

**AI-SAFAWI FOR GREEN ENERGY PSC SOLAR PV POWER
PLANT PROJECT
(50MW)**

Stakeholder Engagement Plan (SEP)

6 June 2017

REV – 2

TABLE OF CONTENT

Table of Content i

List of Tables i

1. Introduction 1

2. Project Description 2

3. Regulatory Context..... 4

4. Summary of Past Stakeholder Engagement Activities 5

5. Identification of Stakeholders 6

6. Stakeholder Engagement Strategy and Plan 9

7. Contact Details and Reporting 16

8. Stakeholder Grievance Mechanism..... 17

LIST OF FIGURES

Figure 1: Overview of Project Location 2

LIST OF TABLES

Table 1: Summary of Previous Stakeholder Engagement Activities..... 5

Table 2: Identified Groups of Stakeholders..... 7

Table 3: Stakeholder Engagement Strategy and Plan 10

1. INTRODUCTION

The renewable energy sector in Jordan is gaining momentum since the “Renewable Energy and Energy Efficiency Law No. (13) of the year 2012 and its amendments No. (33) of the year 2014” entered into force. This law established the basis in Jordan for the ‘Direct Proposal Submission’ of renewable energy projects to the Ministry of Energy and Mineral Resources (MEMR), where investors were allowed to develop renewable grid-connected electricity production projects.

Within this context, Al-Safawi for Green Energy PSC (hereafter referred to as ‘the Developer’) has been selected by MEMR for the development of a 50 MW Solar PV Project in Mafrqa Governorate (hereafter referred to as ‘the Project’).

This document constitutes a Stakeholder Engagement Plan (SEP) to be implemented by the Developer throughout the construction and operation phase for the Project. The SEP outlines a systematic approach to stakeholder engagement that will help the Developer build and maintain over time a constructive relationship with their stakeholders, in particular the locally affected communities. The SEP is a live document which will be updated throughout the Project construction, operation and implementation.

The Project welcomes suggestions for improvement of this SEP. Suggestions can be submitted via the contact information for the Developer at the end of this document (Chapter 7).

In particular, this SEP includes the following:

- Chapter 2 – Project Description: provides a summary of the Project location, main Project components, Project schedule and job opportunities for the operation phase;
- Chapter 3 – Regulatory Context: highlights the main requirements that are relevant for stakeholder engagement to the Project to include Jordanian regulations and international best practice requirements;
- Chapter 4 – Summary of Past Stakeholder Engagement Activities: provides a summary of past stakeholder engagement activities undertaken for the Project during the planning and design phase of the Project;
- Chapter 5 – Identification of Stakeholders: identifies all relevant stakeholders for the construction and operation phase of the Project at all geographic levels to include national, regional and local levels as well as communities within the area of influence of the Project;
- Chapter 6 – Stakeholder Engagement Strategy and Plan: identifies an engagement strategy for each stakeholder group to include objective for engagement, communication methods and tools, timeframe and responsibilities.
- Chapter 7 – Contact Details: provides contact details of the Developer for communication with all relevant stakeholders of the Project;
- Chapter 8 – Stakeholder Grievance Mechanism: identifies a mechanism for managing and handling any concerns or complaints related to the Project during the construction and operation phase, particularly from affected stakeholder and communities.

2. PROJECT DESCRIPTION

2.1 Project Location

The Project is located within Mafraq Governorate in the north of Jordan approximately 100 km east of the capital city of Amman. More specifically, the Project site is located within the Badiya Al-Shamaliyeh District which hosts several cities and villages; the closest being is Al-Safawi village located 13km to the northeast of the Project site. The Project is accessed by Highway #5 – a major highway which connects south of Jordan with Al-Safawi village. The total Project area is around 1.7km² equivalent to 1,700 Dunums. The Project area in general is located within the eastern deserts of Jordan which are characterized as being barren desert habitats covered with basalt stones.

