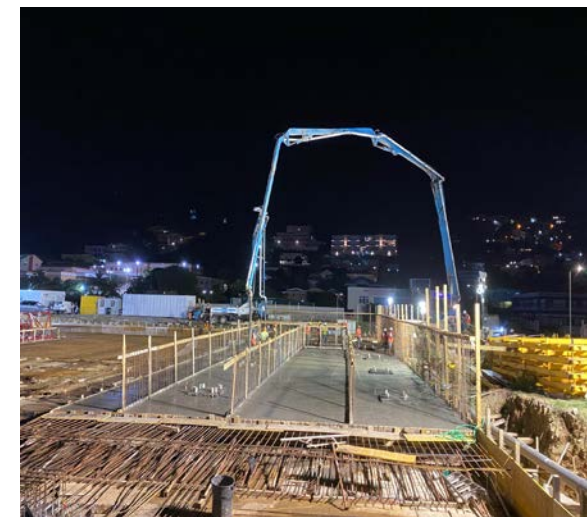
# 4. Completed Activities

- Retaining Walls Welgelegen Road, Parking & Nurse (below Care Complex)
  - Logistic Road below Care Complex, new site entry-exit to construction site
  - Mobile crane installed
  - Underpinning of SMMC façade
  - Relocation of underground utilities to sidewalk Link 1
  - Excavation of Main Building Foundation - 75%
- First Pour of Main Building Foundation



# 5. Upcoming activities Q4 2021 & Q1 2022

- Completion of Piling along Link 1
- Retaining wall along Link 1
- Installation of 2 Tower Cranes after Hurricane Season
- Completion Excavation
- Completion Main Building Foundation
- Construction of Waste Water Treatment Plant
- Start construction Technical Building 1
- Start construction of Ground Floor



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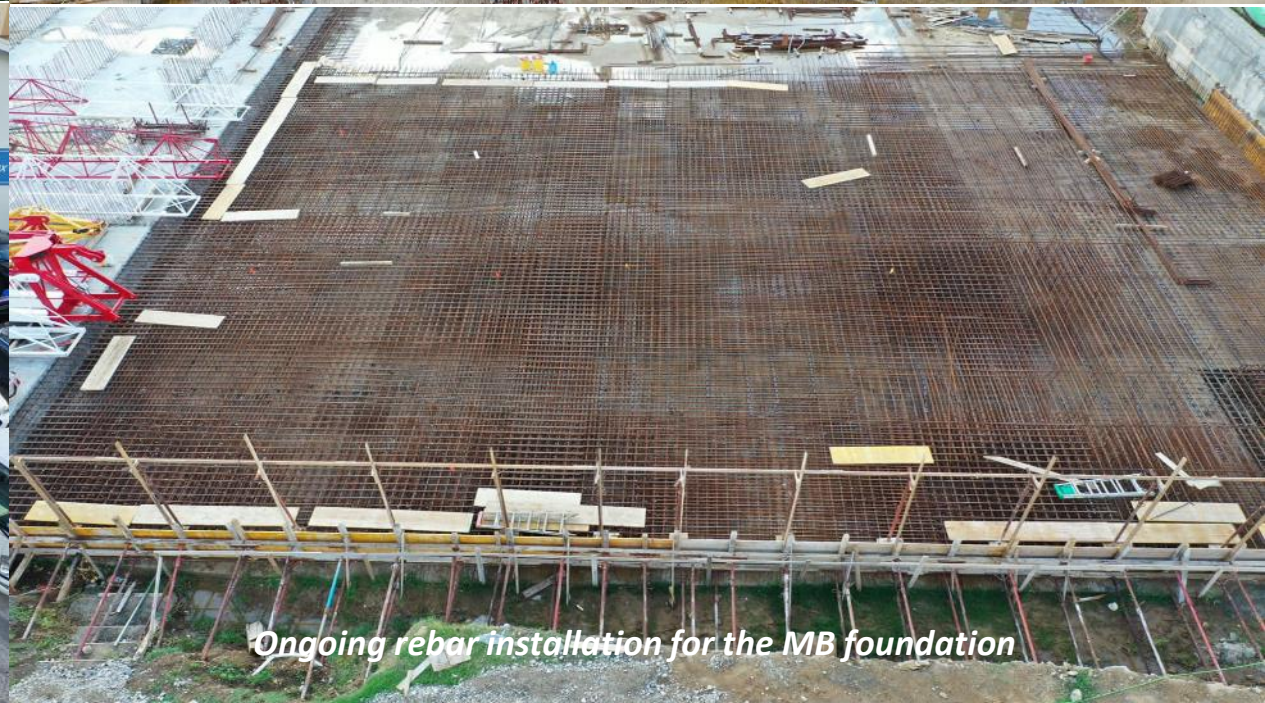
*First poured section of MB foundation and ongoing rebar installation*



