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| **E0016 EMPIRE PV Plant** |

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# MODIFICATIONS CONTROL

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# PURPOSE

To establish the general guidelines from the Project Management in order to control grievances, claims or suggestions from the labourers involved during the construction stage of the Empire PV Plant.

Managing grievances throughout the project lifecycle is one of the important activities.

According to the IFC’s Performance Standard (PS) 1, an effective grievance mechanism can facilitate early indication of and prompt remediation for employees who believe that they have been harmed during construction stage. Moreover, the findings of the EIA are essential for the success of a grievance mechanism since it helps in determining the project’s scale, impact sand stakeholder composition.

# SCOPE

The scope of this document is the whole of labourers of Empire PV Plant.

# DEFINITIONS

**IFC** lnternational Finance Corporation

**OHLIJ** OHL Industrial Jordan

**MW** Megawatt

**NEPCO** National Electric Power Company

**PAP** Project Affected Person

**PS** Performance Standard

**PV** Photovoltaic

**RAP** Resettlement Action Plan

**LLO** Laborers Liaison Officer (an appointed person from HSE Department)

# PROJECT OVERVIEW

FRV Solar Holdings IX B.V./Jordan, referred to as FRV throughout this document, has been granted an approval from the Government of Jordan, represented by the Ministry of Energy and Mineral Resources (MEMR), to develop a 50 MWac grid connected Photovoltaic project in Al Mafraq.

The project will help to decrease the country’s dependency on traditional forms of energy by increasing the availability and use of solar energy. The generated electricity will be injected into the national grid, to support the country in meeting its renewable energy target of 10% by 2020.

FRV Solar project area is located within King Hussein Bin Talal Development Area (KHBTDA) and spans over 1,400 dunums within the solar power field. KHBTDA was created as trade and Logistics Hub and an Industrial City that serves the regional market and is complemented by housing and commercial & community services.

Mafraq Development Company (MDC) allocated around 4200 Dunums within the industrial zone in order to develop solar power projects by interested national and/or international companies in this field.

Plot S2 was allocated for FRV to build One 50MW PV plant. The nominal capacity of the plant is 50MW AC and will have peak capacity of approximately 65MW DC.

The PV plant will be constructed with Polycrystalline PV modules and single axis trackers system to maximize the annual energy yield. The plant will be connected to NEPCO existing 33/132kV Substation 5km away from the project location which falls within the KHBTDA.

# PERFORMANCE OF THE PROCEDURE

Functional organization for the management of employee’s grievances includes the following five process steps, as illustrated in figure 1 bellow:

**Figure 1 Proposed grievance processing steps, functional organization levels and responsibilities**

The following paragraphs describe the procedure of handling grievances related to the subject project as listed in Figure 1 above.

Initially OHL Industrial Jordan will **publish the Grievance Mechanism** giving it to all the employees (direct and subcontractors employees) with the Handbook (E0016-PM-PMT-GE-MA-00G002), at the moment of signing the labor contract. The employees will sign a receipt and it will be recorded by the HSE Site Manager.

Once the PAPs are informed of the grievance procedure and can easily access it, OHLI Jordan will need to **receive and keep track of the grievances** and establish a method of collection, recording and registering each claim as it comes in. The form to register a complaint is shown as Appendix 1. The LLO will receive and handle claims and provide a confirmation number and issue a timeline for response to the complainant. During the construction phase, the OHLIJ site employees as well as the Site Subcontractors Managers should collect and record its grievance claims and inform the LLO for documenting and tracking.

Each complaint whether from an individual or an anonymous way from site employees will be considered.

When a grievance, claim or suggestion is submitted by an individual or anonymously, there will be no retributions on behalf of OHLIJ.

The LLO will prepare and maintain a grievance log/registry and/or a simple database, The Grievance and Commitment Registry, for tracking the complaints and the resolution status. The proposed registration template is shown as Appendix 2 of this document.

Generally, the employee should establish contact with his Subcontractor Site Manager, or with the LLO, for OHLIJ employees in order to:

* Ensure proper documentation and reporting of the claim;
* Ensure proper documentation and reporting of the employee information (identity, contact information, and reference number);
* Ensure that the employee provides all the needed information and details, and signed the grievance form;
* Give a copy in order to prove the reception of the claim.

In case the employee doesn’t have any solution in a period of two weeks, he/she will be able to contact to The LLO in order to make sure that his/her complaints are being processed.

OHLI Jordan will **review and investigate the complaint’s legitimacy for validation purposes**. The extent of the review will depend on how problematic the complaint is.

This step will involve setting up the Grievance Committee which will be formed by:

1. Subcontractor Site Manager
2. LLO
3. An appointed person from the Project Management Team.

The Grievance Committee will be responsible for investigating, validating and assessing the claim in addition to negotiation with PAPs where necessary.

Once a complaint is received, the Grievance Committee will:

1. Investigate the complaint.
2. Call the complainant to a meeting after receiving the complaint in order to discuss it.
3. After the meeting, the Subcontractor Site Manager and the LLO shall give the complainant a written decision. If further discussion is needed with the complainant, the Site Manager would be in charge of taking action to resolve it.

The complaints shall be organized in categories, and in the case that numerous complaints are being received at some point during the project duration, it is recommended to resolve them in the order they are received unless it’s received a complaint that is so urgent that it has to be taken into consideration immediately.

Once the grievance is investigated and clarified, The Subcontractor Site Manager, or the LLO, for OHLIJ employees, will **develop and decide resolution options and prepare a response**. Each claim will be addressed based on the nature of grievance. If the resolution is simple and straight forward, The Subcontractor Site Manager will decide the appropriate resolution based on the options. If further discussion is needed with the complainant, OHLI Jordan can negotiate an applicable and appropriate resolution.

The Grievance Committee should issue resolutions taking into account the following factors:

* Nature of the issue or claim
* Frequency of occurrence
* Number of complainants

When the resolution is final and accepted, a clear response must be communicated to the complainants that should be provided within a period of time, mentioning the required commitments.

If the claim was rejected for reasons such as being ineligible has no basis or no action is required, then the LLO must put together a diplomatic response explaining the reason for rejection to the complainant with evidence where applicable.

The resolution of complaints anonymously, will be published in the office of the LLO on the bulletin board.

Cases/complaints shall be closed when an agreement is reached with the complainants. This shall be recorded in the grievance log or data base accordingly, long with the closing date, and any other supporting documentation of photos to be stored for future reference.

The final step is **Monitoring, Reporting, and Evaluating the Grievance Mechanism**. This is important to evaluate the effectiveness of the grievance mechanism and for continuous improvement and adjustments of the system.

The Senior Project Manager can be involved in this process to track the performance of the grievance mechanism and implement necessary changes. Top Management can be involved where needed.

It is also recommended that the LLO summarizes all subcontractors’ registers and prepares a monthly progress report to be communicated to OHLIJ’s top management to inform them of the status of the complaints.

If the affected person is not satisfied with the results, he/she can lodge a case within the civil court of law.

# APPENDICES

## Appendix 1: Grievance Recording Form

## Appendix 2: Grievance and Commitment Registry

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No. | Date Received | Name | Area | Case/  Commitment | Cost | Action/  Solution | Date  Closed | Comments |
| **1** |  |  |  |  |  |  |  |  |
| **2** |  |  |  |  |  |  |  |  |
| **3** |  |  |  |  |  |  |  |  |
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