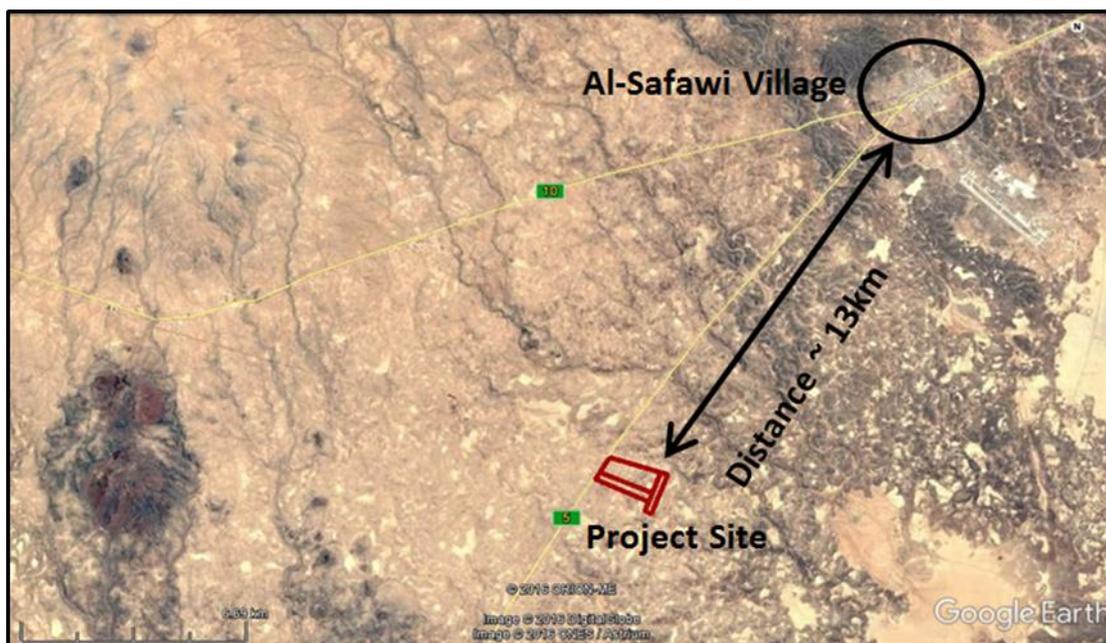


Figure 1: Overview of Project Location

2.2 Project Components

The key components of the Project are the power arrays which are composed of PV panels which convert solar energy (radiation from the sun) into electricity. Throughout the site the total number of PV Panels will be just over 200,000 PV Panels for a total capacity of 50MW. Each array is equipped with a horizontal beam tracker which carries the array and orients it towards the sun throughout the day to maximize the amount of energy produced.

In addition, there are infrastructure and utilities which will serve the Project and which include underground cabling, central inverter stations, substation, building infrastructure (control room and storage), monitoring system, fencing, internal road network and on-site water tanks.

The Project is expected to provide around 144 Gigawatt Hour (GWh) of electricity per year. As a base for comparison, such electricity is enough to power over 25,000 households in Jordan. In addition, the Project will result in crucial positive environmental and economic impacts on the strategic and national level given the current challenges the energy sector in Jordan is facing. Such positive impacts underpin rationale for the Project. These include the following:

- The Project allows for more sustainable development and shows the commitment of the Government of Jordan to realizing its Energy Strategy and meeting the set targets for renewable energy sources;

- The Project will contribute to increasing energy security through reliance on an indigenous, inexhaustible and mostly import-independent energy resource. The expected electricity generation from the Project will serve the annual electricity needs of more than 25,000 local households;
- The Project will produce clean energy which will contribute to lowering electricity generation costs when compared to the current costs associated with liquid fuels, and thus leads to a substantial decrease in the Government of Jordan's fiscal deficit; and
- Generating electricity through PV power is rather pollution-free during operation. Compared with the conventional way of producing electricity in Jordan, the clean energy produced is expected to reduce consumption of liquid fuels for electricity generation in Jordan, and will thus help in reducing greenhouse gas emissions as well as air pollutant emissions.