*Ongoing excavation and lean concrete for MB foundation*

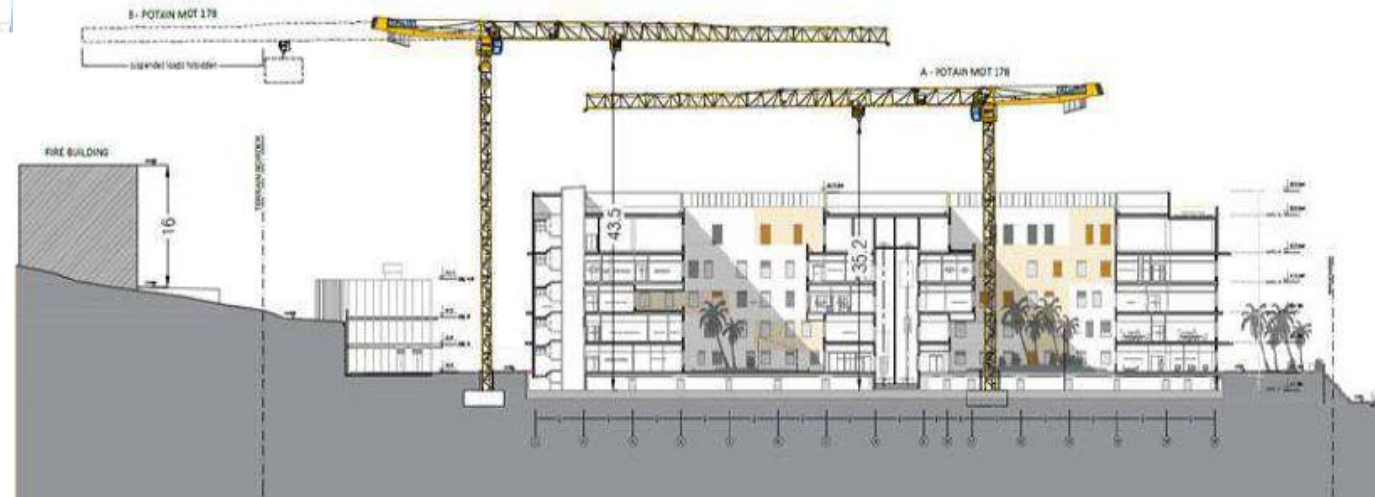
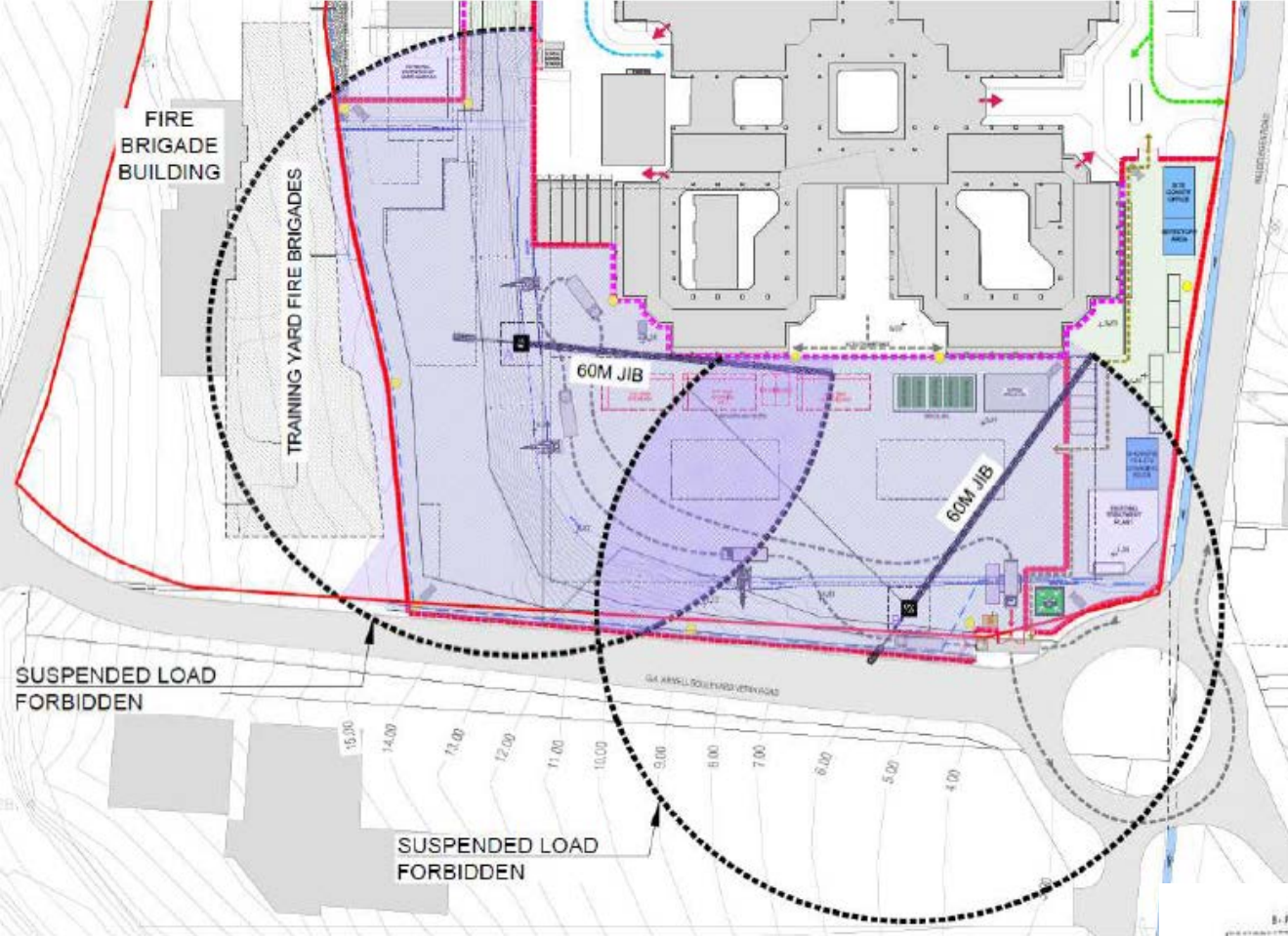


