

AL HUSAINIYAH SOLAR PV POWER PROJECT 50MW

Stakeholder Engagement Plan (SEP)



127 October 2019

REV - 01

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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 Husainiyah Power Generation (hereafter referred to as ‘the Developer’) has been selected by MEMR for the development of a 50 MW Solar PV Project in Ma’an 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 Ma'an Governorate in the south of Jordan approximately 170km south of the capital city of Amman. More specifically, the closest organized boundaries and community settlements to the Project site include the following:

- Al-Mohamadiyah which located around 5km to the west and which is administratively under Athroh Sub-district, and from a municipal perspective is under Al-Asha'ri Municipality;
- Hashmiyeh which is located around 10km to the northwest and Husainiyah which is located around 20km to the northwest, both of which administratively are under the District of Husainiyah and from a municipal perspective are under Husainiyah Municipality; and
- Jafer which is located around 30km to the east and which is administratively under Jafer Sub-district and from a municipal perspective under Jafer Municipality.

In addition, the Project is located around 5km to the east of Highway #15 (also known as the Desert Highway), which is the main highway in Jordan that connects the capital city of Amman with southern governorates (including Ma'an Governorate). In addition, located 2.5km to the west of the Project site is a Railway (known as the Hijaz Railway). The total Project area is around 1.4km².

The Project area is located within the premises of the "Mohamadiyah Development Project" that is owned by the Hashemite Fund for Development of Jordan Badia (HFDJB). The "Mohamadiyah Development Project" extends over an area of 50km² consisting of several development projects. The Developer has secured a Land Lease Agreement (LLA) with HFDJB for development of the Project within 1.4km² of the "Mohamadiyah Development Project" area as presented in the figure below.