2.3 Project Schedule

Construction activities of the Project are expected to commence in February 2018 for a duration of 10 months (i.e. till November 2018). Commercial operation of the Project is therefore anticipated in December 2018 and for a period of 20 years.

2.4 Job Opportunities

Summarized below are the job opportunities that were provided during the construction phase as well as the job opportunities anticipated for the operation phase of the Project.

- The Project will provide approximately 240 jobs during the construction phase for duration of ten (10) months which will include unskilled labour (e.g. security personnel), semi-skilled labour (electricians, welders, fitters, etc.) and skilled labour (engineers and management professionals). Where relevant, the Developer will prioritize all job opportunities to the local communities and/or Jordanian residents with required qualifications and skills and ensure contract terms are clearly explained through effective management mechanisms.
- During operation, the Project will provide approximately 14 jobs for a duration of 20 years, which will include skilled labour (such as electrical and mechanical technicians) and unskilled labour (such as module cleaners and security personnel). Where relevant, the Developer will prioritize all job opportunities to the local communities and/or Jordanian residents with required qualifications and skills and ensure contract terms are clearly explained through effective management mechanisms.

3. REGULATORY CONTEXT

3.1 Relevant Jordanian Stakeholder Engagement Requirements & Legislation

Stakeholder engagement in Jordan is connected to the preparation of an Environmental and Social Impact Assessment (ESIA) and is a requirement of the “EIA Regulation No. (37) of 2005”. For those projects which require an ESIA (as the case for this Project), the Regulation requires a scoping session with potentially affected stakeholders at the onset of the ESIA, in order to provide stakeholders with project information and allow them to participate in the ESIA process.

The Regulation specifies that the outcomes of the ESIA are to be announced to the public and stakeholders in a manner that the Ministry of Environment deems appropriate and is dealt with on a case by case basis – taking into account the type and nature of the project development.

3.2 EBRD Requirements

The Developer will be seeking financing for the Project from International Financial Institutions (IFIs) – to include mainly the European Bank for Reconstruction and Development (EBRD). Therefore the Developer wishes to design and manage the project in accordance with good international industry practice and standards.

The EBRD 2014 Environmental and Social Policy includes a comprehensive set of Performance Requirements (PRs) covering key areas of environmental and social impacts and issues. EBRD’s PR10 sets out the following requirements of stakeholder engagement during project preparation:

- The first step in successful stakeholder engagement is for the client to identify the various individuals or groups who (i) are affected or likely to be affected (directly or indirectly) by the project (“affected parties”), or (ii) may have an interest in the project (“other interested parties”). Resources for public information and consultation should focus on affected parties, in the first instance.
- As part of the stakeholder identification process, the client will identify individuals and groups that may be differentially or disproportionately affected by the project because of their disadvantaged or vulnerable status. The client will also identify how stakeholders may be affected and the extent of the potential (actual or perceived) impacts. Where impacts are perceived, additional communication may be required to provide information and reassurance of the assessed level of impacts. An adequate level of detail must be included in the stakeholder identification and analysis so as to enable the Bank to determine the level of communication that is appropriate for the project under consideration. Employees are always considered stakeholders.
- The Client will inform the EBRD how communication with the identified stakeholders will be handled throughout project preparation and implementation, including the type of grievance procedure envisaged.

4. SUMMARY OF PAST STAKEHOLDER ENGAGEMENT ACTIVITIES

The table below provides a summary of all stakeholders that were previously consulted and engaged throughout the Project – mainly as part of the ESIA. The table provides a summary of the stakeholder groups that were engaged, date of engagement, and the main objective and outcome.