*Logistic road; entrance and exit from Jackal Road*



*Ongoing rebar installation for the MB foundation*

# Tower Crane – Lifting Plan



# 6. Planning



## Key Dates

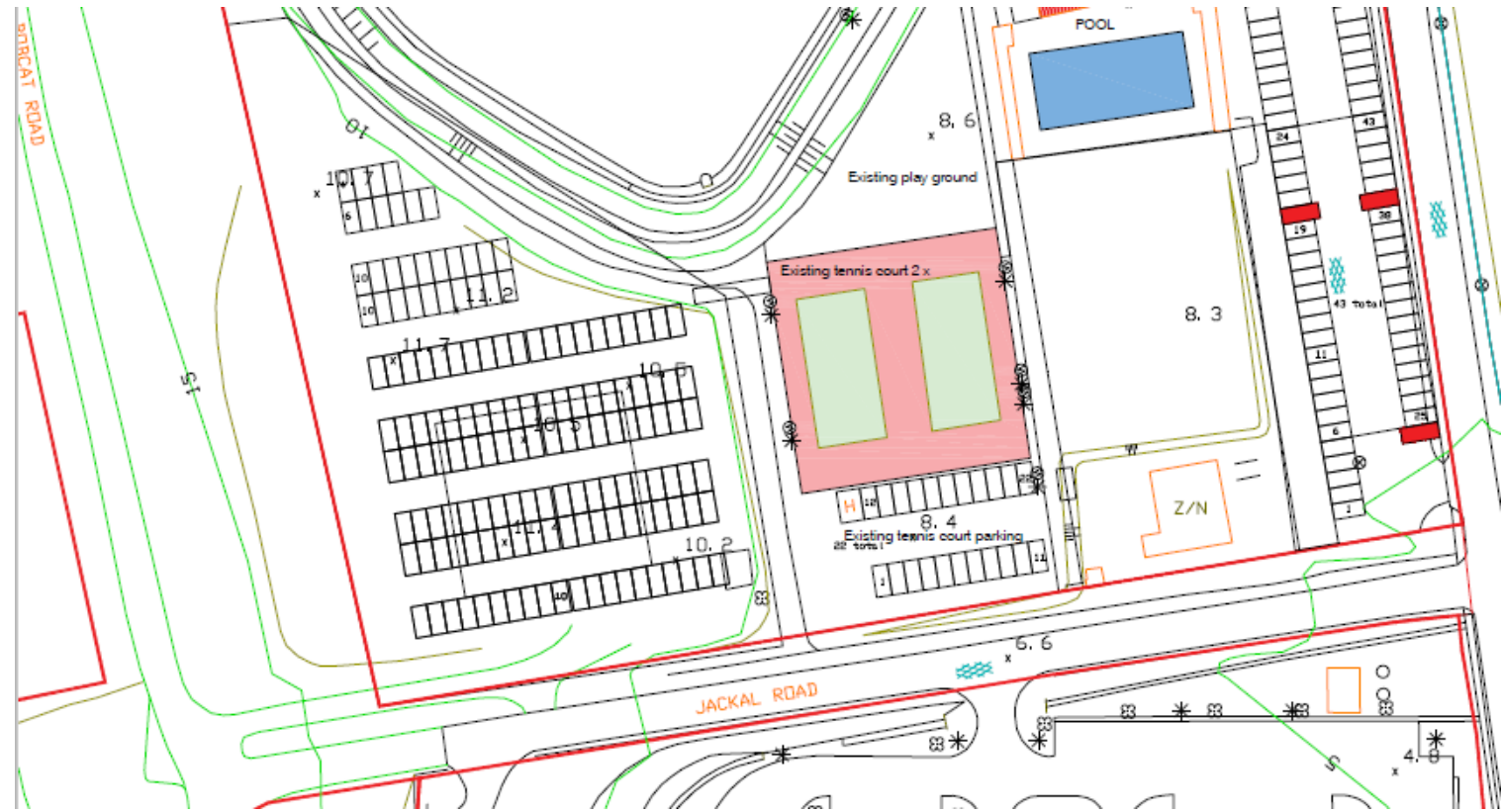
- Completion of Main Building Q4 2023
- Move in Q1 2024
- Start of Construction for Wing Q1 2024
- Completion of Wing & External works Q4 2024



# 7. Surrounding Management

## Parking

- Agreement with Belair Fitness Center
- Agreement with Jehovah's Witness
- Agreement with Government
- Agreement Hillside School
- Partial SMMC parking



# 8. 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

# 8. 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

# 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](mailto:info.smgh@smmc.sx) or tel. 543-1111 ext. 2550

# 10. Questions and Answers

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Thank you!



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