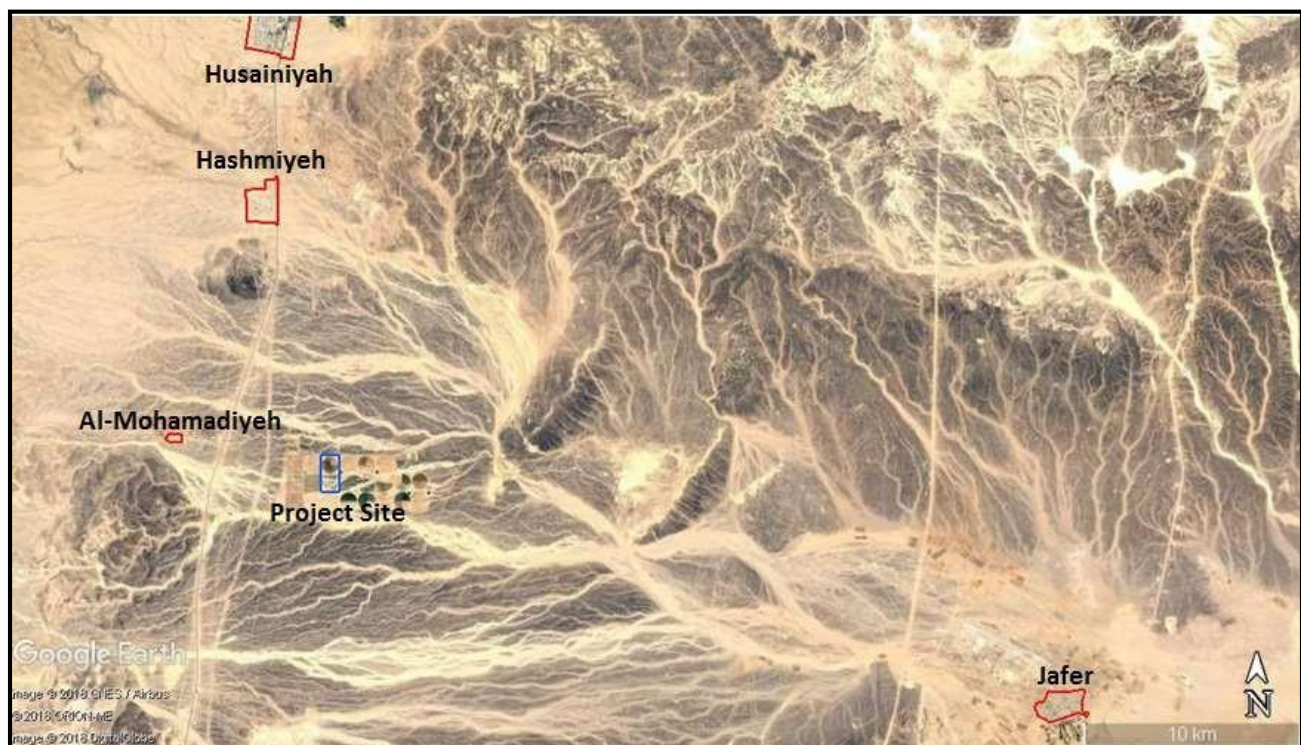




Figure 1: Overview of Project Location

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 (figure below). Each array is equipped with a horizontal single-axis beam tracker which carries the array and orients it towards the sun throughout the day to maximize the amount of energy produced.



Figure 2: Typical Power Arrays Composed of PV Panels

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 155-Gigawatt Hour (GWh) of electricity per year. 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 42,000 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 November 2019 for a duration of 12 months (i.e. till November 2020). Commercial operation of the Project is therefore anticipated in November 2020 and for a period of 20 years (i.e. till 2040).

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.

- A maximum of 250 job opportunities during the construction phase for a duration of approximately 12 months. This will mainly include engineers, electrical and mechanical technicians, as well as unskilled workers. The workforce will include Jordanian nationals and expatriates. In addition, the Developer will also aim to prioritize where relevant job opportunities to the local communities in the area; and
- Around 15 job opportunities during the operation phase to include skilled labor (such as a plant manager, production manager, control engineer, plant administrator, business manager, accountant, etc.) and unskilled labor (such as module cleaners and security personnel) for a duration of 20 years. The workforce will include Jordanian nationals and expatriates. In addition, the Developer will also aim to prioritize where relevant job opportunities to the local communities in the area.

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. However, no disclosure session was required by the MoEnv for this Project in specific.

3.2 IFC Requirements

The Developer will be seeking financing for the Project from prospective lenders, including international Financial Institutions (IFIs). Therefore, the Developer wishes to design and manage the project in accordance with good international industry practice and standards. Therefore, the SEP have been prepared in accordance with the IFC Policy on Social and Environmental Sustainability including the IFC Performance Standards (PS) and the Environmental, Health & Safety (EHS) Guidelines. The IFC requirements have become the defacto international environmental and social performance benchmark for project financing.

The IFC Performance Standards form part of their Sustainability Framework, where the “IFC Performance Standard 1” (IFC, 2012) sets out the following recommendations for stakeholder engagement:

- Stakeholder Engagement is an on-going process that may involve: stakeholder analysis & planning, disclosure & dissemination of information, consultation & participation, grievance mechanism, and on-going reporting to Affected Communities.
- A Stakeholder Engagement Plan (SEP) will be developed and implemented that is scaled to the project risks and impacts and development stage, and be tailored to the characteristics and interests of the Affected Communities.
- Affected Communities will be provided with access to relevant information on: (i) the purpose, nature, and scale of the project; (ii) the duration of proposed project activities; (iii) any risks to and potential impacts on such communities and relevant mitigation measures; (iv) the envisaged stakeholder engagement process; and (v) the grievance mechanism.
- When Affected Communities are subject to identified risks and adverse impacts from a project, a process of consultation will be undertaken in a manner that provides the Affected Communities with opportunities to express their views on project risks, impacts and mitigation measures, and allows the client to consider and respond to them.
- The extent and degree of engagement should be commensurate with the project’s risks and adverse impacts and concerns raised by Affected Communities.
- The consultation process will be tailored to language preferences of Affected Communities, their decision-making process, and the needs of disadvantaged or vulnerable groups.
- For projects with potentially significant adverse impacts, the client will conduct an Informed Consultation and Participation (ICP).
- A grievance mechanism will be established to receive and facilitate resolution of Affected Communities’ concerns and grievances about the client’s environmental and social performance.