Table 1: Summary of Previous Stakeholder Engagement Activities

Date	Engagement Activity	Summary of Stakeholder Engagement Activities
11 November 2015	Scoping Session	<p>In accordance with the “EIA Regulation No. (37) of 2005”, a scoping session was held for the Project in Amman. The Project was introduced and various components explained, the proposed methodology for the ESIA was outlined and anticipated impacts throughout the Project’s phases were discussed.</p> <p>Stakeholders were identified and invited through formal letters, issued by the Ministry of Environment, to participate in the scoping of environmental impacts into the ESIA. The list of stakeholders was identified by the ESIA Team and the Ministry of Environment. The list of invites mainly included the following stakeholders: (i) national governmental entities (ii) local governmental agencies (iii) non-governmental organizations (iv) academic and research institutions and (v) local community representatives.</p> <p>The main issues raised by stakeholders during the session were related to (i) socio-economic development; (ii) infrastructure and utilities; (iii) geology and hydrology; (iv) land use; (v) biodiversity (vi) occupational health and safety; and (vii) community health, safety and security. Such issues are discussed further in Table 6-3 of the ESIA which also summarizes how such issues were taken into account as part of the ESIA. The ESIA is available on the Developer’s website as detailed within ‘Chapter 7’.</p>
7 February 2016	Local Community Consultation Session	<p>A local community consultation session was undertaken with the local community representatives. The meeting was headed by the Mayor of Al-Safawi Municipality, Local Governor of Badia Al-Shamaliyeh District, and Director of Mafraq Environmental Directorate</p> <p>Stakeholders were identified and invited through formal letters issued by Al-Safawi Municipality. The list of invitees mainly included the following stakeholders: (i) members of the Municipal Council which are elected as representatives of the local community (and includes both males and females); (ii) elder representatives of tribal groups; (iii) Community Based Organizations; (iv) local enterprises and businesses; (v) women groups; (vi) local governmental institutions; (vii) youth and the unemployed.</p> <p>Throughout the session, discussions were undertaken about the project, environmental and social impacts, land use patterns in the area, and socio-economic conditions and development. Additional details are provided in ‘Section 6.4.2’ of the ESIA which is available on the Developer’s website as detailed within ‘Chapter 7’.</p>
Sep 2015 – Apr 2017	Specialist Consultation	<p>Specialized consultations and engagements have been undertaken as part of the ESIA process with various stakeholders to include national and local governmental entities, Non-Governmental Organizations (NGOs), and other. Such stakeholders are identified in Table 6-4 of the ESIA which is available on the Developer’s website as detailed within ‘Chapter 7’.</p>

5. IDENTIFICATION OF STAKEHOLDERS

In order to define a communication process with stakeholders, several stakeholder groups that may be interested and/or affected by the Project development and implementation have been identified. There are a number of groups of people and social groups who are interested in the Project on different levels. These may be described as:

1. People and social groups who will be directly or indirectly affected by the project (such as local communities as well as semi-nomadic communities);
2. People and social groups who may participate in the implementation of the project (such as investors and lenders); and ;
3. People and social groups whom are not affected by the project development per se may but have a possibility to influence and make decisions on implementation of the project and/or may have an interest in the Project.

The main groups of stakeholders identified so far are listed in Table 2. The list can be updated and modified in the course of the Project development and as a result of cooperation of the parties.

Table 2: Identified Groups of Stakeholders

Level of Stakeholder interest in/involvement to the Project
1. Stakeholders who may be directly or indirectly affected by the Project
<p>Residents of Al-Safawi Village including:</p> <ul style="list-style-type: none"> - Community Based Organisations, - Youth and unemployed, - Woman groups, - Local academic institutions, and - Local enterprises and businesses.
Semi-nomadic communities that occupy the Safawi area to include those from Dair Al Kahf and western Mafraq area
2. Stakeholders who may Participate in Implementation of the Project
Investor/Lender
Employees / workers
3. Stakeholders who may have a possibility to influence and make decisions on implementation of the project and/or may have an interest in the Project
Central Government
Ministry of Environment
Ministry of Agriculture
Ministry of Labour
Ministry of Municipal Affairs
Ministry of Energy and Mineral Resources
Ministry of Health
Ministry of Finance
Ministry of Public Works and Housing
Ministry of Industry and Trade
Ministry of Water and Irrigation/Water Authority of Jordan
Ministry of Tourism and Antiquities
Social Security Corporation
Energy and Minerals Regulatory Commission
Jordan Institute for Standards and Metrology
National Electric Power Company
Jordan Engineers Association
Jordan Contractors Association
Department of Antiquities
The General Directorate of Jordan Civil Defence
Civil Aviation Regulatory Commission
Royal Jordanian Air Force
Local Governmental Agencies

