GOVERNMENT OF THE VIRGIN ISLANDS

PRESS RELEASE

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RDA Strengthens Contractor & Industry Standards With Code Of Conduct And Grievance Redress Workshop

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The Virgin Islands Recovery and Development Agency (RDA) has successfully hosted its first Contractor Orientation Session on the Code of Conduct for Contractors and Workers, alongside its Grievance Redress System (GRS), aimed at strengthening standards, accountability, and responsible project delivery across its portfolio.

The workshop, held on 24 March, brought together representatives from five construction firms, including four first-time RDA contractors who were awarded contracts through the Agency's competitive procurement processes, having demonstrated the required technical and professional capacity.

The session formed part of the RDA's commitment to ensuring that all contractors operate within a clearly defined framework of ethical conduct, community respect, environmental responsibility, and safety.

Central to the workshop was the introduction of the Agency's Code of Conduct, which outlines six key principles: Zero Tolerance for Corruption and Fraud, Environmental Protection, Occupational Health and Safety, Community Respect, Compliance with Virgin Islands laws, and the delivery of Quality Work with Integrity.

Participants were guided through practical expectations on construction sites, including proper waste management, adherence to safety protocols, protection of surrounding communities, and immediate reporting of hazards and incidents. The workshop also reinforced contractor accountability through monitoring mechanisms and mandatory compliance requirements.

Additionally, the RDA provided an in-depth overview of its Grievance Redress System, a structured mechanism designed to receive, assess, and resolve concerns raised by the public and stakeholders. The system enables the Agency to strengthen project implementation by incorporating feedback, improving responsiveness, and ensuring that issues are addressed in a timely and transparent manner.

Through the GRS, complaints are formally reviewed, assessed for resolution pathways, and escalated where necessary, ensuring that all concerns are handled

with due diligence and aligned with the Agency’s mandate.

Speaking on the importance of the initiative, Chief Executive Officer of the RDA, Anthony McMaster, said, “This workshop represents a critical step in strengthening how we deliver projects across the Virgin Islands. It is not enough to build infrastructure—we must do so responsibly, safely, and with respect for our communities and environment. By setting clear expectations for contractors, particularly those new to the Agency, and reinforcing systems like our Grievance Redress Mechanism, we are building a culture of accountability, transparency, and quality that ultimately delivers greater value to the people of this Territory.”

The workshop also supports the Agency’s broader mandate to deliver projects that are not only technically sound, but also socially responsible and environmentally sustainable.

By strengthening contractor orientation and embedding feedback mechanisms such as the GRS, the RDA continues to advance its mission of delivering development that is Stronger, Smarter, Greener, and Better for the people of the Virgin Islands.

Established in 2018, the RDA is a purpose-built specialist agency responsible for implementing priority recovery and development projects on behalf of the Government of the Virgin Islands. Guided by its mandate of project implementation, fundraising, and capacity building, the Agency also supports initiatives that strengthen local capability and promote sustainable growth as it transitions toward an expanded development-focused role.

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NOTE TO EDITORS:

Highlights from the 24 March 2026 Inaugural Contractor Orientation on the Code of Conduct and Grievance Redress System.

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