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
10 July 2018	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) land use; (iii) biodiversity; (iv) occupational health and safety; (v) infrastructure and utilities. Such issues are discussed further in Table 11 of the ESIA which also summarizes how such issues were considered as part of the ESIA. The ESIA can be reviewed as provided in additional details in ‘Chapter 7’.</p>
24 July 2018	Local Community Consultation Session	<p>A local community consultation session was undertaken with the local community representatives. The representatives were identified by the Local Development Unit (LDU) of Ma’an Governorate to include the following: (i) mayors of relevant Municipalities to include Al-Asha’ri, Husainiyah and Jafer; (ii) members of the Municipal Council which are elected as representatives of local communities (to include both males and females); (iii) members of the Governorate Council (to include both males and females); (iv) elder representatives of tribal groups.</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 5.4.2’ of the ESIA which can be reviewed as provided in additional details in ‘Chapter 7’.</p>
Jun 2018 – Aug 2018	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 12 of the ESIA which can be reviewed as provided in additional details in ‘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);
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.

Vulnerable Groups

The stakeholder list also targets vulnerable groups and which are groups expected to be disproportionately affected by the project impacts. Vulnerable groups are project specific and depend on a range of issues which must be understood such as project location, socio-economic and demographic context, as well as the nature of the development and type of impacts anticipated.

The vulnerable groups within this context were identified to include the following:

- Women groups of local community – because of cultural norms in Jordan which could limit their participation in decision-making in general as well as their employment opportunities over males; and

Given the nature and location of the Project there are considered to be no additional vulnerable groups which would require special consideration throughout the consultation process and which could include groups which are expected to be disproportionately affected by the project impacts.