Mafraq Governorate – Local Development Unit
Al-Safawi Municipality
Mafraq Water Directorate – Yarmouk Water Company
Mafraq Public Works and Directorate
Mafraq Department of Antiquities
Mafraq Environmental Directorate
<i>Non-Governmental Organizations (NGOs) and Other Organisations</i>
Jordan Environment Society
Friends of Environment Society
National Environment and Wild Life Society
The Jordan Society for Sustainable Development
EDAMA
Environmental Societies Association
Jordan Green Building Council
Energy Conservation and Environmental Sustainability Society
Renewable Energy and Environment Investment Society
Jordan River Foundation
Jordanian Hashemite Fund for Human Development
RSCN
BirdLife International

6. STAKEHOLDER ENGAGEMENT STRATEGY AND PLAN

Table 3 below identifies the stakeholder engagement strategy and plan to include stakeholders relevant to the Project (as identified in Table 2 earlier), objective of consultation with each group, the communication methods and tools, time frame and responsible entity for undertaking such consultations.

In particular, it is important to note that from the onset of the Project, the Developer will adopt and implement a community integration plan. The community integration plan will demonstrate how the local communities will be involved and integrated in the Project in terms of job opportunities and other indirect socio-economic benefits (e.g. accommodation services). The plan will conform to the requirements of the recently issued “Regulation for Obligatory Employment of Jordanian Workforce from Surrounding Communities in Development Projects No. (131) for the year 2016”. The Regulation requires the obligatory employment of local communities within development projects to include fresh graduate engineers, technicians, labourers, etc. and specifies requirements for training as well as giving priority for local contractors. The number of job opportunities is specified based on the investment amount of the development projects. In addition, the plan will follow EBRD’s Environmental & Social Policy which includes requirements for supply chain management. The Plan will also demonstrate providing priorities to local communities starting at the municipal level, district level, and finally at the Governorate level.

Taking the above into account, the community integration plan will include the following:

- Manage expectations so that local communities are realistic about opportunities from the Project;
- Include a local hiring plan to identify the number of skilled and unskilled job opportunities targeted to the local community throughout the construction and operation phases. This will be provided in details to include the qualifications and skills required for each job opportunity as well as the limitations and constraints of local community members and how and to which extent those could be addressed through training and capacity building. The Plan is to include a transparent recruitment procedure for the local community, to be adopted and implemented in the various construction and operation contracting arrangements. Such procedures must provide equal opportunities for all, including females as well as semi-nomadic groups to the greatest extent possible. In addition, procedures should clearly present contract terms.
- Local content plan which details additional areas where local community members can benefit or be involved besides job opportunities provided they have the required skills and expertise needed to meet the development standards. For example, during construction the Project shall consider local sourcing of materials and supplies (if available);
- Ensure timely and continuous communication and dissemination of information with the local community members to alleviate potential sense of social marginalization and improve their understanding and perception of the benefits associated with development. Communication will also include information and updates on the projects development, number of employment opportunities, the bidding process for project components, construction plans, etc. In addition, communication should also highlight the long term benefits of the project beyond immediate community benefits
- The plan will also consider allocating funds for social responsibility programs to be implemented for the local communities. The program must be structured and based on the priority needs for the village along with a structured approach for selection of projects and programs (e.g. through a committee with representatives from local communities, local governmental agencies, CBO’s, etc.). The mechanism for such a fund will be developed in greater details as part of the community integration plan,