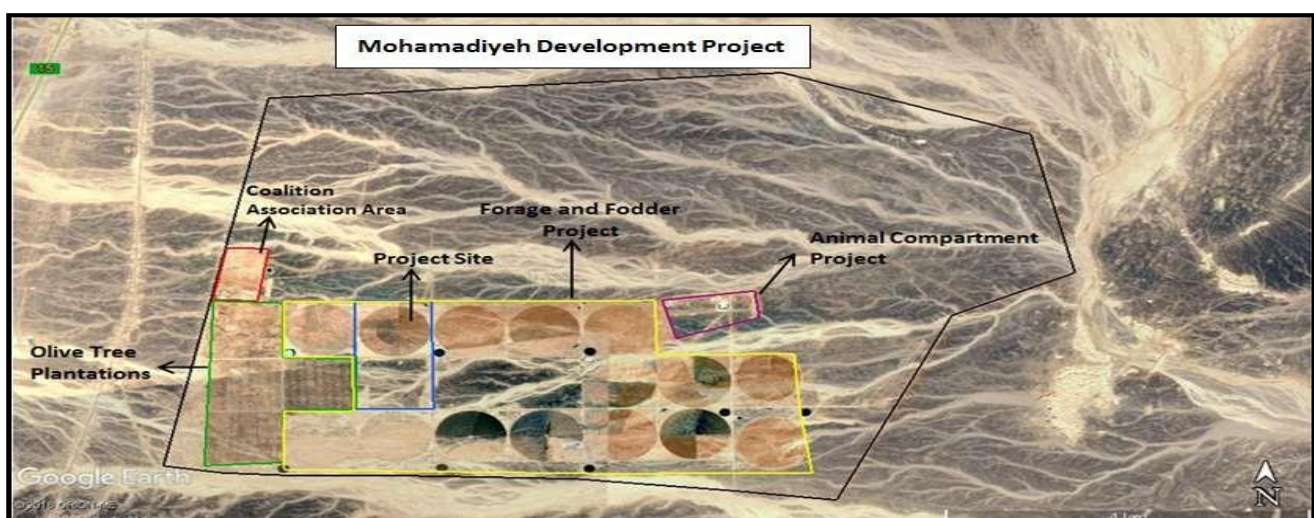


Figure 3: Land Use Activities Undertaken

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 the nearby villages of the Project to include the following:</p> <ul style="list-style-type: none"> - Al-Mohamadiyeh which located around 5km to the west and which is administratively under Athroh Sub- district, and from a municipal perspective is under Al-Asha'ri Municipality; - Hashmiyeh which is located around 10km to the northwest and Husainiyah which is located around 20km to the northwest, both of which administratively are under the District of Husainiyah and from a municipal perspective are under Husainiyah Municipality; and - Jafer which is located around 30km to the east and which is administratively under Jafer Sub-district and from a municipal perspective under Jafer Municipality.
Women groups
<p>Workers within "Mohamadiyeh Development Project". As discussed earlier, the Project site is located within the premises of the "Mohamadiyeh Development Project" which is owned by the Hashemite Fund for Development of Jordan Badia (HFDJB). The key activities undertaken within the "Mohamadiyeh Development Project" include the following: (i) olive tree plantations just west of the Project site; (ii) Coalition Association of Southern Badia area 1 km to the west of the Project site; (iii) Animal Compartment project located around 3km east of the Project site.</p>
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
Jordan-Hejaz Railway Corporation
Local Governmental Agencies
Al-Asha'ri Municipality
Husainiyah Municipality
Jafer Municipality
Athroh Sub-district
Ma'an Water Directorate
Ma'an Public Works and Housing Directorate
Ma'an Department of Antiquities
Non-Governmental Organizations (NGOs) and Other Organisations
Hashemite Fund for Development of Jordan Badia
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 Middle East Regional Office, Jordan

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 at this point, the following additional plans are being developed which are considered an integral aspect of this SEP.

1. Labour and Working Conditions Management Plan (LWCMP) with a Local Recruitment Procedure will be developed by the Contractor of the Project. The recruitment procedure will identify the number of job opportunities targeted for the local communities and details on how job opportunities will be announced as well as a selection process that is fair and transparent and provides equal opportunities for all including females.

The above recruitment procedure will comply with the requirements of “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, laborers, etc. that is based on the investment amount of the project

2. Social Responsibility Program will be implemented by the Developer and which will aim to allocate funds for social responsibility programs which will aim to benefit the local communities to the greatest extent possible. The Social Responsibility Program will identify priority development projects which could benefit local communities, allocated budget, timeline for implementation, etc.
3. Annual Environmental Report: the Developer will be preparing an annual environmental report during the 1st quarter of every year which provides a summary of the environmental and social performance for the Project during the reporting year.

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				
Residents of nearby villages of Al-Mohamadiyah, Hashmiyah, Husainiyah and Jafer. This also includes vulnerable groups (women)	Disclosure of Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. Hardcopy of SEP in Arabic to be available at Al-Asha'ri, Husainiyah and Jafer Municipality as well as HFDJB Office.	Once before construction (to be updated when required)	Developer
		2. Summary advertisement in Arabic of grievance mechanism to be posted at key local community platforms to include municipalities and CBO's (including women). Refer to Chapter 8 for additional details.	Once before construction (to be checked regularly to ensure advertisement in place)	Developer
	Updates on the Project including environmental and social issues and CSR activities undertaken	1. Prepare leaflet in Arabic with updates on project including environmental and social issues. This could include updates on the project development, number of employment opportunities allocated for local communities, the bidding process for project components, construction plans, updates on CSR programs implemented, etc. Leaflet to be disclosed at key local community platforms to include municipalities and CBO's (including women).	Semi-annually during construction Annually during operation	Developer
		2. Hardcopy of Annual environmental report in Arabic to be available at Al-Asha'ri, Husainiyah and Jafer Municipality as well as HFDJB Office.	Annually – 1 st quarter of each year	Developer