Table 3: Stakeholder Engagement Strategy and Plan

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
Stakeholders who may be directly or indirectly affected by the project				
<p>1. Residents of Al-Safawi Village Municipality including:</p> <ul style="list-style-type: none"> - Community Based Organisations, - Youth and unemployed, - Woman groups, - Local academic Institutions, and - Local enterprises and businesses. <p>2. Semi-nomadic communities that occupy the Safawi area – to include those from Dair Al Kahf and western Mafrqa area</p>	<p>Disclose information and outcomes of the Community Integration Plan – Refer to Section 6 for additional details.</p>	<p>1. Awareness session will be held for the local community to inform them on the outcomes of the Community Integration Plan. The session is to be held in coordination with Safawi Municipality for local community representatives to include elected member of municipal council, elder representatives of tribal groups, community based organizations, women groups, youth and unemployed, local enterprises and businesses, and local governmental institutions.</p> <p>2. Awareness session above is to include semi-nomadic communities as well. Representatives from semi-nomadic communities are to be identified in coordination with Safawi Municipality.</p>	<p>One time before construction. To be held at least once during winter (November – March) and at least once during spring (May – September) to ensure semi-nomadic groups are present</p> <p>One time before operation. To be held at least once during winter (November – March) and at least once during spring (May – September) to ensure semi-nomadic groups are present</p>	<p>Developer / EPC Contractor / Project Operator</p>
		<p>1. Run advertisements in local newspapers.</p> <p>2. Post advertisements in Arabic at key local community platforms to include Mafrqa Governorate, Al-Safawi Municipality, women CBO's, youth CBO's, etc.</p> <p>3. Post advertisements in Arabic around site/fence for semi-nomadic communities to be informed about any job opportunities</p>	<p>When required during construction and operation</p>	
	<p>In particular, and based on outcomes of community integration plan (and local hiring and content plan), notify local communities on all job opportunities for the Project.</p>			

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
	Disclosure of Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. E-mail notification. SEP in Arabic to be disclosed on company website.	Once before construction (updated when required)	Developer
2. Hardcopy of SEP in Arabic to be available at Mafraq Governorate and Al-Safawi Municipality.		Once before construction (updated when required)	Developer	
3. Summary advertisement in Arabic of grievance mechanism to be posted at key local community platforms to include Mafraq Governorate, Al-Safawi Municipality, women CBO's, youth CBO's, etc.		Once before construction (to be checked regularly to ensure advertisement in place)	Developer	
4. Pictorial signs with summary advertisement in Arabic around site/fence for semi-nomadic communities to understand how to raise a grievance if necessary		Once before construction (to be checked regularly to ensure advertisement in place)	Developer	
	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	1. Prepare leaflet in Arabic with updates on project and its environmental and social issues. This could include updates on the projects development, number of employment opportunities, the bidding process for project components, construction plans, etc. Leaflet to be disclosed at key local community platforms to include Mafraq Governorate, Al-Safawi Municipality, women CBO's, youth CBO's, etc.	Semi-annually during construction Annually during operation	Developer

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
		2. Leaflet prepared above is to be distributed to semi-nomadic groups	Annually during construction to include once during winter (November – March) and once during spring (May – September) Annually during operation to include once during winter (November – March) and once during spring (May – September)	Developer
		3. Email notification. Annual environmental report to be disclosed on company website.	Annually – December of each year	Developer
		4. Hardcopy of Annual environmental report in Arabic to be available at Mafraq Governorate and Al-Safawi Municipality.	Annually – December of each year	Developer
Stakeholders who may participate in implementation of the project				
Investor/Lender	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	1. Individual/Internal Meetings (if required)	TBD	Developer
		2. Submission of annual environmental report.	Annually – December of each year	Developer
Stakeholders who may have a possibility to influence and make decisions on implementation of the project and/or may have an interest in the Project				
Central Government				
1. Ministry of Environment 2. Ministry of Agriculture 3. Ministry of Labour	Some governmental stakeholders might require to undertake certain inspections or auditing exercises and/or might require	1. Individual/Internal Meetings (if required)	Upon occurrence	Developer

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
4. Ministry of Municipal Affairs 5. Ministry of Energy and Mineral Resources 6. Ministry of Health 7. Ministry of Finance 8. Ministry of Public Works and Housing 9. Ministry of Industry and Trade 10. Ministry of Tourism and Antiquities 11. Ministry of Water and Irrigation 12. Social Security Corporation 13. Energy and Mineral Regulatory Commission 14. Jordan Institute for Standards and Metrology 15. National Electric Power Company 16. Jordan Engineers Association 17. Jordan Contractors Association 18. Department of Antiquities 19. The General Directorate of Jordan Civil Defence	certain updates/information on the implementation of the project	2. Correspondence and official letters (if required)	Upon occurrence	Developer
	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	1. Email notification. Annual environmental report to be disclosed on company website.	Annually – December of each year	Developer
Ministry of Environment	Coordination for list of private contractors approved for collection of hazardous waste from the site to the Swaqa Hazardous Waste Treatment Facility.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction Once before operation	Developer/EPC Contractor/ Project Operator
	Coordination for disposal of any damaged or broken panels to the Swaqa Hazardous Waste Treatment Facility.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Upon occurrence during operation	Developer / Project Operator

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
Civil Aviation Regulatory Commission	Submit application to obtain their approval for Project development	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction	Developer /EPC Contractor
Royal Jordanian Air Force	Submit application to obtain their approval for Project development	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction	Developer /EPC Contractor
Local Government				
Al-Safawi Municipality	Coordination for the collection of solid waste from the site to the municipal approved landfill	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction Once before operation	Developer/EPC Contractor/ Project Operator
	Disclose information and outcomes of the Community Integration Plan – Refer to Section 6 for additional details.	1. Awareness session will be held for the local community to inform them of the Community Integration Plan. Session to be undertaken in coordination with Al-Safawi Municipality.	Once before construction Once before operation	Developer / EPC Contractor / Project Operator
Mafraq Water Directorate – Yarmouk Water Company	Coordination for list of private contractors approved for collection of wastewater from Project site.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction Once before operation	Developer/EPC Contractor/ Project Operator
	Coordination to secure the water requirements of the Project	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction Once before operation	Developer/EPC Contractor/ Project Operator
Mafraq Public Works and Directorate	Submission of traffic and transport plan and discussions on outcomes and its implementation.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction	Developer / EPC Contractor
Department of Antiquities – Mafraq	Reporting and communication in case archeologically remains are found through construction of project along with chance find procedures implemented.	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Upon occurrence	Developer / EPC Contractor

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
Mafraq Environmental Directorate	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	1. Email notification. Annual environmental report to be disclosed on company website.	Annually – December of each year	Developer
Non-Governmental Organizations (NGOs) and Other Organisations				
<ol style="list-style-type: none"> 1. Jordan Environment Society (JES) 2. Friends of Environment Society 3. National Environment and Wild Life Society (NEWS) 4. The Jordan Society for Sustainable Development 	Disclosure of Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. E-mail notification. SEP to be disclosed on company website.	Once before construction	Developer
<ol style="list-style-type: none"> 5. EDAMA 6. Environmental Societies Association 7. Jordan Green Building Council 8. Energy Conservation and Environmental Sustainability Society 9. Renewable Energy and Environment Investment Society 10. Jordan River Foundation 11. Jordanian Hashemite Fund for Human Development 12. RSCN 13. BirdLife International 	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, community integration plan, etc.)	1. Email notification. Annual environmental report to be disclosed on company website.	Annually – December of each year	Developer

7. CONTACT DETAILS AND REPORTING

Throughout the Project, all stakeholders can contact the Developer throughout the contact details provided below. The contact details provide below are for the Community Liaison Officer (CLO) that will be appointed by the Engineering, Procurement and Construction (EPC) Contractor.

Contact Details for the Public

Community Liaison Officer

Mr./Ms. XXXXX

Company:

Telephone:

Fax:

E-mail Address: XXXXX

In addition, the Developer intends to provide all relevant information to the public and which will include but not limited to the following:

1. Environmental and Social Impact Assessment (ESIA);
2. Stakeholder Engagement Plan (SEP);
3. Non-Technical Summary (NTS);
4. Community Integration Plan (once available)
5. Annual Environmental Report (once available)

Hard copies of the above will be available at the following locations. These documents will remain in the public domain for the duration of the Project, and will be updated as appropriate.