	<p>Based on outcomes of the Recruitment Procedure notify local communities on all job opportunities for the Project.</p>	<p>1. Post recruitment advertisements in Arabic at key local community platforms to include Asha'ri, Husainiyah and Jafer Municipality. Additional details will be provided within the Recruitment Procedure and updated in the SEP accordingly.</p>	<p>When required during construction and operation</p>	<p>EPC Contractor / Project Operator</p>
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Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
	Develop Social Responsibility Program	1. Undertake targeted consultations with Al-Asha'ri, Husainiyah and Jafer Municipality as well as key local community representatives (to include women groups) to identify priority development projects to be implemented as part of the Social Responsibility program. Additional details will be provided within the Social Responsibility Program and updated in the SEP accordingly.	Before construction	Developer
Workers within "Mohamadiyah Development Project".	Disclosure of Stakeholder Engagement Plan (SEP) including grievance mechanism.	1. Targeted consultations with worker groups in the "Mohamadiyah Development Project" to explain grievance mechanism and process for lodging grievances to include olive tree plantation workers, local community coalition workers, and animal compartment workers.	Once before construction Once before operation	Developer
	Updates on the Project including environmental and social issues and CSR activities undertaken	1. Prepare leaflet in Arabic with updates on project including environmental and social issues. This could include updates on the project development, number of employment opportunities allocated for local communities, the bidding process for project components, construction plans, updates on CSR programs implemented, etc. Leaflet to be distributed to worker groups in the "Mohamadiyah Development Project"	Semi-annually during construction Annually during operation	Developer
Stakeholders who may participate in implementation of the project				
	Updates on the Project including environmental and social issues (e.g.	1. Individual/Internal Meetings (if required)	TBD	Developer

Investor/Lender	environmental grievance implementation, integration plan, etc.)	performance, mechanism community	2. Submission of annual environmental report.	Annually – 1 st quarter 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	certain updates/information on the implementation of the project	2. Correspondence and official letters (if required)	Upon occurrence	Developer
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	Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, CSR programs implemented, etc.)	1. Email notification. Annual environmental report to be disclosed on company website.	Annually – 1 st quarter 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.	<ol style="list-style-type: none"> 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.	<ol style="list-style-type: none"> 1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters 	Upon occurrence	Developer/EPC Contractor/ 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
Jordan Hejaz Railway Corporation	Should the project utilize the access route which intersects with the railway, a formal letter must be submitted to JHRC with the project location, access road/railway intersection coordinates, and maximum weight of vehicles that will pass over the intersection to obtain non objection letter	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction	Developer /EPC Contractor
Local Government				
Husainiyah 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
	Based on outcomes of the Recruitment Procedure notify local communities on all job opportunities for the Project.	1. Post recruitment advertisements in Arabic at key local community platforms to include Asha'ri, Husainiyah and Jafer Municipality. Additional details will be provided within the Recruitment Procedure and updated in the SEP accordingly.	When required during construction and operation	EPC Contractor / Project Operator

	Develop Social Responsibility Program	1. Undertake targeted consultations with Al-Asha'ri, Husainiyah and Jafer Municipality as well as key local community representatives (to include women groups) to identify priority development projects to be implemented as part of the Social Responsibility program. Additional details will be provided within the Social Responsibility Program and updated in the SEP accordingly.	Before construction	Developer
Asha'ri and Jafer Municipality	Based on outcomes of the Recruitment Procedure notify local communities on all job opportunities for the Project.	1. Post recruitment advertisements in Arabic at key local community platforms to include Asha'ri, Husainiyah and Jafer Municipality. Additional details will be provided within the Recruitment Procedure and updated in the SEP accordingly.	When required during construction and operation	EPC Contractor / Project Operator

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
	Develop Social Responsibility Program	1. Undertake targeted consultations with Al-Asha'ri, Husainiyah and Jafer Municipality as well as key local community representatives (to include women groups) to identify priority development projects to be implemented as part of the Social Responsibility program. Additional details will be provided within the Social Responsibility Program and updated in the SEP accordingly.	Before construction	Developer
Ma'an Water Directorate	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 before Once operation	Developer/EPC Contractor/ Project Operator
	Coordination to secure the water requirements of the Project (if required)	1. Individual/Internal Meetings (if required) 2. Correspondence and Official Letters	Once before construction before Once operation	Developer/EPC Contractor/ Project Operator
Ma'an Public Works and Housing 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 – Ma'an	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
Non-Governmental Organizations (NGOs) and Other Organisations				

Stakeholder	Objectives	Communication Methods and Tools	Timeframe	Responsibility
<ol style="list-style-type: none"> 1. Jordan Environment Society (JES) 2. Friends of Environment Society 3. National Environment and Wildlife Society (NEWS) 4. The Jordan Society for Sustainable Development 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 	<p>Updates on the Project including environmental and social issues (e.g. environmental performance, grievance mechanism implementation, CSR program implementation, etc.)</p>	<ol style="list-style-type: none"> 1. Email notification. Annual environmental report to be disclosed on company website. 	<p>Annually – 1st quarter of each year</p>	<p>Developer</p>

7. CONTACT DETAILS AND REPORTING

Throughout the Project, all stakeholders can contact the Developer throughout the contact details provided below.

Contact Details for the Public

Community Liaison Officer (CLO) – Al Husainiyah Solar PV Power Project

Address: Maan – Al Husainiyah

Telephone: 0795264825

E-mail: amjazi@yahoo.com

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);

The above will be provided at the Developer's website at the following link **XXXXXX**. In addition, 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.

Al-Asha'ri Municipality

Location:

Tel:

Fax:

Husainiyah Municipality

Location:

Tel:

Fax:

Jafer Municipality

Location:

Tel:

Fax:

Hashemite Fund for Development of Jordan Badia (HFDJB)

Location:

Tel:

Fax:

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 (Annex 1) will be 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-Asha'ri, Husainiyah and Jafer Municipality Bulletin Board
 - b. Selected key CBO's to include Women CBO's (list of CBO's where disclosure sheet will be posted will be updated once this is undertaken)
 - c. Entrance Office of the Mohamadiyah Development Project of the Hashemite Fund for Development of Jordan Badia (HFDJB)
2. Stakeholders willing to lodge a grievance should be able to use the following avenues:
 - a. Grievance Sheets (Annex 2) with grievance boxes will be made available at the following locations:
 - **Al-Asha'ri Municipality**
Location:
City:
Tel:
Fax:
 - **Husainiyah Municipality**
Location:
Tel:
Fax:
 - **Jafer Municipality**
Location:
Tel:
Fax:
 - **Mohamadiyah Development Project Front Office**
Location:
Phone:

Fax:

b. Direct Contact through the following:

Community Liaison Officer (CLO) – Al Husainiyah Solar PV Power Project

Address: Maan – Al Husainiyah

Telephone: 0795264825

E-mail: amjazi@yahoo.com

Community Liaison Officer (CLO) – Hashemite Fund for Development of Jordan Badia

Address:

Telephone:

E-mail:

3. All grievances (whether submitted through a grievance form, e-mail, telephone, etc.) will be recorded on a grievance log sheet by the CLO (Annex 3).
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. In coordination with the relevant personnel, the CLO will analyse the root cause of the grievance, investigate if the grievance is correct or not, and identify the required actions to be implemented to deal with the issue and identify the timeline for their completion (if applicable).
6. The CLO will prepare a grievance resolution form (see Annex 4) which includes the nature of the grievance, date of its submission, actions implemented to resolve the grievance and date of implementation, or proposed actions to be implemented to resolve the grievance along with the timeline for their completion. Grievance resolution form will be submitted within twenty (20) days of receiving the grievance.
7. The grievance resolution form must be approved and signed-off by the Developer's Project Manager.
8. The outcomes of the grievance resolution form will be communicated to the complainant by the CLO in accordance with the preferred method of communication specified.
9. In the case the grievance resolution form identifies proposed actions to be implemented, the CLO will monitor and follow up to ensure that such actions have been implemented in accordance with the timeline proposed within the grievance resolution form. The CLO will contact the complainant once such actions are completed in accordance with the preferred method of communication specified.
10. Upon resolving the grievance, a grievance closeout form (annex 5) will be prepared to be signed off by the CLO and the complainant that will detail the solution that was implemented to resolve the grievance.
11. The CLO will ensure that the grievance forms, grievance log sheet, grievance resolution form, and grievance closeout form are updated and maintained onsite at all times.
12. The grievance mechanism will be implemented promptly and at no cost and without retribution to the party that originated the issue or concern.
13. The use of grievance mechanism shall not impede access to judiciary means.
14. The grievance mechanism allows submission of anonymous complaints by community members.