▪ Local Development Unit of Mafraq Governorate

Location: Dr. Mohammad Al-Shawagfeh Str., Mafraq, Jordan

City: Mafraq

Tel: (962) 2 6233097

Fax: (962) 2 6233649

▪ Al-Safawi Municipality

Location: Shobak – Najjal Main Road

Tel: (962) 3 2164052

Fax: 03-2164107

8. STAKEHOLDER GRIEVANCE MECHANISM

The Developer understands that management of grievances is a vital component of stakeholder engagement and an important aspect of risk management for a project. Grievances can be an indication of growing stakeholder concerns (real and perceived) and can escalate if not identified and resolved. Identifying and responding to grievances supports the development of positive relationships between projects, communities and other stakeholders. Monitoring of grievances will signal any recurrent issues, or escalating conflicts and disputes.

The Developer will implement a Grievance Mechanism to ensure that it is responsive to any concerns and complaints particularly from affected stakeholders and communities. The Developer will accept all comments and complaints associated with the Project and individuals who submit their comments or grievances have the right to request that their name be kept confidential. At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of Jordan.

The Developer will monitor the way in which grievances are being handled and ensure they are properly addressed within deadlines specified within the mechanism presented below. The Developer will also report regularly to the public on the grievance mechanism implementation, protecting the privacy of individuals.

Stakeholder Grievance Mechanism

1. A Grievance Disclosure Sheet will be prepared and disclosed at the locations identified below. The Grievance Disclosure Sheet will inform the local communities on how and where to lodge a grievance in accordance with step 2 below.
 - a. Al-Safawi Municipality Bulletin Board
 - b. Mafraq Governorate Bulletin Board
 - c. Selected key CBOS's to include Women & Youth CBO's
 - d. Around site/fence of the Project site

2. Stakeholders willing to lodge a grievance should be able to use the following avenues:
 - a. Grievance Sheets and Boxes will be made available at the following locations:
 - **Local Development Unit of Mafraq Governorate**
Location: Dr. Mohammad Al-Shawagfeh Str., Mafraq, Jordan
City: Mafraq
Tel: (962) 2 6233097
Fax: (962) 2 6233649

 - **Al-Safawi Municipality**
Location: Shobak – Najjal Main Road
Tel: (962) 3 2164052
Fax: 03-2164107

 - **Developer Office**
Location:
Phone:
Fax:

 - b. Direct Contact with the CLO through the following:
Mr. / Ms. XXXX

- Telephone: XXXX

- E-mail Address: XXXXX

3. All grievances (whether submitted through a grievance form, e-mail, telephone, etc.) will be recorded on a grievance log sheet by the CLO.
4. Grievance procedure starts with formal acknowledgment in accordance with the preferred method of communication specified by the complainant within 7 working days of submission. If the grievance is not well understood or if additional information is required, clarification will be sought from the complainant during this step.
5. The CLO will analyse the root cause of the grievance and identify the required actions to be implemented to deal with the issue (in coordination with the relevant personnel) and identify the timeline for their completion (if applicable).
6. A response is going to be developed by the CLO (in coordination with the relevant personnel) and which will be communicated to the complainant in accordance with the preferred method of communication specified. The response will be signed-off by the Project Manager. This sign-off may be a signature on the grievance log or in correspondence which should be filed with the grievance. All grievances will be responded to within 20 working days.
7. Response of the complainant is recorded within the grievance log to help assess whether the grievance is closed or whether further action is needed.

A workers' grievance mechanism will be established for the employees of the Developer and his contractors as a separate system. The grievance mechanism should guarantee confidentiality. Workers will be given the possibility to lodge grievances both through workers representatives and unions and independently, personally, regardless of the matter of the complaint. Anonymous lodging will also be made possible (grievance boxes). The Grievance Procedure will be free, open and accessible to all and comments and grievances will be addressed in a fair and transparent manner. Information about the procedures, who to contact and how, will be made available as described above. In particular all workers will be informed of the Grievance Process and new workers will be informed when they join the Project. Information on Contact Points will be posted on staff information boards and on site information boards.