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. 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.

Annex 1 – Grievance Disclosure Sheet



Any stakeholder or local community members willing to lodge a grievance related to the project should use the following avenues:

1. Grievance Sheets with grievance boxes will be made available at the following locations:

- **Al-Asha'ri Municipality**

Location:

City:

Tel:

Fax:

- **Husainiyah Municipality**

Location:

Tel:

Fax:

- **Jafer Municipality**

Location:

Tel:

Fax:

- **Mohamadiyah Development Project Front Office**

Location:

Phone:

Fax:

2. Direct Contact through the following:

Community Liaison Officer (CLO) – Al Husainiyah Solar PV Power Project

Address: Maan – Al Husainiyah

Telephone: 0795264825

E-mail: amjazi@yahoo.com

Community Liaison Officer (CLO) – Hashemite Fund for Development of Jordan Badia

Address:

Telephone:

E-mail:

Annex 2 – Grievance Sheet

PUBLIC GRIEVANCE FORM

Reference No.	
Full Name:	
Contact Information Please mark how you wish to be contacted and add contact details	<input type="checkbox"/> By Post: <input type="checkbox"/> By Telephone: <input type="checkbox"/> By E-mail: <input type="checkbox"/> Other (please specify)
Description of Concern, Incident or Grievance	What is your concern/grievance/what happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of concern, incident, or grievance	
<input type="checkbox"/> One-time incident/grievance (date) <input type="checkbox"/> Happened more than once (how many times?) <input type="checkbox"/> On-going (currently experiencing problem)	
What would you like to see happen to resolve the problem?	
Signature:	
Date:	
Please insert this form in one of the grievance boxes	



Annex 3 – Grievance Log Sheet

Ref No	How Was grievance submitted	Date of Submission of Grievance	Name and Contact Information	Description of Grievance	Actions Taken to Resolve the Grievance	Date of Communication of Solution	Has grievance been resolved (Y/N) if not explain why

Annex 4 – Grievance Resolution Form

GRIEVANCE RESOLUTION FORM	
How was grievance received	<input type="checkbox"/> Grievance Box (specify which box) Directly contact with CLO or HFDJB
Reference No:	
Description of Concern, Incident or Grievance: What is the grievance/ What happened? Where did it happen? Who did it happen to? What is the result of the problem?	<input type="checkbox"/> <input type="checkbox"/>
Date of Grievance	
Has the Grievance been Resolved?	Yes No; <u>If not provide a justification below</u>
Fill Out Either Section 1 OR Section 2 below	
Section 1	
Summary of Actions Undertaken to Resolve Grievance	
Date of Implementation	
Section 2	
Summary of Proposed Actions to be Implemented to Resolve Grievance	
Timeline for Implementation	

CLO Signature:

Project Manager Signature:

Date:

Date:

Annex 5 – Grievance Closeout Form

GRIEVANCE CLOSE-OUT FORM

Reference No:	
Full Name	
Description of Concern, Incident or Grievance:	
Description of Actions Taken to Resolve the Grievance	
Date of Submission of Grievance	
Date of Communication of Solution to Grievance	
Has the grievance been resolved (Yes/No)	

CLO

Name:

Date:

Signature:

Complainant

Name:

Date:

Signature